# FREE2MOVE NORTH AMERICA | CAR SHARING SERVICE FEES & COSTS POLICY

Last update: September 2025

| Type / definition | Associated costs |
|---|---|
| **Registration fee** | $0 - FREE |
| **Base fee** | as detailed in the app before booking |
| **Additional fee for specific zone (Pick up fee and/or Drop off fee) – depending on the respective zone** | $4.99 - $8.99 |
| **Unsecured vehicle**<br>Windows left down, door or rear hatch not closed, vehicle left unlocked | Up to $500 |
| **Recovery from Parking garage/Paid lot**<br>Vehicle left in parking garage or paid lot | $50+Parking garage/lot fee |
| **Excessive pet hair** | Up to $300 |
| **Cleaning**<br>Vehicle left dirty | Up to $300 |
| **Smoking / vaping** (including any form of cigarettes and e-cigarettes, etc.) inside the vehicle | Up to $300 |
| **Towing of the vehicle** | Costs of the towing + $50 processing fee |
| **Toll charges** | Cost of the toll + $5 |
| **Unauthorized parking which requires relocation** | Parking ticket + towing / third party costs (if any) + $50 |
| **Loss of revenue**<br>Vehicle out of service due to customer negligence | Cost of occurrence |
| **Amount of base insurance deductible**<br>Liability of the customer (if applicable) | Up to $5,000+$75 Admin fee |
| **Processing for tickets / fines / traffic violations**<br>Ticket / violation cost + administration fee | $25 + ticket cost |
| **Reprocessing declined payment**<br>Fee associated with declined credit/debit card + actual balance owed | $35 processing fee |

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| **Drained battery**<br>Leaving vehicle headlights on, interior lights on, etc. | $50 per element |
| **Excessive mileage**<br>Fee for exceeding the number of kilometers included in the different packages | as detailed in the app before booking |
| **Abandoned vehicle outside home area** | $50 + towing / third party costs (if any) to recover the vehicle |
| **Tire damage** | Up to $500 per tire |
| **Vehicle out of fuel**<br>Vehicle left without fuel and needs to be towed | Towing costs + $50 processing fee |
| **Refueling** | User is refunded in credits or in dollars, if available, according to the receipt<br>sent to:<br>hello-us@free2move.com. |
| **Lost item in vehicle**<br>Vehicle to be blocked for X amount of hours for a fee | $10 per hour |