

Ground Rules GO Sharing

These are the **Ground Rules** when making Use of our Vehicles.

The following is agreed to in respect of Use of our Vehicles:

- You comply with the standards of decency and applicable rules (of the road);
- You handle the Vehicles with care and behave as a responsible road user;
- You must check in advance whether the Vehicle has sufficient fuel (including battery capacity) for your intended journey. You may not lock the Vehicle without any fuel. If the Vehicle no longer has any fuel, the Use cannot be concluded. We cannot be held liable for this;
- On (mid-term) ending of Use, you must lock the Vehicle via the App;
- After Use, you must ensure that the Vehicle and its accessories are left clean, complete, and stripped of all personal property for the next user;
- You are responsible for taking a proper photo after the Use. It is important that the number plate is clearly legible, the position on the road is visible and the general condition of the vehicle can be deduced. If your photo does not meet these conditions, we can hold you responsible for damage to or loss of the vehicle, and/or fines resulting from an incorrect parking action.
- In the event of a warning sign displayed on the dashboard lighting up, you must immediately stop making Use of the Vehicle and contact Customer Services by telephone to determine whether the journey can continue;
- We may recover all costs from you for Use of the Vehicle which contravenes the applicable rules (of the road). These costs will, in any event, but not exclusively, include any administrative costs and debt collection costs in the event that the Vehicle has been removed.
- The User is always responsible for having a (mobile) device that meets the technical requirements for using the App, and for the accuracy of this data.
- Users of the shared cars are obliged to park their vehicle backwards on the reserved spots upon arrival at a GO Hub. connect to the charger if possible and scan the charging drop so that the vehicle starts charging.
- It is strictly forbidden to smoke or carry pets in the cars.
- All fines will be charged to the driver.
- It is forbidden to let anyone other than the main tenant drive.
- The deductible for shared cars is €1000 as standard, this can be reduced to €500 for an extra €0.05 per minute.
- The deductible for shared bicycles and shared scooters is €500 as standard, this can be bought off for €0.05 extra per minute.

If GO Sharing observes that you have not complied with the above agreements, it may charge you the costs that it incurs (with a surcharge) for non-compliance with this condition. In such case, loss profit can also be recovered from you.

We agree to the following in respect of any damages to our Vehicles:

- You inspect the Vehicle prior to Use for any damages. In doing so, please pay close attention to severe fouling and missing parts;
- If the Vehicle is damaged (and this damage has not already been indicated in the App), please report it directly via our App;

- If you decide – whether or not in consultation with our Customer Services – that the Vehicle is not suitable for Use, then you will either relinquish Use, or you accept a (possible) replacement Vehicle designated by Customer Services;
- If the damage – including technical or electronic problems, occurs during Use – please report it directly to our Customer Services. Any instructions given by Customer Services must then be followed by the User;
- You are liable for any damage to the Vehicle, unless: it had already been observed prior to Use; this damage was the direct result of an instruction from GO Sharing; or this damage must be for the account of GO Sharing based on statutory regulations regarding liability.

If you are involved in an accident with the Vehicle, then:

- Report this 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 Services. The claim form must be completed truthfully and in full and must be sent to the address provided by Customer Services within 7 (seven) days;
- If reporting to the police (and the subsequent registration of the accident) does not appear to be possible or as soon as this has been completed, report the accident to Customer Services. Any instructions given by Customer Services must then be followed by the User;
- Any (unduly claimed) liability is at the expense and risk of the User. Neither GO Sharing, nor its insurance companies, are bound by any declaration or commitment;
- You are liable for all direct and indirect damages suffered by GO Sharing as a result of the accident, unless the contrary is proven or this damage is the direct result of an instruction from GO Sharing; and
- You will pay all (damage) compensation received in respect of the damage to the Vehicle directly to GO Sharing.

If you lose the Vehicle during Use, or if it has been stolen, then:

- Please report this to Customer Services as soon as possible. Any instructions given by Customer Services must then be followed by the User;
- You are liable for all damages resulting from loss or theft, unless you can prove that this was not your fault.

In any event, it concerns theft or loss if (GO Sharing has reasonable grounds to suspect that):

- Actual Use of the Vehicle continues after Use has ended;
- The Vehicle is transported without the consent of GO Sharing by any means of transport including, but not limited to the cargo compartment of a vehicle, truck, bus, train and/or shipping vessel;
- Intentional damages are inflicted on the Vehicle including, but not limited to, when the Vehicle is (partially) dismantled; and
- The Vehicle will not be returned in conformity with these Terms and/or the Agreement in the Service Area.

For the sake of clarity, we would like to emphasize the following with regard to the various coloured areas in the App:

You can only start and end making Use in the Service Area marked out in the App. Furthermore, we distinguish the following (Service) areas:

- *A Service Area marked in green* is the area where both Use as well as end of Use is allowed for our e-mopeds. This area is regarded as Service Area.
- *A Service Area marked in blue* is the area where both Use as well as end of Use is allowed for our e-bikes. This area is regarded as Service Area.
- *A Service Area marked in orange* is the area where both Use as well as end of Use is allowed for our e-cars. This area is regarded as Service Area.
- *The unmarked area* is the area where Use is allowed. End of Use is not allowed. This area is regarded as Service Area.
- *A Service Area marked in red* is the area where neither Use nor end of Use is allowed. This area is not regarded as Service Area.