

Ground Rules GO Sharing

These are the basic rules for the use of our vehicles.

The following is agreed with regard to the use of our vehicles:

- You will abide by the standards of decency and the applicable rules of the road;
- You will handle the vehicles with care and behave as a responsible road user;
- You must check in advance that the vehicle has sufficient fuel (including battery capacity) for your intended journey. You must not lock the vehicle without fuel. If the vehicle runs out of fuel, the booking cannot be completed.

- At the end of use, you must lock the vehicle via the app;
- After use, you must ensure that the vehicle and its accessories are clean, complete and free of any personal items for the next user;
- If a warning sign lights up on the dashboard, you must immediately stop using the vehicle and call Customer Service to determine if the journey can continue;
- The user is responsible for the accuracy of the data provided and for having a (mobile) device that meets the technical requirements for using the app.

With regard to damage to our vehicles, we agree to the following:

- You will check the vehicle for damage before use. Pay particular attention to heavy soiling and missing parts;
- If the vehicle is damaged (and this damage has not yet been reported in the app), please report it directly via our app;
- If, in consultation with our customer service, you agree that the vehicle is no longer suitable for use, park the affected vehicle or accept an alternative vehicle nominated by the customer service;
- If the damage - including technical or electronic problems - occurs during use, please report it directly to our Customer Service. All Customer Service instructions must then be followed by the user;

If you are involved in an accident with the vehicle, the following must be observed :

- Report it to the police as soon as possible so that the accident can be registered;
- Fill in a claim form. If you cannot find the claim form, please contact Customer Service. The claim form must be filled in truthfully and completely and sent to the address provided by Customer Services within 7 (seven) days;
- If reporting to the police (and subsequent registration of the accident) does not seem possible, or as soon as this is completed, report the accident to Customer Services. All instructions from the after-sales service must then be followed by the user;

If you lose the vehicle during use or if it has been stolen, the following must be observed:

- Please report this to the after-sales service as soon as possible. All Customer Service instructions must then be followed by the user;

For clarity, we would like to highlight the following regarding the different coloured areas in the app:

You can only start and stop use in the service area marked in the app. In addition, we distinguish the following (service) areas:

- A service area marked in green is the area where both use and end of use are allowed. This area is considered a service area.
- The unmarked area is the area in which use is permitted. However, end of use is not permitted here.
- A service area marked in red is the area where neither use nor end of use is permitted.