



## Contract

**Customer number:** \_\_\_\_\_

|                |                 |
|----------------|-----------------|
| Name:          | Surname:        |
| Address:       | Postcode, city: |
| Date of birth: | Place of birth: |
| Phone:         | Mobile:         |
| E-Mail:        | Tax number:     |

The customer acquires the right to use the vehicles of the consortium "Carsharing Südtirol Alto Adige" as far as they are available and the agreed payments have been made. The mutual rights and obligations of this customer contract are determined by the General Terms and Conditions (GTC) as well as the fee and the price list in their respectively valid version.

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**South Tyrol Pass Authorisation:**

☒ I authorize the consortium „Carsharing Südtirol Alto Adige“ to activate the South Tyrol Pass with the number \_\_\_\_\_ for the use of the offered service.

Location and date:

Signature:

☒ I hereby register with "Carsharing Südtirol Alto Adige". I confirm the conclusion of this contract and accept the General Terms and Conditions (AGB) from "Carsharing Südtirol Alto Adige". I have received, read and understood the GTC and the list of prices and fees.

☒ I agree to receive invoices in digital form.

Location and date:

Signature:

☒ In full knowledge of article 1341 of the "Codice Civile", the undersigned confirms his full acceptance of the following terms and conditions as set out in the GTC: Art. 2 Authorization to drive, Art. 7 Inspection of the vehicle before starting the journey, Art. 10 Liability of the provider, Art. 11 Liability of the customer, Art. 12 Insurance, Art. 13 Accidents, theft and reporting, Art. 21 Data protection.

Location and date:

Signature:

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**To be completed by the distribution agency:**

|  |                                       |                    |
|--|---------------------------------------|--------------------|
| South Tyrol Pass:  | Driving licence:                      |                    |
| Customer number:   | Agency / category:                    |                    |
| Identity card:   | Issued on:                            |                    |
| The original documents mentioned above were inspected and checked. The possession of a valid driving licence is confirmed. |                                       |                    |
| _____  | _____                                 | _____              |
| Location, date   | Distribution agency, name of employee | Signature employee |



## Members Survey

For statistical reasons we ask you to inform us whether you are a member of one of the cooperatives listed below. Members receive a **one-time discount of 10 € on the registration fee.**

|                          |  |
|--------------------------|--|
| <input type="checkbox"/> | C Plus Arbeitergenossenschaft                            |
| <input type="checkbox"/> | Cooperativa edilizia Grieserauen                         |
| <input type="checkbox"/> | Cooperazione Autonoma Dolomiti                           |
| <input type="checkbox"/> | Forward Società Cooperativa                              |
| <input type="checkbox"/> | Kon CoopCooperativa                                      |
| <input type="checkbox"/> | Unione Energia (SEV)                                     |
| <input type="checkbox"/> | Safety Road Academy Società Cooperativa                  |
| <input type="checkbox"/> | Giovacchini Cooperativa                                  |
| <input type="checkbox"/> | Katholischer Verband der Werktätigen - KVW               |
| <input type="checkbox"/> | NaveS, Cooperativa per l'acquisto di vicinato Alto Adige |
| <input type="checkbox"/> | Arche im KVW   |
| <input type="checkbox"/> | ASP Servizi S.r.l.                                       |
| <input type="checkbox"/> | Infosyn srl  |
| <input type="checkbox"/> | Cassa Raiffeisen Bolzano Cooperativa                     |
| <input type="checkbox"/> | Cassa Raiffeisen Merano                                  |
| <input type="checkbox"/> | Südtiroler Bauernbund                                    |
| <input type="checkbox"/> | Elektroverteilergenossenschaft Sand in Taufers           |
| <input type="checkbox"/> | Cassa Raiffeisen Valle Isarco                            |
| <input type="checkbox"/> | Not member   |

We would like to point out that you are personally liable for the self declaration of membership and that you must inform us immediately in writing of any changes to your membership status by writing to info@carsharing.bz.it

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature



## Privacy

In accordance with articles 13 and 14 of GDPR 679/2016, we inform you that the consortium "Car Sharing Südtirol Alto Adige" processes the personal data of interested parties, customers and suppliers as well as persons who voluntarily disclose their personal data (in person, by telephone, fax or e-mail).

Our company as data controller guarantees that the processing of personal data will take place within the framework of the legal provisions, taking into account the fundamental rights and freedoms as well as the dignity of the person concerned, with particular reference to confidentiality, personal identity and the right to the protection of personal data.

### **The following personal data will be processed:**

- Name and surname
- Address
- Date and place of birth
- E-Mail address and phone number
- Tax number and VAT number
- Documents (identity card, driving licence)
- South Tyrol Pass
- Bank coordinates
- Journey and GPS data

### **The data is collected for the following purposes:**

- Fulfilment of legal obligations, obligations from ordinances, community standards as well as civil and tax laws;
- Fulfilment of any contractual obligations towards the party concerned;
- Fulfilment of activities in connection with the business activity of our company such as filling in internal statistics, invoicing, keeping customer/supplier accounts, locating the vehicle after the end of the journey;
- Objectives of a business nature such as the sending of business information and newsletters (the latter only after consent), by post, fax and e-mail;
- Protection of receivables and management of liabilities.

The personal data collected by us will be stored until the expiry of the legal and contractual storage obligation and deleted thereafter, unless we are obliged to store them for a longer period in accordance with Art. 6 para. 1 lit. c GDPR due to tax and commercial law storage and documentation obligations or you have consented to storage going beyond this in accordance with Art. 6 para. 1 lit. a GDPR.

### **In relation to the above objectives, your personal data will be forwarded if necessary:**

- to public administrations and authorities, if this is provided for by law;
- to credit institutions with which our company maintains business relationships for the administration of receivables/payables and for the brokerage of financing;
- to all those natural and/or legal, public and/or private persons (legal, business, administrative and tax consulting offices, courts, chambers of commerce, etc.) if the communication proves necessary or useful for the performance of our activity, and in the manner and for the purposes indicated above;
- To the owners of the databases, for the management of the service, invoicing and accounting.



**The data subjects have the following rights under the Data Protection Act:**

- pursuant to Art. 7 para. 3 GDPR to revoke your consent once given to us at any time. As a result, the data processing based on this consent may no longer be continued in the future;
- to request information about your personal data processed by us in accordance with Art. 15 GDPR. In particular, you may request information on the processing purposes, the category of personal data, the categories of recipients, to whom your data has been or will be disclosed, the planned storage period, the existence of a right to rectification, deletion, restriction of processing or objection, the existence of a right of complaint, the origin of your data, insofar as it has been collected from us, as well as on the existence of automated decision-making including profiling and, where applicable, meaningful information on its details;
- in accordance with Art. 16 GDPR to immediately request the correction of incorrect or incomplete personal data stored by us;
- to demand the deletion of your personal data stored by us in accordance with Art. 17 GDPR, unless processing is necessary for exercising the right to freedom of expression and information, for fulfilling a legal obligation, for reasons of public interest or for asserting, exercising or defending legal claims;
- to demand the restriction of the processing of your personal data in accordance with Art. 18 GDPR if the correctness of the data is disputed by you, the processing is unlawful but you refuse its deletion and we no longer need the data but you need it for the processing of the business relationship or you have lodged an objection to the processing in accordance with Art. 21 GDPR;
- in accordance with Art. 20 DSGVO, to receive your personal data which you have provided to us in a structured, common and machine-readable format or to request transmission to another responsible person and
- to complain to a supervisory authority pursuant to Art. 77 GDPR

**Right of objection:**

If your personal data is processed on the basis of a legitimate interest pursuant to Art. 6 para. 1 lit. f GDPR, you have the right to object to the processing of your personal data pursuant to Art. 21 GDPR if there are reasons for doing so which result from your particular situation.

If you wish to exercise your right of objection, simply send an e-mail to [info@carsharing.bz.it](mailto:info@carsharing.bz.it).

I, \_\_\_\_\_ have read, understood and accept this document.

Location and date:

Signature:

\_\_\_\_\_

\_\_\_\_\_

☐ I hereby give my consent to receive the newsletter in order to be kept up to date about new stations, offers and promotions as well as events.

Location and date:

Signature:

\_\_\_\_\_

\_\_\_\_\_



## Direct Debit Authorisation



Creditor identifier  
Codice identificativo del creditore

IT 33 0010000002801000213

Mandate reference – to be completed by the creditor  
Riferimento del mandato – da indicare a cura del creditore

### SEPA Direct Debit Mandate

By signing this mandate form, you authorize the creditor to send instructions to your bank to debit your account and your bank to debit your account in accordance with the instructions from the creditor. Note: As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited.

### Mandato per addebito diretto SEPA

La sottoscrizione del presente mandato comporta l'autorizzazione del creditore a richiedere alla banca del debitore l'addebito del suo conto e l'autorizzazione alla banca del debitore di procedere a tale addebito conformemente alle disposizioni impartite dal creditore. Nota: Il debitore ha diritto di ottenere il rimborso dalla propria Banca secondo gli accordi ed alle condizioni che regolano il rapporto con quest'ultima. Se del caso, il rimborso deve essere richiesto nel termine di 8 settimane a decorrere dalla data di addebito in conto.

|  |   |
|--|---|
| Purpose<br>Scopo   | Remuneration Carsharing Südtirol Alto Adige<br>Remunerazione Carsharing Südtirol Alto Adige           |
| Type of payment<br>Tipo di pagamento                       | <input checked="" type="checkbox"/> Recurrent / Ricorrente <input type="checkbox"/> One-off / Singolo |
| Name of the debtor<br>Nome del debitore                    |   |
| Address<br>Indirizzo                                       |   |
| Postal code and city<br>Codice postale e località          |   |
| Name of bank and BIC/SWIFT<br>Nome della banca e BIC/SWIFT |   |
| Account number / IBAN<br>Conto di addebito / IBAN          |   |
| Location and date<br>Luogo e data                          |   |
| Signature<br>Firma   |   |

Use of the SEPA logo is under licence from the European Payments Council.  
L'uso del marchio di SEPA è sotto l'autorizzazione dal Consiglio europeo di pagamenti



## General Terms and Conditions

### § 1 Subject

The consortium "Carsharing Südtirol Alto Adige" ('Provider') rents registered customers ('Customers') motor vehicles for short-term use ('Short-term rental'), subject to availability. These General Terms and Conditions (GTC) apply to registration (conclusion of the customer contract) and short-term hire. The current price and fee list applies to this service. By concluding the customer contract, the customer does not acquire any claim to the short-term rental at the price and fee list valid at the time of registration or the valid mileage flat rate. Only the current prices and fees at the time of booking apply (see § 18 of these GTC).

### § 2 Driving authorisation

Persons who have concluded a customer contract with the provider (customers) and other persons registered by the customer (tariff partners) are entitled to drive. Bookings of the tariff partners take place exclusively in the name and on account of the customer via his customer account. If the customer is a legal entity, these persons may be named (agents) who are entitled to drive in their name and on their account. The vehicle may be driven in the vehicle by another person with the consent and in the presence of the customer. The customer must ensure that the persons entitled to drive observe the provisions of these GTC and are able to drive and hold a valid driving licence. The customer must represent the actions of the authorised drivers as if they were their own. The customer must be able to prove at any time who drove the vehicle (e.g. in the event of a fine). Persons who have been in possession of a valid driving licence for less than 12 months may only book vehicles under 50 KW/t. The provider accepts no liability whatsoever for booking or driving other vehicle models that are not permitted by law. The customer acknowledges this and declares to indemnify and hold the provider harmless in this respect. If a person is subject to a restriction with regard to the use of vehicles (e.g. engine capacity/power/special equipment), the person concerned must check whether the vehicle meets the respective requirements before using the vehicle.

### § 3 Customer card

Each customer receives a customer card for access to vehicles with built-in access technology. If the customer is in possession of a Südtirol Passe, this will be activated for the duration of the right of use. Passing on the customer card and/or the PIN to persons who are not authorised to drive is not permitted. The loss of the customer card must always be reported immediately. Otherwise the customer is liable for all damages caused by the loss or the passing on of the customer card and/or PIN, in particular if the theft of vehicles was made possible thereby. Upon termination of the contractual relationship, the customer card must be returned to the Provider without delay. In the event of loss or failure to return the card, the customer shall be charged a lump sum for expenses and costs in accordance with the price and fee list, unless the customer can prove that no or only minor damage has been incurred. In any case, the provider reserves the right to demand compensation for the damage actually incurred and suffered. If further access media are handed over to the customer, this provision shall apply mutatis mutandis. If vehicles without built-in access technology are provided, the customer will receive the vehicle key from the provider when the vehicle is taken over. The vehicle key must be returned to the Provider when the vehicle is returned.

### § 4 Booking obligation

Before each use of a vehicle, the customer undertakes to book it with the provider, stating the period of use. Existing booking restrictions must be observed. The customer has no right to a specific vehicle. The

provider is entitled to provide a vehicle of equal or higher value instead of the booked vehicle class. The vehicle models displayed within the framework of the Internet booking are purely exemplary; the vehicles actually provided may deviate from them. A fee is charged for the telephone booking service in accordance with the price and fee list. The provider can make the acceptance of bookings dependent on appropriate advance payments on the rental price by the customer.

### § 5 Period of use

The period of use covers the booking period. The booking period begins/ends at the full quarter of an hour (e.g. 14:00, 14:15, 14:30, 14:45, 15:00). It comprises at least one hour and can only be extended by full or half hours.

### § 6 Cancellations

If a customer cannot use the booked vehicle, a cancellation can take place. The cancellation of a booking is free of charge for the customer if it takes place at least 24 hours before the beginning of the intended use. In all other cases, the provider is entitled to charge cancellation costs amounting to 50% of the usage fee in accordance with the valid price list, but not exceeding the price for one day of use, unless the customer can prove that the provider has suffered no or only minor damage. Shortened bookings shall be treated as cancellations of the shortened period. The supplier informs the customer if the booked vehicle class cannot be made available. The customer can then cancel the booking free of charge or rebook to another vehicle class within the scope of availability.

### § 7 Checking the vehicle before starting the journey

The customer is obliged to check the vehicle before the start of the journey for recognizable defects/damages and to compare them with the list of damages in the car. Defects/damages found must be reported to the provider by telephone before the start of the journey.

### § 8 Carrying a valid driving licence

The customer undertakes to carry a valid driving licence for each journey. The right to drive according to § 2 of these GTC is bound to the continuous, uninterrupted possession of a driving licence and the observance of all conditions contained therein. It expires immediately in the event of withdrawal, temporary seizure or loss of the driving licence. The customer is obliged to inform the provider immediately of the loss or restriction of the driving licence.

### § 9 Use of vehicles

The customer must handle the vehicles carefully and use them in accordance with the instructions in the manuals, vehicle documentation and manufacturer's specifications, as well as check the operating fluids and tyre pressure. The vehicle must be left clean and properly secured against theft. Smoking in the vehicles is generally prohibited. The station must be handled with care and any gates or barriers must be closed after the vehicle has passed through. In the event of soiling of the interior of a vehicle by the customer beyond normal traces of use, cleaning costs will be charged in the amount of the expense or flat rate according to the list of charges, unless the customer can prove lower cleaning costs. A vehicle is considered dirty in the above sense if it shows stains, waste, green waste, ash, tobacco smoke, soiling due to the transport of animals or similar.

Each vehicle is equipped with a fuel card. The absence of the fuel card must be reported at the start of the booking. The customer undertakes to use the fuel card exclusively for refuelling the rented vehicle. Unless otherwise stated, the vehicle must be parked with at





least a quarter full tank. In the event of non-compliance with the tank rules, a fee may be charged in accordance with the price and fee list. Use is only permitted within Europe. International journeys must be reported to the provider. It is prohibited to use the vehicle for commercial passenger transport, for motor sport exercises, for test purposes or for other illegal purposes and/or to make it available to unauthorised third parties.

#### **§10 Liability of the provider**

The liability of the provider is limited to intent and gross negligence of the provider or its legal representatives or vicarious agents, unless coverage under the vehicle liability insurance concluded for the vehicle. This does not affect the liability of the provider in the event of breach of material contractual obligations or any liability of the provider under the Product Liability Act. Lost property must be reported to the provider and handed over; the provider does not assume any liability for this.

#### **§ 11 Liability of the customer**

The customer is liable in accordance with the statutory regulations if he has damaged or stolen the vehicle or has breached his obligations under the customer contract. The customer's liability also extends to incidental damage costs, such as expert costs, towing costs, depreciation and loss of use. If the customer has excluded and/or limited his liability from accidents, for damages of the supplier by agreement of separate insurance benefits, his liability remains in all cases of intent or gross negligence and in cases that lead to the withdrawal of insurance cover due to a misconduct of the customer. The customer is liable for traffic and administrative offences for which he is responsible. The costs of the provider for the handling of administrative offences shall be borne by the customer. Provided that the customer does not prove to the offerer any smaller processing expenditure, the offerer can refrain from a concrete computation and raise a lump sum fee according to price and fee list. The customer is obliged to inform the provider immediately of the change of address. The supplier can charge the customer for address investigations in the amount of his actual expenditure or as a lump sum with 15 euros, unless the customer proves a lower expenditure. When using an electric vehicle, the corresponding charging cable must always be carried in the vehicle during use. Expenses incurred by the provider due to disregard will be charged to the customer. In addition, the provider is entitled to charge costs for the salvage of vehicles and their loss of use which arise due to non-compliance with the loading level/fuel level and remaining range.

#### **§ 12 Insurance**

All vehicles are covered by liability, fire, theft and fully comprehensive insurance. The excess is 500 Euro.

#### **§ 13 Accidents, theft and compulsory reporting**

Following an accident, theft, fire, game damage or other damage, the customer is obliged to call the police if a third party is involved in the event as the injured party or possible (co-)perpetrator or if property other than the rental car was damaged. In the case of damage events involving third parties, the customer may only make an acknowledgement of debt with the prior consent of the provider. The customer is obliged to inform the supplier immediately by telephone about damage events and to inform the supplier afterwards about all details in writing in all points completely and carefully. If the damage occurs in Germany without the customer or his representative being injured, the written notification must be made no later than 48 hours after the damage event. The provider can charge the customer a lump sum according to the current price and fee list for the expenses associated with the damage settlement in the event of an accident for which the customer is partly or wholly responsible, unless the customer can prove to the provider that no or only minor damage was incurred.

#### **§ 14 Return of vehicles**

The customer is obliged to return the vehicle properly at the end of the agreed period of use. The return is deemed to have been carried out properly if the vehicle has been properly closed with all the documents handed over (doors and windows locked, steering wheel lock engaged, lights switched off) and the vehicle key has been deposited at the prescribed location. Unless otherwise permitted, the vehicle must be returned to the place of hire. Irrespective of the agreed usage fees, these may be charged until the actual return of the vehicle to the Provider. The assertion of further damages in the event of a breach of the customer's obligation to return the vehicle is reserved to the provider. If the vehicles are equipped with GPS positioning, the position of the respective vehicle is located when the vehicles are returned and the useful life is automatically rounded up to the next full quarter of an hour. If the useful life is shorter than the booking period, the unused booking period is calculated in accordance with § 6.

#### **§ 15 Delays**

If the customer is unable to comply with the return time stated in the booking, he must extend the booking period before expiry of the return time initially agreed. If an extension is not possible due to a subsequent booking and if the original return time cannot actually be adhered to by the customer, the provider is entitled to invoice the time exceeding the booking time. In the event of late return of the vehicle, the Provider may, in addition, charge a lump sum for damages in accordance with the price and fee list, depending on the duration of the delay, in lieu of the damage actually incurred by the Provider, unless the Customer can prove to the Provider that the Provider has incurred no damage or only minor damage.

#### **§ 16 Technician assignment**

If the customer causes the use of a technician through improper operation of the vehicle or the access technology or through non-compliance with the rules (in particular in the case of insufficient refuelling, starting an electricity consumer, multiple entry of an incorrect PIN), the customer will be charged according to the price and fee list and expense, unless the customer can prove a lower expense.

#### **§ 17 Cross use**

The customer is entitled to also book vehicles of cooperation partners of the supplier via his customer account at the price list valid for the respective product (see § 1 of these GTC). In this case, the contractual partner of the customer remains the provider. These GTC apply to the use of such vehicles.

#### **§ 18 Fees, terms of payment, deposit**

The customer shall be invoiced for administration and admission fees, fees for the use of the vehicles by own journeys and journeys of the tariff partners and agents, as well as service fees in accordance with the valid price and fee list, whereby billing shall be monthly. Changes to the price and fee list shall be made after careful examination of the economic situation, e.g. fuel prices, maintenance and procurement costs, etc., and shall be invoiced on a monthly basis. The customer shall be notified of the change at least three months before it takes effect. The fuel price shall be invoiced at a flat rate over the kilometres driven (kilometre flat rate). The calculation is based, among other things, on the average consumption of a typical vehicle in the respective vehicle class. The current mileage flat rate is published on the Internet. From a price of 1.85 euros per litre of Super and further increases of 0.15 euros, the mileage flat rate increases by 1 cent per litre. The adjustments always take place on the 1st of the following month and are announced on the Internet and on the invoices. The period of use resulting from the booking and the distance determined by the on-board computer are binding for the invoicing of the trips. The supplier's invoice sent to the customer is



due and payable within 30 days of receipt of the invoice. After default he is liable for processing costs and default interest. The assertion of further damage caused by default by the provider remains unaffected by this. If the customer wishes the invoice to be sent by post, a service fee will be charged in accordance with the valid price and fee list. Dispatch by e-mail is free of charge. The validity of granted travel credit amounts to 12 months in each case, provided that no shorter running time was communicated with mechanism of the credit. The provider will collect the calculated charge by direct debit at the earliest after 5 working days after successful use if the customer has given a corresponding authorization. If a direct debit is not redeemed due to lack of funds or for other reasons for which the customer is responsible, the provider can invoice the customer for this in the amount of his actual expenditure or as a lump sum in accordance with the price and fee list, unless the customer proves a lower expenditure. For payments by bank transfer or credit card, the Provider may charge a service fee in accordance with the price and fee list. Irrespective of the right to block pursuant to § 20, the Provider reserves the right to demand a deposit from the Customer and to collect the price of the trips in advance if the Provider has experienced inconvenience in the past due to the lack of timely payment of the amounts owed by the Customer. A deposit paid by the customer is not subject to interest by the provider. The provider can assign his claims to third parties at any time (collection service).

#### **§ 19 Contract amendments**

Changes to the general terms and conditions will be notified to the customer in writing or by e-mail and published on the Internet. The changes shall be deemed approved if the customer does not object in writing. The provider will draw the customer's attention to this consequence when making the announcement. The customer's objection must be sent to the provider within one month after notification of the changes.

#### **§ 20 Termination, blocking**

The customer contract is concluded for an indefinite period and can be terminated in writing by both parties with a notice period of 6 weeks to the end of the quarter. If a minimum term has been agreed for special tariffs, both parties may terminate the contract for the first time with a notice period of 6 weeks to the end of this minimum term. The parties reserve the right to extraordinary termination of the customer contract. In the case of tariffs with a minimum term, the customer is also entitled to extraordinary termination in the event of changes to the price and fee list, about which the provider will inform the customer in the notification of change. Instead of an extraordinary cancellation, the provider is also entitled to block the customer from renting for a certain period of time for important

reasons. This applies in particular, as long as not insignificant claims of the provider from previous rentals have not yet been settled, in the case of lack of assistance in the clarification of cases of damage or in the case of repeated breaches of essential contractual obligations by the customer (see § 23 of these GTC). The offerer informs the customer in writing about the duration and the reason of the blockage.

#### **§ 21 Data protection**

The provider is entitled to collect, process and use personal data of the customer in accordance with the provisions of Art. 13 and 14 of GDPR 679/2016. In the event of administrative offences or violations of the road traffic regulations, the personal data of the customer will be transmitted to the necessary extent (name, address) to the road traffic or regulatory authorities. The provider undertakes not to pass on customer data to third parties for the purpose of commercial exploitation. In the case of vehicles equipped with GPS positioning, the position is determined when the vehicles are returned. Beyond that no locating of the vehicles takes place during the proper use by the customers. In case of violation of the return obligations (§ 14), in other cases of conduct contrary to the contract or in cases of damage, the provider is also entitled to determine the position.

#### **§ 22 Credit assessment**

The provider reserves the right to check the creditworthiness of the customer. In the event of negative information, the provider reserves the right to make a deposit prior to the provision of services or to refrain from concluding a contract.

#### **§ 23 Conduct contrary to contract**

In the case of the following circumstances for which the customer is responsible, the provider may charge a flat-rate fee of up to 250 euros for the additional administrative costs incurred, unless the customer can prove to the provider that he has incurred no or only a significantly lower loss: journeys without booking, unauthorised transfer of the customer card and/or PIN, surrender of the vehicle to unauthorised persons, return of the vehicle delayed by more than 24 hours, misuse of fuel cards.

#### **§ 24 Other provisions**

Italian law applies. Oral subsidiary agreements do not exist. The legal invalidity of individual parts and provisions of the customer contract and these GTC do not affect their validity in other respects. Unless otherwise regulated by the relevant statutory provisions, the exclusive place of jurisdiction for all disputes arising from or in connection with the customer contract shall be the registered office of "Car Sharing Südtirol Alto Adige".

Last update: 27.06.2016





## Price list

### Non-recurring registration fee:

|                                    |         |
|------------------------------------|---------|
| Customer with South Tyrol Pass*    | 25.00 € |
| Customer without South Tyrol Pass* | 40.00 € |
| Additional user / card             | 15.00 € |
| Extra charge for novice driver     | 25.00 € |

### Annual fee:

|                        |         |
|------------------------|---------|
| Standard               | 75.00 € |
| Additional user / card | 29.00 € |

\*10.00 € discount for members of our member organizations.

The annual fee will be renewed automatically. For termination of agreement, the office has to be informed in written form one month before.

### Our cars and their rental prices:

| Vehicle classe | Model             | Price per hour from 10 pm until 7 am | Price per hour from 7 am until 10 pm | Price per day | Price from the 2nd day on |
|----------------|-------------------|--------------------------------------|--------------------------------------|---------------|---------------------------|
| Small          | VW UP!            | 1.00 €                               | 5.00 €                               | 35.00 €       | 30.00 €                   |
| Compact        | VW Golf, VW Caddy | 1.00 €                               | 6.00 €                               | 45.00 €       | 40.00 €                   |
| Medium         | VW Golf Variant   | 1.00 €                               | 7.00 €                               | 50.00 €       | 45.00 €                   |

**Weekend discount:** from Friday 7 pm until Monday 7 am we concede a discount of 20 % on the time fee.

In addition to the rental price, we calculate **0.20 € per kilometer**.

### Additional costs:

|                                    |         |
|------------------------------------|---------|
| Invoicing by post                  | 1.50 €  |
| Bookings by telephone              | 1.50 €  |
| Handling of return debit note      | 5.00 €  |
| Handling of administrative offence | 25.00 € |

|                           |         |
|---------------------------|---------|
| Loss of the customer card | 25.00 € |
| Soiling, smoking          | 50.00 € |
| Technician service        | 50.00 € |
| Non-refueling             | 5.00 €  |

For **delays** less than 15 minutes, we charge 12.50 €; delays over 15 minutes fall at a cost of 25.00 €.

In case of **early return** we charge the effective cost of the drive and 50% of the remaining time price.

The **cancellation of a reservation** is free until 24 hours before the start. Otherwise we calculate half of the rental price; a maximum of one day rate. If reservation is not taken up or canceled, we calculate the total time price.

If the reserved car is not used and the reservation isn't either cancelled, we calculate the total time price.

Our vehicles are **fully insured**. The **deductible** is 500.00 €.

The **invoices** are always issued at the beginning of the following month and sent via email. The payment is made 30 days after the invoice has been issued by means of transfer or standing order. If the invoice still appears as open after the due date, the customer card is temporarily blocked.

All prices include applicable VAT.

The availability of the vehicles can vary by location.



## All information at a glance

Are you still looking for a convenient complement to public transport or would you like to use a second car from time to time? Then we have the ideal solution for you: Carsharing!

### Register now

Come to one of our info points to sign the contract. Please bring your identity card, your driver's license and your tax number. Your customer card is already waiting for you!

### Book easily

After the payment of the registry fee and the annual fee has been effected, we will activate your customer card. Afterwards you will get your password via SMS or e-mail with which you can log in on our booking website [booking.carsharing.bz.it](http://booking.carsharing.bz.it) or the DB Flinkster app and complete your first booking.

After you finish your bookings, you'll get an SMS or e-mail which confirms your reservation.

**Our tip:** Change, prolong or cancel your booking precociously to avoid additional costs.

### One cooperation – many advantages

Thanks to the cooperation with Deutsche Bahn (Flinkster) and their partners, it is even possible to book vehicles in other parts of Italy (Trient, Brescia, Rovereto, Riva del Garda), Germany and Switzerland. Also in this case our price list is valid as long as the chosen vehicle corresponds to one of our vehicle classes. The invoices for those trips are issued as well by us.

### Our vehicles and Stations:

Information about our cars and stations can be found on our website on [www.carsharing.bz.it](http://www.carsharing.bz.it).



## The ride begins

Have you already booked one of our vehicles and are standing right in front of it? Then just hold your customer card on the reader on the front shield and the car opens up. Just take the key out of the hanger in the glove box and your ride can begin!

As the customer card is only used to unlock the vehicle at the beginning and to lock it at the end of the reservation, always use the key during the ride.

As soon as the vehicle is brought back to the station from which you haven taken it, you have to be careful to put the chip which is attached to the key back in the hanger in the glove box and lock the car from the outside by using your customer card again.

Alternatively to the customer card, you can also lock and open the vehicle by using your smartphone: Just define the desired PIN on booking.carsharing.bz.it.

**Important:** Our vehicles have to be checked before every ride. The damages you may find have to be compared to our damage list in the glove box. If you find any damage that is not reported on the list, please add the information and call our service number immediately.

## Invoicing

The invoices are always issued at the end of the month and sent via email. The payment is then effected by credit transfer or direct debit. If the invoice is not paid within the date of expiry, the customer card will be temporarily blocked.

## The refueling

To guarantee a comfortable ride to every customer, we ask you to return the cars with a tank that is full at least to one quarter. This is why you find a fuel card in the hanger in the glove box with which you can refuel the vehicle at all the gas stations that cooperate with DKV. The PIN can be found in the booklet in the glove box.

Should you have any problems with the fuel card, we ask you to pay for the fuel yourself and to send us the receipt via e-mail at info@carsharing.bz.it. The sum will be refunded with your next invoice. All the gas stations with a DKV cooperation can be found on our website.



## **Cleaning and service**

Our vehicles get cleaned every two weeks and maintained regularly. Should a vehicle nevertheless be in a dirty condition, you can book a substitute car. As mentioned in our general terms and conditions, every user is bound to return the vehicles in clean conditions, though.

Should a caution light appear during your ride, please call our service number immediately, in order to make sure that we can resolve the problem as soon as possible. Also in this case you can book a substitute car.

Oil changes and other maintenance works will only be executed by our staff.

## **Behavior after accidents**

After an accident, the welfare of the involved people and the assurance of the scene of the accident stand in the foreground. Please inform our staff as soon as possible at the service number.

If there is a third party involved or if property has been damaged, the police has to be called.

Do not give an acknowledgement of a fault in written form, but leave it to the competent authority to resolve the question of guilt.

In the glove box you will find an accident report which we ask you to complete and submit immediately to our service center.

In each case, take a note of the names and the license number of the involved parties as well as the reference number of the police.

## **Contact**

For questions during your ride, we ask you to turn to the staff of our service number 800 912 516 (or +39 0471 1880164 for calls from abroad). For every other concern you can reach us in the mornings by telephone at 0471 061 319 or via e-mail at info@carsharing.bz.it.

## **Have a good trip!**



## Payment information

Only one step separates you from registering with Carsharing. After the registration fee has been transferred to the following account, you can already use our cars!

Bank: Raiffeisenkasse Bozen/Cassa Rurale di Bolzano, De-Lai-Straße/Via De Lai  
IBAN IT 45 K 08081 11600 000300061191  
BIC/SWIFT RZSBIT21003  
Reason: Customer number, name, registration and annual fee

Amount to be paid: \_\_\_\_\_,\_\_\_\_\_€

(\_\_\_\_\_,\_\_\_\_\_ € for the registration fee and \_\_\_\_\_,\_\_\_\_\_ € for the annual fee)

For **new drivers** there is a one-time surcharge of 25 € on the registration fee.

I confirm that I have read and accepted point 2 of the GTC:

Persons who have been in possession of a valid driving licence for less than 12 months can only book vehicles under 50 KW/t. The provider assumes no liability whatsoever for bookings or the use of other vehicle models that are not permitted by law. The customer acknowledges this and declares to indemnify and hold the provider harmless in this respect.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature