

## Regulation of the ROMA CAR SHARING service

Roma Servizi per la Mobilità s.r.l. - Car Sharing Rome  
Registered office in via Silvio D'Amico 40, 00145 Roma  
(hereinafter referred to as CSR)

- always check the latest version published on the Car Sharing page of the [romamobilita.it](http://romamobilita.it) website -

**Car Sharing Roma (CSR)** reserves the right to change the regulations and annexes, giving notice by e-mail and publishing the new regulations on the Car Sharing page of the [romamobilita.it](http://romamobilita.it) website.

### REGISTRATION TO THE SERVICE

Individuals, associations, public bodies and companies can join the service.

Subscribers to the Car Sharing Roma Service must be the holders of a valid category B driving licence or equivalent qualification to drive motor vehicles issued more than one year ago.

Each registration must correspond to

- a residence address in Italy or, in case of residence abroad, a foreign residence address and domicile in Italy;
- an active e-mail address
- a mobile phone number that can be contacted for information or emergencies while using the service.
- valid driving licence
- valid identity document
- selfie showing clear and identifiable image of face next to clear and identifiable image of copy of identity document

The absence of even one of the conditions listed above during the registration period will be grounds for immediate suspension of the service without notice.

The registration is carried out online through the Car Sharing web page at [romamobilita.it](http://romamobilita.it) or the 'Car Sharing Roma' App by clicking on "Not registered?". The applicant must fill in all fields in the 'Sign up now' section, entering the following data

- contract type
- personal data
- Italian or European Union driving license data
  - Holders of non-EU driving licences can use the Service in the following cases and by submitting the following documentation:
    - foreign residence: attach a copy of the legalized translation to the registration form, together with the foreign driving licence, or alternatively an International Driving Licence.
    - residence in Italy for no more than one year (after which the licence must be converted): enclose a copy of the legalized translation of the foreign licence with the registration form, or alternatively an International Driving Licence.

*The documentation relating to the foreign driving licence may also be supplemented by e-mail at [carsharing@romamobilita.it](mailto:carsharing@romamobilita.it).*

- Family or Company association code, only in case of a user of an existing family or company contract
- address of actual residence and domicile if any
- billing address if different from residence
- choice of 'consents', subscription to the contractual conditions and personal data processing regulations

At the end of the registration process, the Customer must pay the registration fee by credit card.

Prepaid or debit cards are not accepted. The credit card used for the payment of the registration fee will be the only means of payment on which all invoices for rides made as well as any further charges resulting from use will be debited. The completed registration application will be automatically forwarded to CSR, which will activate the contract after assessing the validity of the data entered.

CSR provides the Customer with the following documents, which can be downloaded from the Car Sharing web page of the [romamobilita.it](http://romamobilita.it) website:

- Facsimile Contract
- Service Regulation
- Any addendum to the Service Regulation
- Car Sharing Rome Cancellation Form

The Customer must pay the registration fee by credit card. Prepaid or debit cards are not accepted. The credit card used to pay the registration fee will be the payment method by which all the invoices for the journeys made will be charged, as well as any other charges arising from the use.

During the period of validity of the registration, any change to the licence - renewal, withdrawal, temporary suspension, exhaustion of licence points - must be communicated by e-mail to **carsharing@romamobilita.it**.

In the event of licence renewal or replacement, the Customer must access their Personal Area and update their profile with the details of the new driving licence. In the event of difficulty in updating, a copy of the front and back of the driving licence, clearly legible, may be sent to **carsharing@romamobilita.it**.

The Customer shall be solely responsible for failing to notify CSR of any variations, and shall indemnify CSR against any expenses, costs or compensation incurred as a result of failing to do so. If the change to the licence occurs while driving, the Client must immediately refrain from using the vehicle and contact CSR. However, if there is a justified reason for doing so, CSR may suspend the service provided to individual members at any time, even without prior notice, giving subsequent notification by e-mail.

Justified reasons, with possible application of the allowances, are understood to include the following cases:

- administrative breaches
- violations of the Penal Code
- repeated failure to comply with CSR's requests for supplementary documentation (personal data and documents, insurance and administrative documents)
- repeated non-compliance with the Regulations
- repeated non-compliance with the Highway Code

#### **TERMINATION OF THE CONTRACT**

**The subscription does not expire unless notice of cancellation is given to the Manager using the form available online, sent by registered letter with return receipt or by e-mail if the Customer has a certified e-mail address.**

The cancellation will be accepted and validated in the accounts at the end of the month in which the registered letter with return receipt or PEC is received.

Customers terminating their subscription shall in any event be bound to pay the amount accrued until the end of the current contract, as well as any administrative sanctions and those related to traffic violations.

Therefore, at the end of the period of validity of the subscription, despite the fact that the Customer's profile is no longer active, the Customer must keep their payment system active until full payment of the above amounts.

#### **CIRCULATION AND PARKING - ALLOWED**

- parking free of charge in the BLUE-striped parking areas of the Municipality of Rome
- circulating and park in all ZTLs of the Municipality of Rome, with the exception of ZTL A1 Tridente, where access and parking is allowed only with the electric cars of the Car Sharing Roma fleet
- circulating during traffic blocks
- using the preferential lanes of the Municipality of Rome reserved for TAXI-BUS
- circulating-e nationwide, where permitted

#### **CIRCULATION AND PARKING - NOT ALLOWED**

- during the rental, it is not permitted to stop at a Car Sharing Roma location, even temporarily, other than the one of departure or arrival
- using the preferential lanes with tracks reserved for TRAMS
- circulating and park in ZTL A1 Tridente with the standard and hybrid cars of the Car Sharing Roma fleet (only full electric cars are allowed)
- using roads and preferential lanes reserved exclusively for BUS (for example VIA DEI FORI IMPERIALI, in the selection via in Miranda - piazza del Colosseo (both directions) and the so-called CORRIDOIO LAURENTINO)
- leaving the rented vehicle in the following places, even if temporarily:
  - places that contravene the Highway Code
  - BUS stops
  - parking spaces reserved for TAXIs and LAW ENFORCEMENT AGENCIES
  - parking spaces reserved for people with disabilities, except for holders of specific authorisations
  - parking spaces that are free at the time of return but with hourly (e.g. loading and unloading of goods) or daily restrictions (with parking bans following on odd/even days for road works, or market days, etc.).
- driving outside national borders

#### **USE OF THE VEHICLE**

Vehicles must be used in the manner and within the limits established by the contract and these Regulations.

The Customer must comply with the rules of the Highway Code and must take all reasonable cautions and precautions. If CSR, by evaluating the conduct of a Customer, decides that their driving style is dangerous to others, it reserves the right to notify the Customer in this regard. However, CSR reserves the right to terminate the contract with the Customer if they continue to drive in a style that is deemed to be dangerous to others.

In such an eventuality, the holder of the registration contract is personally liable, both civilly and criminally, for any improper use of the vehicle.

The cars of the Car Sharing Roma Service cannot be used:

- Under the influence of drugs, narcotics, alcohol or intoxicants or in physical or mental conditions clearly incompatible with driving;
- For purposes contrary to the law or public order;
- For towing, or otherwise moving any other vehicle;
- For motoring events, sports competitions, driving safety courses;
- On bumpy roads that could cause damage to tyres and vehicles;
- With overloading, i.e. with more people than prescribed in the registration certificate;
- For the transport of hazardous substances of any kind;
- For hire with driver and/or for profit;

Failure to comply with the aforementioned prohibitions shall result in the immediate termination of the contract, the application of fines and possible reporting to the judicial authorities, compensation for damages holding firm in any event. For anything not expressly indicated above, explicit reference shall be made to the contents of the vehicle registration booklet and the specific use and maintenance booklet for each vehicle.

On board the vehicles

- **Smoking is forbidden;**
- **Transporting animals is forbidden.**

Clients must keep and return the vehicle used in clean condition.

Failure to comply with these obligations will result in the application of the fines set out in the Tariff List and the charging of the cost of cleaning the interior of the vehicle to the Customer who last used the vehicle. Repeated failure to comply with the aforementioned prohibitions will result in the termination of the contract and the application of the fines set out in the Tariff List, compensation for damages holding firm in any event.

#### **Before starting a journey, Clients must**

- ensure that the vehicle is not damaged (for example: damage to the body, wheels, interior, etc.). In case of any damage, the Customer must report it by phone to the Call Center or through the Car Sharing Roma App. The report will allow damage and compensation charges to go to the Customer who last used the vehicle.
- check the cleanliness of the vehicle. If the conditions of cleanliness of the vehicle are not optimal (e.g. presence of animal hair, mud and/or food residues or objects on the seats and/or mats, obvious stains, etc.) the Customer must report it by phone to the Call Center or through the Car Sharing Roma App. In the absence of such a report and if it is found that the vehicle is not clean, the Customer who last used it will be charged both the fine for failure to report and the cost of restoring the state of cleanliness provided in the price list.

If the Customer finds malfunctions in the vehicle that affect the possibility of driving it properly and safely before beginning a journey, they must refrain from using the vehicle and notify the CALL CENTER, which will solve the problem and suggest alternative solutions.

The discovery of any lost items must be reported to the Call Centre which will provide the most appropriate instructions.

Custody of the vehicle keys is the responsibility of the Customer. The loss of the keys will result in an administrative fee as set out in the Tariff List plus the cost of providing a new key.

#### **VEHICLE RESERVATION**

Reservation is compulsory.

The reservation of the car can be made:

- via the Car Sharing Roma App, free of charge
- via the Car Sharing section of the romamobilita.it website, free of charge
- with the Car Sharing Roma smartphone app, free of charge
- by booking by phone through the Call Centre.

The Call Centre booking service is available 24 hours a day - 7 days a week and can be reached on the following number:

**06 57003 (option 2) – H24 – 7 days a week**

The cost of the call to the Call Centre number depends on the tariff profile of the operator, whether it is made from a landline or a mobile phone.

At the time of booking, the Customer must indicate:

- Their first and last name or, if the name is the same as that of another customer, their first and last name, e-mail and telephone number;

- Date, time and car park where the vehicle will be picked up;
- Date, time and car park of pick-up and destination of the vehicle, in the case of One Way mode.

The portal or the Call Centre operator will check the availability of the requested car and propose the solution. If the Customer accepts, the reservation is confirmed. As the start of the rental period approaches, the number plate of the assigned car will be provided with the booking, which can be accessed through the App or website and notified by e-mail.

The vehicle must be returned to the car park where it was picked up or, if the One Way option is chosen, to the car park chosen at the time of booking.

The cancellation of a booking close to the time of use, and also the return of the vehicle later than the scheduled time, will generate a service charge as set out in the Tariff List.

Reservations can be made up to 7 days in advance and up to 15 minutes before use.

The minimum booking duration is 1 hour. The maximum duration is 72 consecutive hours (three days). For longer durations, the customer must contact CSR by e-mail, at least 2 working days in advance, and they will assess the rental authorisation.

Reservations will be handled by the system in order of arrival and according to the availability of vehicles, failing which an alternative solution will be suggested using the nearest car parks.

IN CASE OF REQUESTS OR COMMUNICATIONS THAT CANNOT BE RESOLVED THROUGH THE CALL CENTRE, PLEASE SEND AN EMAIL TO THE FOLLOWING ADDRESS:

**CARSHARING@ROMAMOBILITA.IT**

#### VEHICLE WITHDRAWAL

The vehicle cannot be picked up before the beginning of the booking period.

At the appointed time and at the chosen car park, the Customer locates the reserved car, approaches the vehicle and, by accessing the App, selects the reservation made.

Through Bluetooth or by entering the number plate, the system will recognise the customer and validate the booking by opening the vehicle after a few seconds. After entering the vehicle, the Customer starts the engine with the key, which is kept in the vehicle's glove compartment.

If the Customer does not find the reserved vehicle in the car park, they must promptly notify the **Call Center** at 06 57003 (key 2), which will find another car available in the same car park or, alternatively, propose a different solution.

**If the proposed car is located in a car park far from the original one, the Call Centre may authorise the use of a taxi only between the two car parks, with a maximum fee defined in the Tariff List. The reimbursement of the expense can be requested from the Personal Area of the 'Car Sharing Roma' App or the Car Sharing page of the romamobilita.it website, within 15 days of using the Taxi service.** The reimbursement will be made by CSR through bank transfer. Through the Personal Area, it will be possible to consult all the phases of the reimbursement request.

If the rental cannot be started due to a fault in the car itself or due to the impossibility of finding another car, nothing will be owed by CSR, other than the cancellation of the amount due for the period booked and not used and the possible reimbursement of the amount of the taxi ride, according to the procedures mentioned above. If the Customer refuses to use a car other than the one booked, in the event of replacement due to faults, CSR will be free to charge the Customer the amount due for the period booked and not used.

#### USE OF ELECTRIC CARS

By using an electric car, the Customer declares that he/she has fully read and accepted all the instructions and conditions of use set out in the relevant information materials on the Car Sharing page of the romamobilita.it website and in the car.

#### RETURN OF THE VEHICLE

**At the end of the rental period, the Client must return the vehicle to the same car park they picked it up from or, in the case of One Way, to the car park chosen at the time of booking, within the time limit set at the time of booking, or as soon as CSR so requests.**

At the time of return, Customers must:

- park the vehicle correctly in the designated area;
- close the windows, turn off the car radio and the courtesy lights;
- make sure that all documents and manuals are in order and in their original position;
- retrieve personal items and check that the interior is clean;
- check that the fuel tank is more than 1/4 full;
- put the key back in the glove compartment, exit and close the doors;
- follow the vehicle release procedure through the Car Sharing Roma App.

#### Drop-off procedure through the Car Sharing Roma App

After exiting the vehicle, Customers must:

- enter the App and confirm the return of the vehicle via Bluetooth or by entering the number plate
- the vehicle will close automatically

In the event of difficulties, the rental can be closed remotely by the Call Centre operators.

The steps described above must always be followed even if another Customer is waiting for the vehicle. Failure to comply with the above procedure will result in the payment of the fines indicated in the Tariff List.

#### RETURN AFTER THE BOOKING TIME

In the event of a delay in the return of the vehicle with respect to that previously booked, the Call Centre must be notified no later than 15 minutes before the expiry of the booking, **exclusively** by calling the following number

### 06 57003 (option 2) – H24 – 7 days a week

The Call Centre will extend the booking, charging the amount envisaged in the Tariff List for the extension of the booking on an active journey. If the extension is requested less than 15 minutes before the expiry of the reservation, or if the vehicle is returned later than the expiry time of the reservation, the fines envisaged in the Tariff List for extending a journey after the reservation has expired/releasing the vehicle later will be charged.

#### VEHICLE RETURN NOT POSSIBLE DUE TO OCCUPIED PARKING SPACE

If it is not possible to return the vehicle to the parking space due to specific impediments (e.g.: occupied parking space, inaccessibility due to road works, etc.), the customer is required to park the vehicle as close as possible to the parking space and in full compliance with the fixed or mobile road signage. It is not permitted to park the vehicle outside the designated space in locations that, although regular at the time of issue, are subject to parking regulations that vary over time (e.g.: with parking bans following on even/odd days, or market days, etc.).

After having parked the Car-Sharing vehicle outside the designated space, the exact location of the vehicle must be notified to the Call Centre. Failure to notify the exact location of the vehicle to the Call Center will result in the charge of the fine envisaged in the Tariff List.

The holder of the contract is liable not only for the use of the car while it is running, but also after its release for all consequences arising from the manner and location of parking.

Returning the vehicle to a CSR car park other than the car park of departure or, in the case of One Way parking, to a CSR car park other than the one booked, will incur a fine as set out in the Tariff List.

#### FUEL

When necessary, the Customer can refuel at any service station, regardless of the distributor's logo, choosing either 'served' or 'self-service' mode.

**Payment for refuelling** is the responsibility of the **Customer**. To request a refund of the amount incurred, Customers, **within 15 days of refueling**, must access their Personal Area of the App or website and enter the data and documents required in the appropriate section. The reimbursement will be made by CSR through bank transfer. Through the Personal Area, it will be possible to consult all the phases of the reimbursement request.

For any eventuality during the refuelling operations, you can contact the Call Center at **06 57003** (option 2) and report the problems encountered.

**The vehicle must be returned at the end of the service with at least 20% tank**

**If a lack of fuel is indicated when the vehicle is picked up, the car must be refuelled.** Failure to comply with this procedure will incur a fine, the amount of which is shown on the Tariff List.

Failure to issue a receipt should be reported by sending an email to 'carsharing@romamobilita.it'. Failure to do so will make it impossible to refund the amount due for refuelling the car.

Refilling of oil or other forms of routine maintenance are the exclusive responsibility of CSR personnel, and can be performed by the Customer only in cases of emergency or demonstrable necessity, and in any case after notifying the Call Center; it will forward the communication to CSR, which reserves the right to assess whether any operations carried out by the Customer with a cash advance are to be considered refundable.

#### ACCESSORIES

Snow chains can be supplied on request by e-mail at least 2 working days before use. At the end of use, they must be left on board, in the boot, in the same condition in which they were supplied. Any damage and/or loss will be charged to the Customer.

The use of other accessories (e.g. child seats) by the customer is permitted, provided that they do not require modifications and/or work on the vehicle or cause potential damage to the vehicle. These accessories must in any case be provided at the expense of the Customer requiring them.

#### BILLING/PAYMENTS

The Customer is aware of the rates applied as per the Tariff List published on the CarSharing web page of the romamobilita.it website and undertakes to pay the due amount.

The calculation of the kilometres travelled is automatically carried out by the on-board system from the moment the vehicle is collected until it is returned.

The cost of the service is automatically determined by the on-board computer through the sum of the hours and kilometres travelled during the rental period.

In the event of an extension or delayed return, the duration is equal to the number of hours between the start and end of the service.

The minimum charge time shall be one hour. Subsequent time charges shall be calculated in fractions of 15 minutes.

The invoice, to be issued after the service has ended, details the debit items relating to registration fees, services provided (duration and distance covered), penalties and/or additional services, any administrative expenses, fines and any expenses incurred by CSR and attributable to the Customer (e.g. vehicle cleaning expenses, deductibles, etc.).

The standard invoice for the services shall be issued at the end of the rental period and shall be made available to the Customer in electronic format in their Personal Area.

In the event of consumption of more than € 50.00 during the calendar month, it will be possible to issue one or more invoices in advance and send them for collection at the same time, for the amount due.

Invoices shall be paid by credit card. The use of debit and/or prepaid cards is not permitted.

- Any complaints regarding rental invoices must be sent by e-mail to 'carsharing@romamobilita.it' within 15 days of the invoice being issued.

- Any complaints relating to invoices concerning the charging of fines must be sent by email to 'carsharing@romamobilita.it', within 30 days of the notification email. After the 30 days have elapsed, the fine shall be accounted for through the issue and collection of the invoice.

In the event of the failure to pay even a single invoice, CSR will suspend the authorisation to use the Service, and may suspend the service or terminate the contract due to breach pursuant to Article 1353 of the Italian Civil Code, giving prior notice to the Customer.

In the event of the failure to pay even a single invoice, CSR will send a courtesy communication by e-mail, and if the Client does not pay the balance of the invoice, CSR will initiate the legal-administrative procedure for the recovery of the amount due.

#### **ACCIDENT, DAMAGE, THEFT OF THE VEHICLE**

The Client is directly and fully responsible for the vehicle during its use.

In the event of an accident, the Customer must immediately notify the Call Centre, by calling the number

### **06 57003 (option 2) – H24 – 7 days a week**

which will provide the necessary information and will deal with the problem.

Customers must:

- send to CSR within 24 hours a complete and detailed report of the claim and the CID form with the following sections duly completed:

- date, time and place of the accident
- number plates, models, and insurance details of the vehicles involved;
- name, surname and address of the persons involved in the accident;
- name, surname and address of the owners of the vehicles involved if different from the driver;
- name, surname and address of any witnesses.
- requesting the intervention of the Police in case of uncertainty or dispute on the dynamics of the accident or if anyone has been injured;

- provide CSR with any other information or documentation useful for the purposes of reconstructing the details of the accident;

- cooperate fully with CSR in the event of any claims for damages and/or lawsuits brought against CSR.

In case of uncertainty/disagreement regarding the details of the claim, the Customer must not make any statement of responsibility.

In the event of an emergency, damage to the vehicle or a problem that prevents, limits or compromises the safety of the Customer, passengers or others, the Customer must:

- immediately notify the Call Centre, which will contact the roadside assistance service provider;
- scrupulously follow the instructions given by the person in charge of the rescue.

Should the Customer be responsible for the damage, a downtime cost recovery fine will be charged as set out below. Any type of breakdown must be communicated by the Customer to the Call Centre.

The request for roadside assistance and/or towing of the vehicle must be made by the Customer to the Call Center.

If the breakdown and/or towing service is carried out by an operator other than the one indicated by the Call Center, all expenses shall be borne by the Customer.



In the event of unavailability of the vehicle due to an accident, breakdown, vandalism and partial or total theft, the Customer, given the exceptional circumstances, may use the Taxi service, subject to prior notice and authorization of the Call Center, with an expense limit shown in the Tariff List.

#### Damage / Partial theft

In case of partial theft, damage caused by unknown persons or vandalism, the Customer, after having promptly informed the Call Center, must file an immediate complaint with the official authorities (Police or Carabinieri). The report must be forwarded by e-mail to 'carsharing@romamobilita.it' and the original sent to CSR within 24 hours.

CSR will not be responsible for damages suffered by the Customer due to theft of transported goods owned by the Customer or by third parties.

#### Total theft

In case of total theft, the Customer, after having promptly informed the Call Center, must file an immediate report with the official Authorities (Police or Carabinieri). The report must be forwarded by e-mail to 'carsharing@romamobilita.it', and the original sent to CSR within 24 hours, as well as returning the car keys to CSR. If the keys are not returned, the Client will be charged the cost of the keys in addition to the administrative costs, the amount of which is indicated in the Tariff List.

#### INSURANCE

All CSR vehicles are covered by insurance for damage to third parties (persons or items), without deductibles. As provided for by Law 990/69 governing the insurance of motor vehicles, all the people transported (except the driver) are insured with the same maximums provided for third party insurance for any injuries sustained in accidents in which the motor vehicle is involved.

#### Kasko cover

The car is covered against the risk of damage caused by collision, fire and theft (total or partial), robbery, atmospheric events and vandalism. In the event of a collision with another vehicle, the corresponding CID form must always be submitted. In the case of vandalism (damage caused intentionally by third parties), the user must report the damage to the judicial authorities.

In the event of a passive CID (i.e. in error), a fine shall be applied to cover the costs of the vehicle immobilisation. The amount of the fine shall be calculated according to the level of damage to the vehicle, as per the table below

Impact area	Level of seriousness				
	Minimum	Slight	Serious	Very Serious	Extremely
Front	tyres	bumper	mudguards	suspension	write-off
		grille	windscreen	engine	
	rear light	headlights	radiator	gearbox	
			bonnet		
Side	direction indicator lights	door	complete side panel	pillars	write-off
	rear-view mirror	mudguard	glazing	roof	
Rear	tyres	bumper	boot	suspension	write-off
		headlights	mudguards		
Amount	€ 150.00	€ 300.00	€ 600.00	€ 1,000.00	€ 1,500.00

After the third event, irrespective of the extent of the damage caused so far, CSR reserves the right to suspend or terminate the subscription.

The following costs are to be borne by the Client:

- all damage to the vehicle, persons and property excluded from the forms of insurance cover arranged by CSR;
- the deductibles and reimbursement of expenses inherent to the management of the insurance coverage;
- all damages not promptly reported to CSR (which will be charged to the Client who used the vehicle last, before the ascertainment of such damages).
- Without prejudice to CSR's right to terminate the contract, the Customer will be fully liable (without any maximum limit of expense) for
- damage caused by improper use of the vehicle;
- damage caused by the Client's gross negligence or wilful misconduct or in cases of recourse by the insurer (for example but not limited to: driving under the influence of alcohol, driving under the influence of drugs, etc.). In such cases, the Operator shall charge the Customer an additional amount as a fine, as indicated in the Tariff List;
- damage to the interior of the vehicle caused by the occupants (persons or animals);
- 
- - damage caused while driving by persons other than the Customer or by unauthorised third parties

### **SANCTIONS FOR TRAFFIC VIOLATIONS**

All sanctions for violations of the highway code and applicable laws committed with CSR's vehicles are the responsibility of the Customer. The Customer is liable for the consequences of such violations, fully releasing CSR from any third party claims.

Also, CSR may provide member details to the competent administrative authority, through the owner of the motor vehicle, so that such authority can deal with the new notification to the member of the administrative sanctions imposed under the highway code and already notified to CSR or to the owner.

Alternatively, CSR will transmit the sanction to the Customer, who must immediately pay the fines delivered to CSR or to the owner within the terms established by law.

Lastly, as a further alternative and at its own discretion, CSR will be free to immediately pay the administrative fines and then charge the offending Customer for the reimbursement of the amount paid, the latter waiving any right to raise any claim against CSR even if, following any judicial appeal against the fine, it is ascertained that the fines were not due.

All the expenses and charges incurred by CSR as a result of the above proceedings and sanctions shall be borne by the Customer. For this purpose, the Customer grants CSR full indemnity from any and all claims of any nature, for any reason and before any authority, that third parties may make in relation to this agreement and to the use of the vehicles made available by CSR to the Customer, which are part of the Service.

In the event of forced removal of the vehicle, the Customer must promptly inform the Call Center, which will contact CSR in order to arrange for the recovery of the vehicle. All consequent costs (for example but not limited to: administrative fines, towing, custody, recovery, etc.) will be charged to the Customer together with the indemnities indicated in the Tariff List.

The release of the vehicle in a place of hindrance or subject to possible removal according to the Highway Code, which requires the moving and parking of the car by Car Sharing employees, involves a specific fine as stated in the Tariff List.

### **TRAVEL ABROAD**

Trips outside national borders are not allowed.

### **FINES AND DISPUTES**

Fines for infringements committed during the use of the Service or in relation to the use thereof will be notified in advance by e-mail to the Customer. Within 30 days, the Customer may challenge the fine by sending an email to 'carsharing@romamobilita.it', which will examine the request. If no objection is made, after 30 days from the sending of the notification of the fine, CSR will process and invoice the fine to the Customer.

The amounts envisaged for each fine are stated in the tariff list on the following pages.

### **LOSS OF VEHICLE KEYS**

In the event of loss of the vehicle keys, the Customer, after having promptly informed the Call Center, must file an immediate report with the official Authorities (Police or Carabinieri). The report must be sent in advance by e-mail to 'carsharing@romamobilita.it' and sent to CSR within 24 hours.

The loss of the keys will incur the fine envisaged in the Tariff List, the additional damage deriving from the replacement of the locks of the vehicle concerned holding firm.

### **LOST PROPERTY**

CSR does not provide a regular service for the safekeeping of objects lost on board the vehicles: Customers who forget personal belongings in the vehicle must arrange to have the vehicle opened by the Call Center, with the charge stated in the Tariff List, or reserve the vehicle for the minimum time necessary to look for them.



## ONE-OFF REGISTRATION COSTS

The cost of the service consists of a one-off registration fee. For any discounts based on agreements, always check the appropriate section of the [romamobilita.it](http://romamobilita.it) website (**Car Sharing page**).

INDIVIDUAL SUBSCRIPTION FEE	
INDIVIDUAL SUBSCRIPTION (VAT included)	€ 14.90
FAMILY SUBSCRIPTION FEE	
FAMILY SUBSCRIPTION (VAT included)	€ 19.90
COMPANIES - VAT HOLDERS SUBSCRIPTION FEE	
COMPANY SUBSCRIPTION (VAT included)	€ 59.90

## VARIABLE USAGE COSTS

The usage costs are based on the vehicle class and are calculated by adding the hourly rate and the mileage rate.  
All costs indicated include VAT.

### STANDARD MODE

(Start and end of rental at the same car park)

HOURLY RATE	Fiat Panda Citroën ë-C3 (full electric)	Doblò Cargo Doblò Cargo (full electric)
FROM 7:00 AM TO 10:00 PM	2.50 €/h	3.30 €/h
FROM 10:00 PM TO 7:00 AM	1.40 €/h	1.70 €/h
SATURDAYS, SUNDAYS AND HOLIDAYS	1.40 €/h	1.70 €/h
MILEAGE RATE	Fiat Panda Citroën ë-C3 (full electric)	Doblò Cargo Doblò Cargo (full electric)
FROM 0 TO 150 Km	0.49 €/Km	0.65 €/Km
OVER 150 Km	0.33 €/Km	0.56 €/Km

### ONE WAY MODE

(Start and end of rental at different car parks)

HOURLY RATE	Fiat Panda Citroën ë-C3 (full electric)
FROM 7:00 AM TO 10:00 PM	3.00 €/h
FROM 10:00 PM TO 7:00 AM	1.68 €/h
SATURDAYS, SUNDAYS AND HOLIDAYS	1.68 €/h
MILEAGE RATE	Fiat Panda Citroën ë-C3 (full electric)
FROM 0 TO 150 Km	0.59 €/Km
OVER 150 Km	0.40 €/Km

## MILEAGE CALCULATION

The calculation of kilometres travelled is automatically activated by the on-board system when the vehicle is collected and ends when it is returned.

The hourly rate is charged at the full rate from the time the reservation is made until the time when use is completed, rounded up to the nearest 15 minutes (e.g.: if the ride ends at 18:38, the full rate charge will end at 18:45). Any remaining time from the time of end of use to the time of end of booking will be charged at the hourly rate corresponding to the class of vehicle used discounted by 50 % (e.g.: if the journey closes at 18:45 and the booking was made until 19:30, the remaining booked period of 45 minutes will be charged at the hourly **rate discounted by 50 %**); **this amount is listed under the invoice item "cancellation fee".**

## TARIFF LIST

CHANGE RESERVATION	
Booking not cancelled and no vehicle pick-up	100% of the rate
Cancellation or reduction within 6 hours before the scheduled time of use (it is possible to cancel or reduce free of charge within 2 hours of booking)	50% of the hourly rate for the hours not used
Cancellation after the departure time (without starting the journey)	100% of the rate from time of departure to time of cancellation + 50% from time of cancellation to end of reservation
IMPROPER OPERATION	
Extension of trip with expired reservation / late release of vehicle	€ 25.00 + 200% of rate for additional hourly rate
No vehicle release procedure	€ 25.00 + actual hourly cost
Vehicle return with fuel level below 20%	€ 25.00
Notification of dirty vehicle	€ 15.00 + extra cleaning costs
Return of dirty vehicle (extra cleaning)	€ 25.00 + extra cleaning costs
Incorrect refuelling (e.g. diesel instead of petrol)	€ 25.00 + restoration costs
Lights left on, windows and/or doors open	€ 25.00 + charge for any damage
Lost or unreturned ignition keys	€ 25.00 + possible replacement of locks
Electric car charging cable lost or damaged	€ 25.00 + cable cost
Failure to report damage to the vehicle and/or any accessories (e.g. spare wheel, snow chains, etc.)	€ 25.00 + possible deductible + accessory cost
Smoking inside the vehicle	€ 25.00
Transporting animals	€ 25.00
Stopping at another car sharing location (other than the departure/arrival location)	€ 25.00
VEHICLE RETURN	
In obstructing area with intervention of Car-Sharing staff	€ 100.00
In case of hindrance with forced removal / application of clamps	€ 100.00 + possible release from clamps / removal
In a place other than the pick-up car park or the reserved car park in the case of One Way mode without prior consent of the Call Centre	€ 25.00
CLAIMS AND FINES	
Violation of road traffic regulations	€ 15.00 for re-notification costs
Failure to pay motorway toll	€ 15.00 + toll value
Claims handling (with liability and/or concurrent liability)	€ 15.00 + allowance, if any
ADMINISTRATIVE	
Non-collection of each outstanding invoice	€ 10.00
Postal delivery due to email and telephone numbers provided by the customer not working	€ 2.00
ADDITIONAL SERVICES	
Opening or closing doors from the Call Centre	€ 2.00
Relaunch of reservation for arrival more than 4 hours after the start of reservation	€ 2.00
Recovery of costs for sending paper invoice	€ 2.00
Reimbursement for Car Sharing parking space occupied at redelivery	Entirely increased hourly and mileage quota resulting from
Reimbursement for impossibility to use the service from the start due to mechanical failure or vehicle unavailability	Reimbursement of ONE URBAN TAXI ride up to a maximum value of € 25.00 to reach another CSR stall (documented by receipt)

## CUSTOMER SERVICE

Roma Servizi per la Mobilità s.r.l. – CAR SHARING ROMA

### CAR RESERVATIONS AND EMERGENCY CALLS

**APP:** Car Sharing Roma available on Play Store or App Store

**WEB:** on the Car Sharing page of the website: [romamobilita.it](http://romamobilita.it)

**TELEPHONE:** through the CALL CENTRE at the number: 06 57003 (option 2) - available 24 hours a day - 7 days a week

*(The cost of the call varies depending on the tariff profile of the operator, both from a landline and a mobile phone)*

### ADDRESSES AND CONTACT

**E-MAIL:** [carsharing@romamobilita.it](mailto:carsharing@romamobilita.it)

**PEC E-MAIL:** [carsharing@pec.romamobilita.it](mailto:carsharing@pec.romamobilita.it)

**POSTAL RECEIPT:** via Silvio D'Amico 40, 00145 Roma

**CALL CENTER:** single number 06 57003 (option 2) - 24 hours a day - 7 days a week

FOR REQUESTS OR COMMUNICATIONS THAT CANNOT BE RESOLVED THROUGH THE CALL CENTER, SEND AN E-MAIL TO: **[CARSHARING@ROMAMOBILITA.IT](mailto:CARSHARING@ROMAMOBILITA.IT)**