



Fair play and fees valid from 1. November 2018

mobility

Shared mobility works if everyone pulls together

Shared Mobility is based on fair play and mutual consideration. It is particularly important to return cars punctually, in a clean condition and with the fuel tank at least one third full. The next customer will thank you for it!

Note these seven simple fair play rules

- Return Mobility vehicles on time and with the fuel tank at least one third full.
- Observe the smoking ban.
- Clean away any dirt or soiling you have caused yourself.
- Transport animals in a suitable carrier or on a blanket. Please clean and vacuum the vehicle if necessary before the end of the reservation.
- Do not pass on the Mobility Card and your activated SwissPass to other people: it is for your use only (exception: business customers with transferable subscriptions).
- Check vehicles for damage before use. Report damage immediately to the 24h Service Center on 0848 824 812.
- If Mobility parking spaces are occupied by private cars, report immediately to the 24h Service Center on 0848 824 812. Exception: A reservation confirmation for a Mobility vehicle is placed clearly visible behind the windscreen of the private vehicle.

Vehicle return with fuel tank less than a third full.	CHF 25
Special cleaning	At cost min. CHF 50
Late vehicle return – 6th–30th minute – in addition for every half hour	CHF 50 CHF 25
Return transport of vehicle to point of departure or for Mobility-OneWay to the defined end station.	At cost min. CHF 50

Fair play and fees

Placing, postponing and shortening reservations

- You can book Mobility vehicles on a round-the-clock basis via app or internet **for free**.
- The same channels are available to you for altering reservations (plus on-board computer, if available).
- If you postpone or shorten a reservation less than six hours before the starting time, half the hourly rate is charged for the period of time freed up.
- If you return to your location earlier than planned, press the “Res End” button on the on-board computer, if available or terminate the reservation prematurely in the app. This way you can save half on the rate for the remaining hours. Exception: commenced half hour.

Use of Mobility app and online customer portal	Free of charge
Reservations and reservation alterations through the 24h Service Center on 0848 824 812	CHF 2.20
Reservation alterations via on-board computer, if available	Free of charge
Shorten/postpone reservation > 6h before starting time	Free of charge
Shorten/postpone reservation < 6h before starting time	½ of hourly rate booked

Cancellations and failure to use reservations

Mobility seeks to guarantee its customers a high level of vehicle availability at all times; for this reason, a fee is charged for cancellations and non-utilisation of reservations.

- CHF 2.50, if you cancel a reservation more than six hours before the starting time.
- CHF 2.50 plus half of the originally booked hourly rate if you cancel a reservation less than six hours before the starting time.
- You pay triple the rate for the hours booked if you fail to use a reservation. (exception for business customers: reservations in the “availability guarantee” service.)

Cancellation > 6h before the start of the reservation	CHF 2.50
Cancellation < 6h before the start of the reservation	CHF 2.50 + ½ of hourly rate booked
Failure to use a reservation	3 × hourly rate booked

Find out now

www.mobility.ch/fairplay_en



24h Service Center 0848 824 812

Reporting damage and breakdowns

- Check vehicles for potential damage before driving. Notify the 24h Service Center immediately of any damage by telephone on 0848 824 812.
- Mobility vehicles are serviced to perfection. If a breakdown should occur nonetheless, we organise assistance wherever you happen to be at the time.

Processing of claim (up to CHF 1'000)	CHF 50
Processing of claim (over CHF 1'000)	CHF 100
Failure to report damage incident	CHF 250
Roadside assistance where customer is not at fault	Free of charge
Roadside assistance where customer is at fault	At cost min. CHF 100

Replacement of a Mobility Card	CHF 25
Lost/damaged fuel card or parking garage card	CHF 50
Vehicle key kept/lost/damaged	At cost
Processing of traffic fines	CHF 25
Delivery of privat customer invoice by post (free of charge by email)	CHF 1.50
Handling charge for reminders	CHF 25
Lost property office search assignment incl. shipping (up to 5 kg)	CHF 50
Shipping of lost property without search assignment (up to 5 kg)	CHF 25
Hourly rate for special expenses (technician/specialist etc.)	CHF 140
Extraordinary change of subscription during term	CHF 50
Reka money/vouchers reimbursement	CHF 50

Fairplay

Please note the six additional Fair Play rules for scooters.

- Return the scooter to an official parking area within the free-floating zone.
- When you have finished with the scooter, place both helmets and the safety vests back in the topcase.
- Handle the accessories provided with care, e.g.: helmets, safety vests, mobile phone holder.
- Dispose of the hygiene helmet liners in the proper way.
- Do not use the scooter to transport animals.
- Smoking is not permitted while wearing the helmet.

Return outside the free-floating zone Return of vehicle to the zone	On a time and material basis Min. CHF 50
Return to a non-authorized location (e.g. pavement)	On a time and material basis Min. CHF 50
Loss of helmet	CHF 120
Damaged accessories	On a time and material basis



Fees may be increased in the event of repeat incidents. All fees include VAT.

Mobility Cooperative
24h Service Center 0848 824 812
E-mail: office@mobility.ch
www.mobility.ch/fairplay_en

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