

FEE CATALOG

Art	Period	Rate
Registration fee per user		free
Minimal costs per booking		1h

Payment		
Payment by direct debit		free
Payment by debit or credit card		free
Reminders fees in payment transactions	1. reminder	€ 7,50
	2. reminder	€ 15,00
	3. reminder	€ 30,00
Processing in case of direct debit		€ 12,00
Processing in case of failed direct debit		€ 12,00

Insurance / cases of damage / ...		
Deductible insurance in case of damage	per claim	€ 700,00
Processing of domestic claims	per claim	€ 150,00
Processing of claims abroad	per claim	€ 300,00

Loss of		
Charging card (TIWAG, da emobil, etc.)	pnmer claim	€ 30,00
Vehicle documents	according to effort	mind. € 50,-
Vehicle key	according to effort	mind. € 200,-
Charging Cable	according to effort	mind. € 500,-
Remote Control	according to effort	mind. € 100,-

Load and refuel		
Charging at TIWAG charging station AC	no fast chargers	free
Charging at TIWAG-Roaming-Partner in Tyrol and Carinthia	no fast chargers	free
Charging at other charging stations and fast chargers		Billing to users

Late fee		
Less than 15 Minutes		free
From 15 minutes		€ 8,00

Cancellation		
24h before starting the journey		free
Within 24h before departure		€ 8,00

Special fees		
Special cleaning (smoke, food residue, etc.)	according to effort	mind. € 70,-
Vehicle not properly connected to the charging station	per claim	€ 25,00
Vehicle parked in the wrong parking space	per claim	€ 25,00
Doors/windows not locked	per claim	€ 25,00
Taking the key or charging card with you after the end of the reservation	per claim	mind. 50
Deployment of mobile service team due to costumer fault	per claim	€ 70,00
Taking animals with you	per claim	€ 70,00
Transfer of vehicle to unauthorized persons	per claim	€ 500,00
Misuse or unauthorized use of the fuel card	according to effort	mind. € 250,-
Charging the basic settings of the car, creating a PIN, setting a charging limit, language, etc.	per claim	€ 25,00

Rate and fees include VAT.

Stood: 01.09.2025