

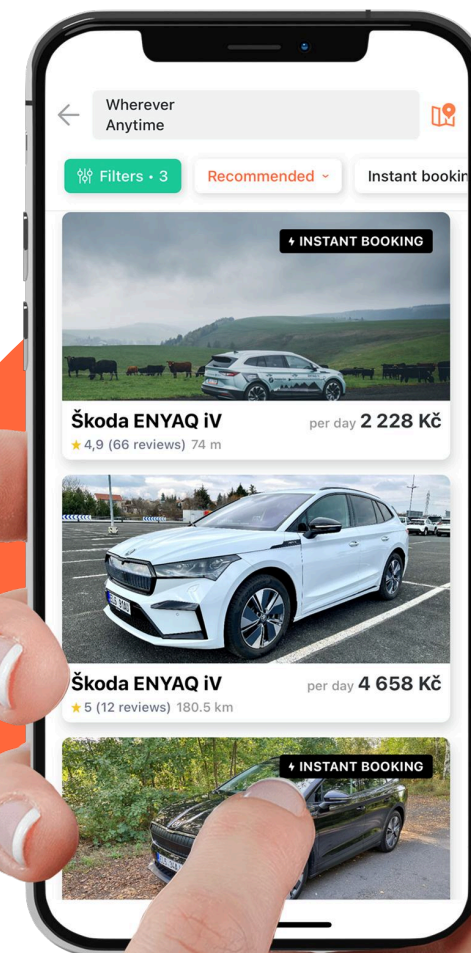
Manual for drivers



HoppyGo
by SKODA

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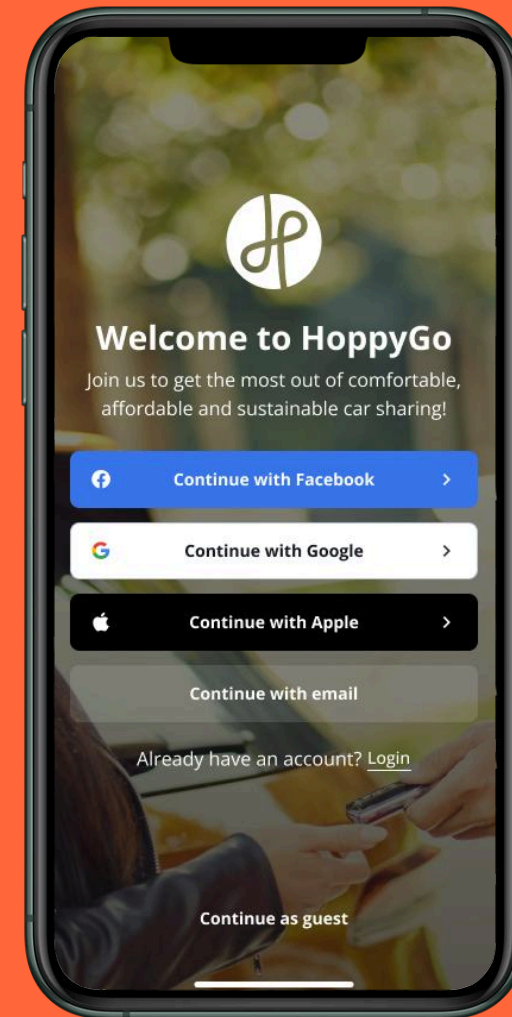
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1. Application download

The application is simple, intuitive and clear.
Thanks to it you will have:

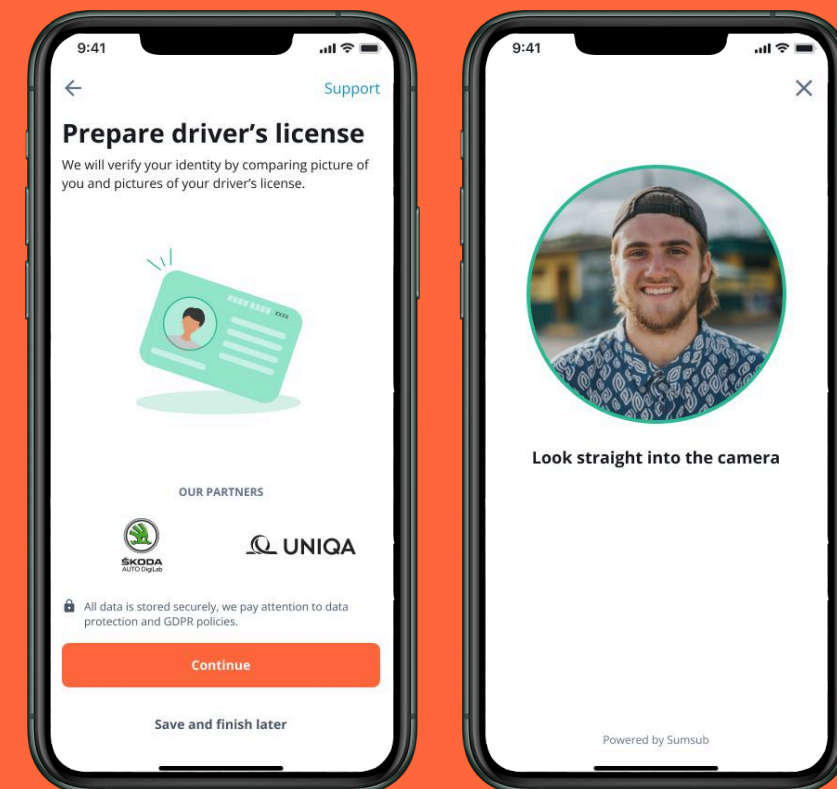
- ✓ All cars from our database literally under your thumb.
- ✓ Quick contact with the car owner or customer support.
- ✓ A perfect overview of all your transactions.



2. User registration

Anyone over the age of 18 with a valid driving license can register for HoppyGo.

- ✓ Registration only takes a few minutes.
 - ✓ Confirm your email address, enter your phone number, fill in your permanent residence in Czechia, upload your driving license and take a selfie photo.
 - ✓ The system will verify the validity of the document and your identity.
 - ✓ We take care of data protection and comply with all GDPR requirements.
- ➔ **The system will automatically approve your profile within a few minutes. If something is missing from the registration, it can take up to 24 hours.**



3. Car selection

- Enter the pick-up location and the rental date.
- You can use filters: price, brand, body style, equipment, and more.
- View vehicle **details**: rating, address, vehicle description, equipment, price list with insurance, benefits for drivers.
- Submit the request and wait for confirmation from the owner.
- Save vehicles in the "**Favorite Vehicles**" section and have them handy for later.



★ **TIP: The longer the rental, the lower the daily price.**

4. Insurance

Accident insurance through HoppyGo covers vehicle damage, including theft. Nonstop assistance services 24 hours a day are included. Some owners may have their own accident insurance and this is reflected in the rental price.



HOPPYGO BASIC 5 %

- deposit 1 000 Kč,
- deductible 5 %, min. 5 000 Kč in case of damage over 100 000 Kč



HOPPYGO EXTRA 0 %

- deposit 0 Kč,
- without deductible (*2 000 Kč for an unauthorized service)



LIABILITY INSURANCE

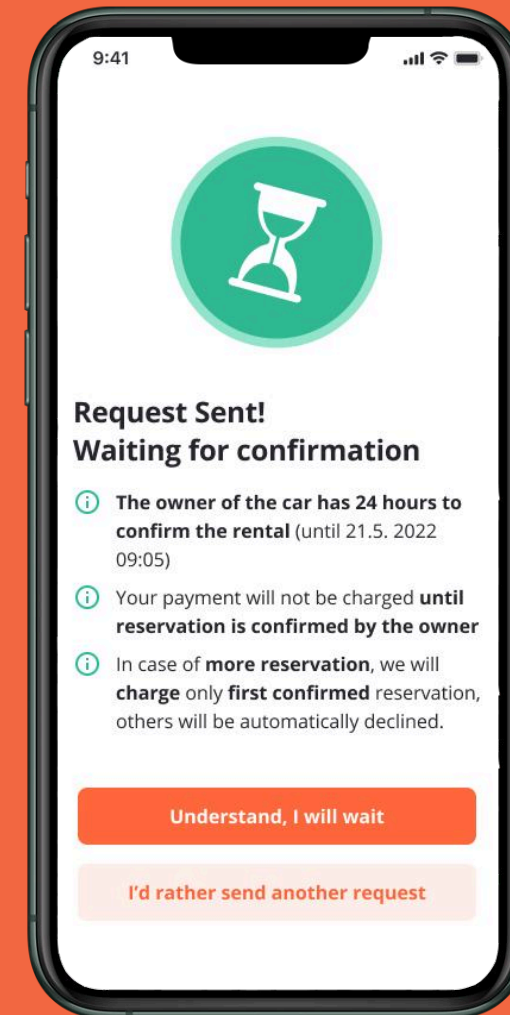
- voluntary additional insurance
- covers e.g. damage to the interior, poorly filled fuel, loss of keys or documents
- deductible 1 000 Kč
- 120 Kč / day



5. Request, payment

How to create a rental request and payment:

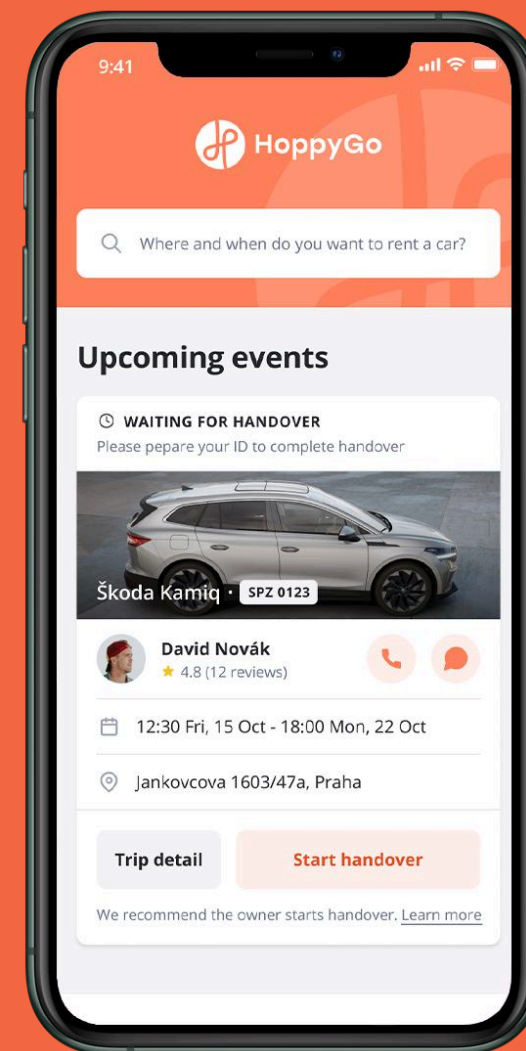
- ✓ Choose one of the insurance options.
 - ✓ You can add liability insurance.
 - ✓ You can add a second driver.
 - ✓ Leave a message for the owner.
 - ✓ Confirm payment. The money will be deducted from your account only after the request is accepted by the owner.
- ★ **TIP: We recommend sending multiple requests at once. The only charge for your is for a rental request accepted by the first owner. Any other reservations will be automatically canceled by the system.**



6. Car Handover

For the handover you need:

- ✓ **Take a picture of the vehicle using the application according to the instructions.**
We recommend that the handover be initiated by the owner.
- ✓ **Record mileage and fuel readings.**
- ✓ You can leave a comment about the condition of the vehicle.
- ✓ Tell the owner the last four numbers of your driving license for **identity verification**.
- ✓ In the case of **contactless handover**, the driver is responsible for the photos, in the case of **face-to-face handover**, the owner is responsible.
- ★ **TIP: When taking photos of the car, don't forget to document the interior, current damage or the most exposed areas such as mirrors or bumper's edges.**



7. During the rental

- **Follow** traffic regulations and the owner's instructions.
- If the car **breaks down**, contact the owner.
- If the car is **not drivable**, call the assistance service and then HoppyGo support.
- If a **traffic accident occurs**, provide first aid, call the Police and contact the owner.
- If you want to **extend the rental**, send a request to the owner using the application and wait for confirmation.



Important phone numbers:

- **HoppyGo support:** +420 220 311 769
MON - FRI 8:00 - 16:00
- **Insurance support :** +420 488 125 125
 - roadside assistance - non-stop
 - insurance claims - MON - FRI 9:00 - 18:00





8. Returning the car

- ✓ Return the vehicle in the same, or better, condition in which it was delivered. An unclean car, and other violations of conditions, can be fined according to the price list of fines.
- ✓ Take the **pictures** of the car, as per application instructions, also recording the final **mileage and fuel** level.
- ✓ If any damage occurred during the rental take additional pictures of this using the application and contact HoppyGo support.



Fuel

If the driver returns the car with a less fuel than from the handover, record the actual tank level in the application and the system will add the fuel cost and deduct it from the deposit or payment cards.

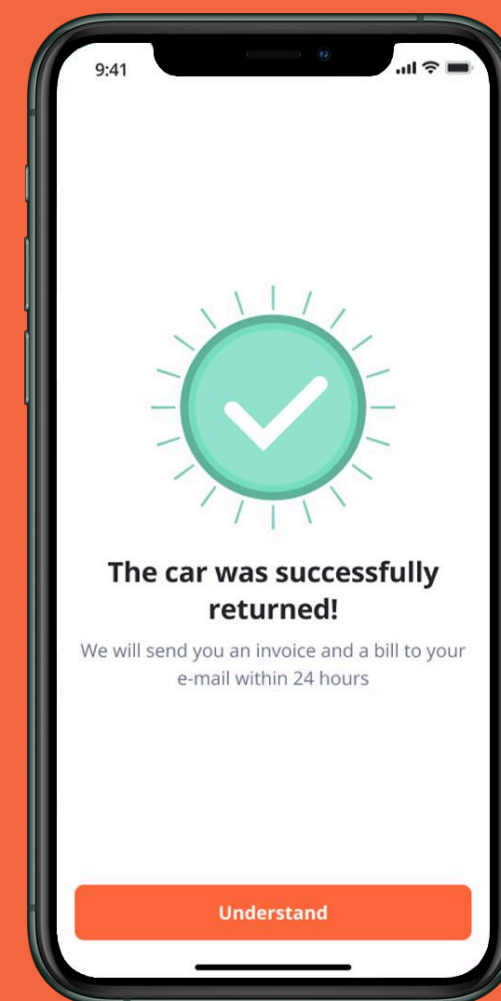


Extra mileage

200 km/day is applied for a rental of up to 29 days. 100 km/day is the limit for each day past 29 days. The exceeded limit is charged according to the owner's price list and deducted from the security deposit or payment cards.

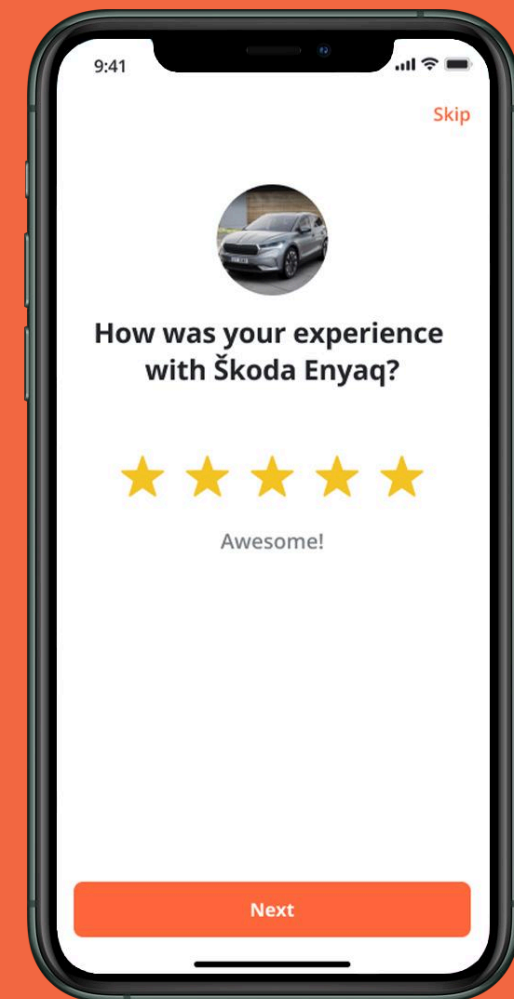
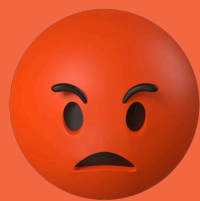


TIP: When returning a car with a larger amount of fuel, we cannot refund the money, so we recommend that you deal with the owner on the spot and enter the same condition in the application as it was when you took over the car.



9. Rate the car, owner and HoppyGo

- ✓ Your rating will help others in choosing a car and the owner will know what to improve next time.
- **Describe** what you liked about the car and owner, or what someone needs to watch out for. Your rating can also affect how high the car is displayed in the search results.
- Rate your experience with HoppyGo. Thanks to you, we will get feedback that will take us one step further.
- You can **return to the rating later**. You can find it in the driving history.



10. Rental statement, refundable deposit, invoice

- After the end of the rental, the following will be **billed**: rent, insurance, extra mileage, missing fuel, fines or deductible.
- **Refund of deposit**
The deposit (or part of it, if arrears arise) is returned within 3 - 7 days after the end of the loan.
- **Amount of deposit:**
 - HoppyGo Basic 5 % - 1 000 Kč
 - HoppyGo Extra 0 % - 0 Kč
 - Owner's own insurance - individual amount.
- We send invoices automatically to you by e-mail after the successful conclusion of the rental.





11. Accident or problems with the vehicle

- If necessary, call the emergency services or the Police.
- Inform the owner.
- Call the assistance service +420 488 125 125 available non-stop. Tell them it's a loan through HoppyGo.
- Assistance will arrive within 1-2 hours, depending on the location of the accident. If necessary, arrange to have the vehicle towed and inform the owner about everything.
- Inform the HoppyGo support about the situation: **+420 220 311 769**, MON - SUN 9:00 - 19:00.



→ Important phone numbers:

HoppyGo support:
MON - FRI 8:00 - 16:00

+ 420 220 311 769

Insurance support:
Roadside assistance: non-stop
Insurance claims: MON - FRI 8:00 - 18:00

+ 420 488 125 125

12. Frequently asked questions

→ What fines can be imposed on me?

In the event of a violation of the General Terms and Conditions, we may impose a penalty according to the valid Price List of fines. It can be, for example, the following cases:

- cancellation of the car rental less than 3 days before the rental,
- failure to return the vehicle at the agreed time,
- return of the dirty vehicle.

[Here you can find the current price list of fines.](#)



12. Frequently asked questions

→ How to report an insurance event to the insurance company?

- Call the insurance company infoline +420 488 125 125, MON - FRI 9:00 - 18:00 h.
- Press 2 to connect with the operator.
- Tell them that it is a rental through HoppyGo and give them the number of the insurance contract, which you will find in the accident insurance certificate in the e-mail.
- Follow the instructions from the insurance company.

[Here you will find other frequently asked questions: FAQ](#)

