

# Manual for owners

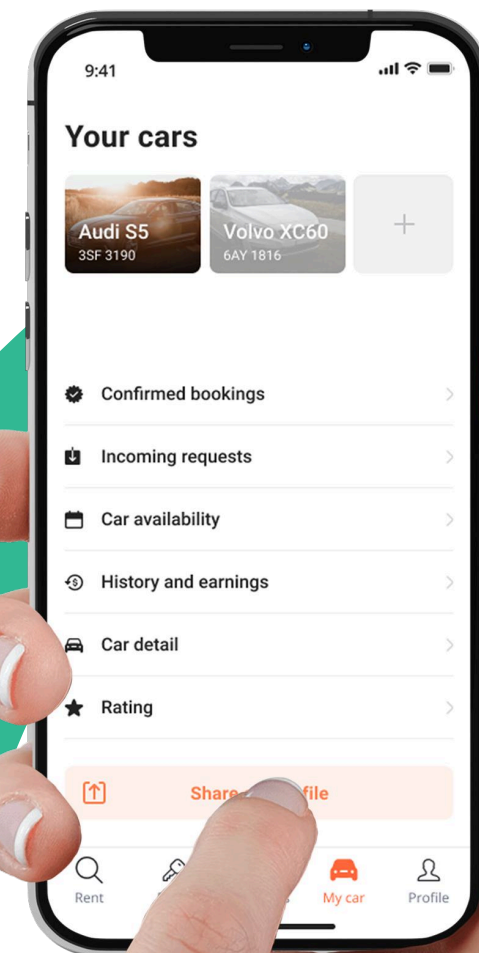


**HoppyGo**  
by SKODA



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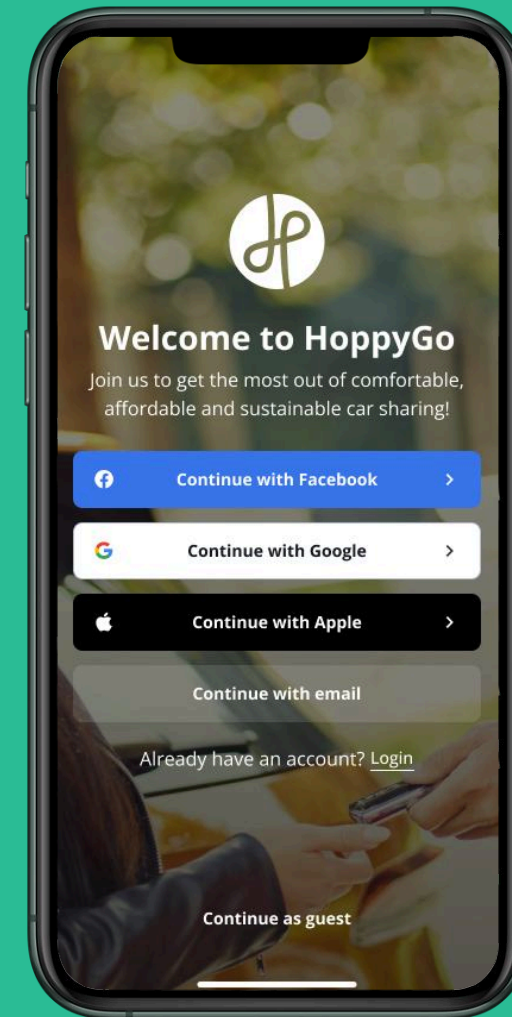


# 1. Application download

The application is simple, intuitive and clear.

Using it you will have:

- ✓ Overview of incoming requests and data about your cars.
- ✓ Quick contact with the driver or customer support.
- ✓ Rental management under your thumb, including the car handover.
- ✓ Clear accounting of all your rentals.

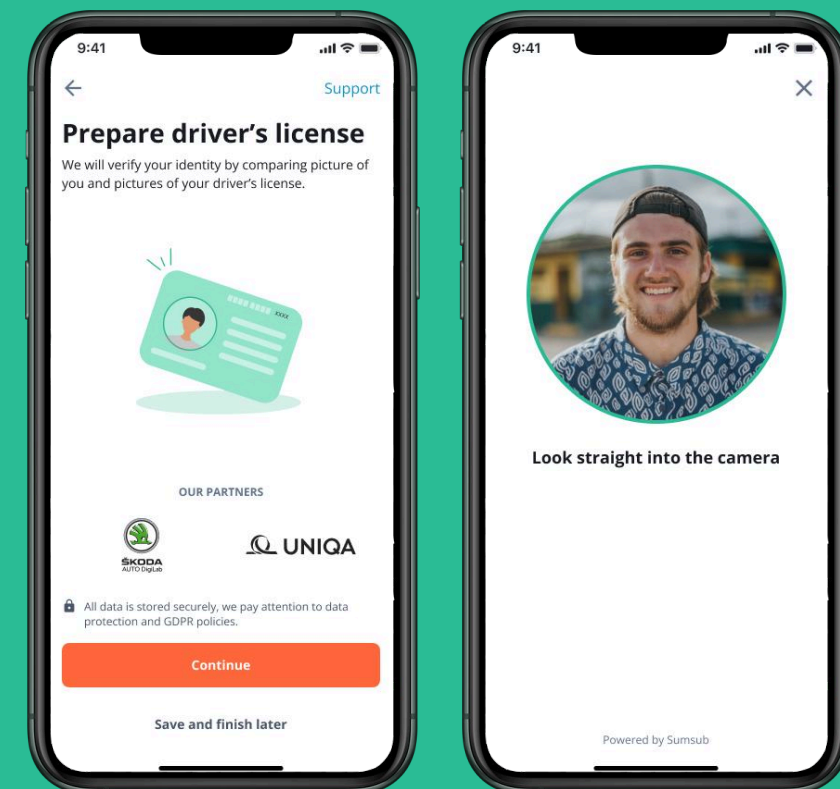


## 2. User registration



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 GDPR principles.
- **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.**



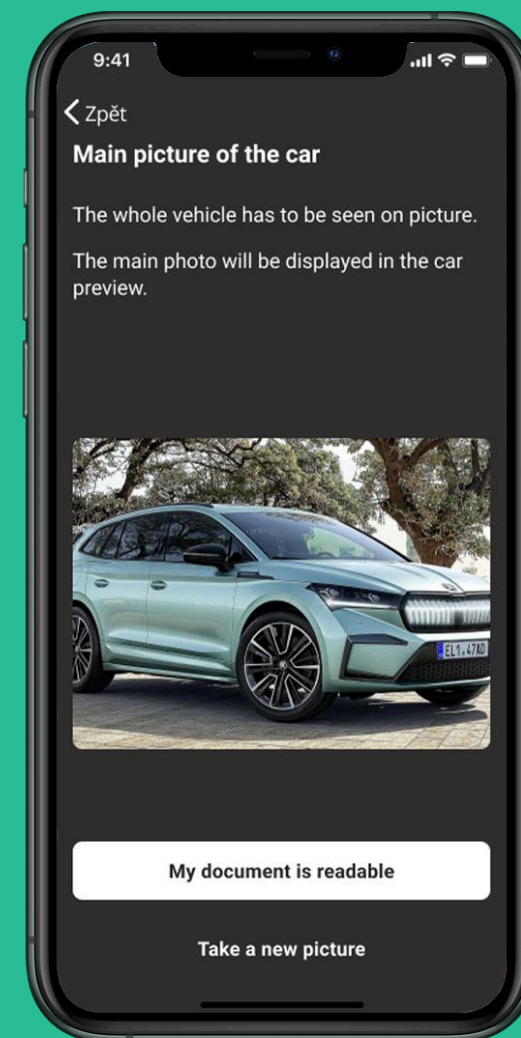
## 3. Car registration

- **Fill in** the profile of your car.
- Take a photo of a **small technical license**.
- Upload **photos** and set your cars **availability calendar**.

These data are key to making it easier for **drivers to find and rent your car**.

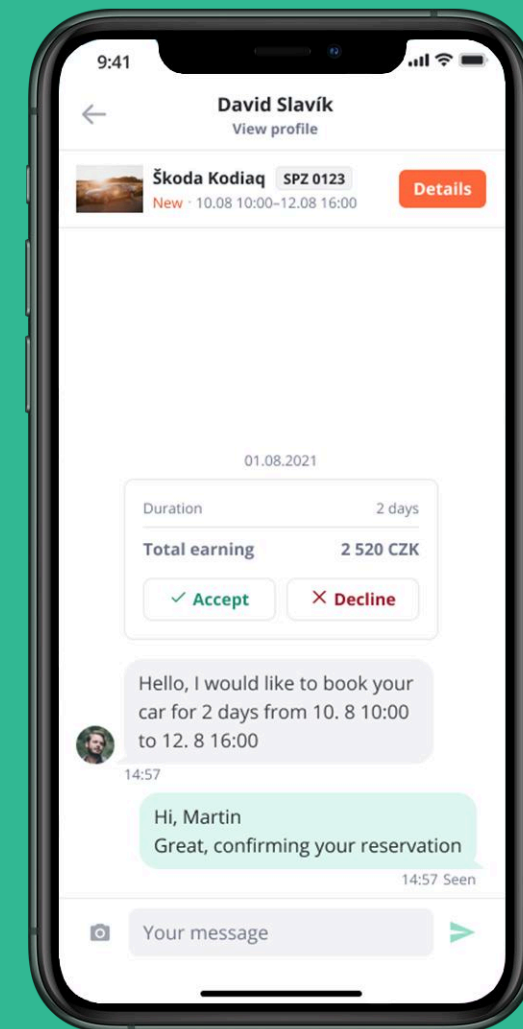
After registering the vehicle(s), our **fleet department** will contact you by phone to answer your questions and help you **set the rental price**.

★ **TIP: Add a vehicle description and fill in the equipment your vehicle has to make it more attractive.**



## 4. The first request

- Once you receive a request from a driver, you have **24 hours** to confirm the booking, or if it starts in less than 24 hours **until the booking starts**. After that, the request is automatically canceled.
- We recommend responding to the request as quickly as possible, as drivers often request multiple cars at once. Only the owner who reacts the quickest will get the request.
- You can communicate with the driver via chat, then once you confirm the request, you can call.
- ★ **TIP: Regularly update the car's availability calendar. Rejecting too many requests will affect the position of the vehicle in the search results.**
- ! **ATTENTION: In case of repeated non-response to requests, HoppyGo has the right to remove your car from the platform.**





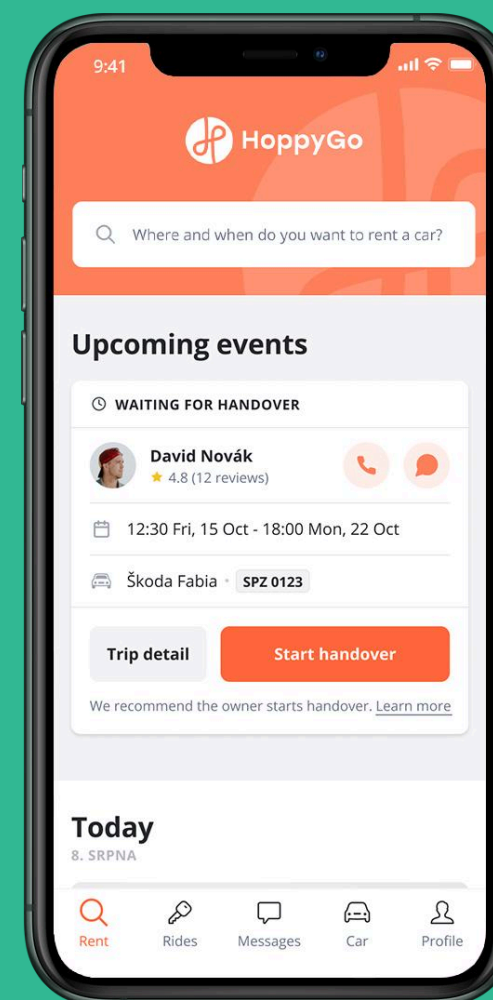
## 5. Car Handover

For the handover you need:

- ✓ **Take the pictures of the vehicle as instructed by the application.** We recommend that the handover be initiated by the owner.
- ✓ **Record mileage and fuel levels.**
- ✓ You can leave a comment about the condition of the vehicle.
- ✓ Verify the driver's identity by entering the last four numbers of the driver's driving license.
- ✓ The driver will then confirm the mileage, fuel and photos.
- ✓ In the case of **contactless handover**, the driver is responsible for the photos, in the case of **personal handover**, the owner is responsible.

! **WARNING: Do not handover the vehicle if the rental is not paid in the application.**

★ **TIP: When taking photos of the car, don't forget to document the interior, current damage or the most exposed areas as the rear view mirrors or bumper corners.**



## 6. During the rental

- ✓ **Stay in touch** with the driver and be available for any questions he may have.
- ✓ If the car breaks down, the driver is obliged to contact you and agree on the next steps. If the car is immobilized, the driver will call the assistance service.
- ✓ **Rental extension** - the driver can send a request to extend the rental. You can confirm directly in the application.



### 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





## 7. Returning the car



- ✓ Take the **pictures** of the car and record the final **mileage and fuel** level.
- ✓ Take additional pictures of any damage in the application and call HoppyGo support.
- ✓ Violation of HoppyGo terms and conditions is fined according to the price list of fines.



### Fuel

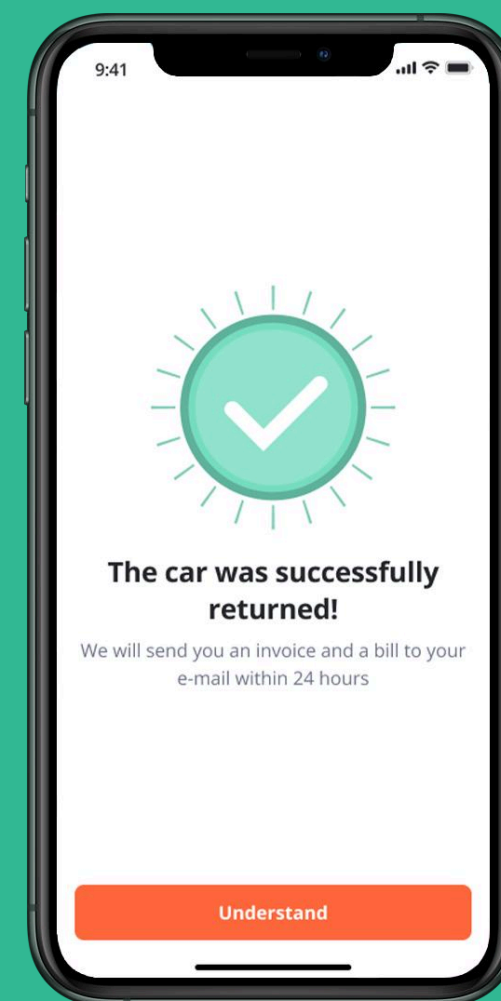
If the driver returns the car with a lower amount of fuel, record the actual tank level in the application and it will add the fuel and deduct the amount from the deposit or payment cards.



### 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 deposit or payment cards.

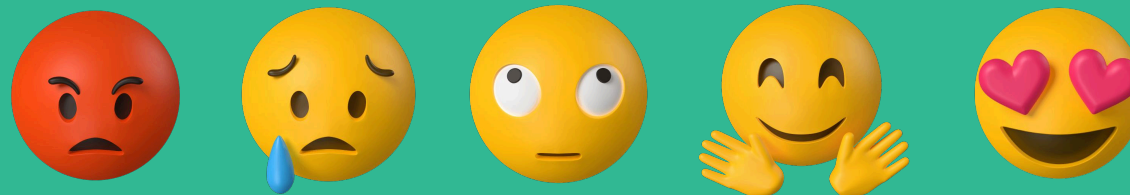
- ★ **TIP: When returning a car with a more fuel, we cannot refund the money, so we recommend that you deal with the driver on the spot to sort out the difference, and enter the same fuel level in the application as it was when you handed over the car.**



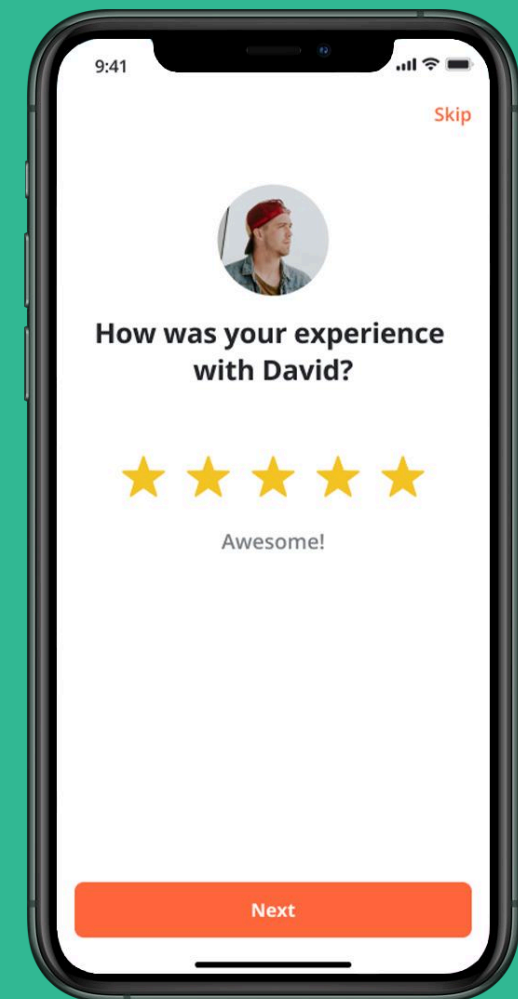
## 8. Rate the car, driver and HoppyGo



- ✓ Rate how the driver treated your car and how the communication was with him or her.
- Your rating will let other owners know if the driver is responsible.
- 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.

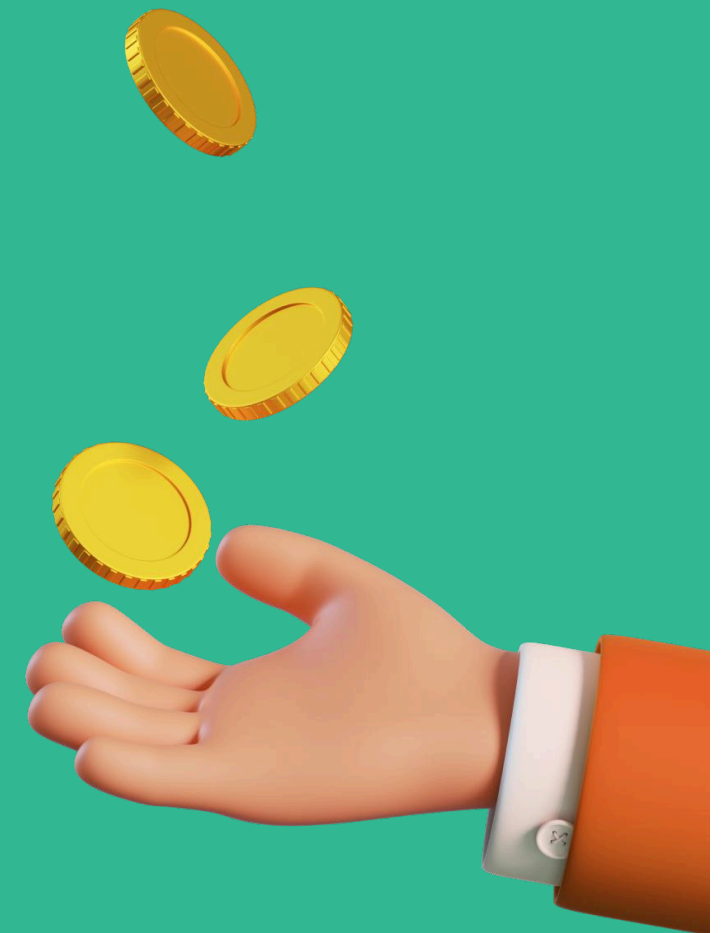


- ★ **TIP: Make the driving experience more pleasant for the driver by preparing e.g. a bottle of water, chewing gum, phone holder or other extra benefit in the car. This can increase your chances of a 5-star rating.**



## 9. Rental statement and the invoice

- ✓ After the end of the rental, the following will be **billed**: rent, insurance, extra mileage, missing fuel, fines or deductible.
- ✓ We send **invoices** automatically to you by e-mail after the successful conclusion of the rental.
- ✓ The rental amount will be paid without undue delay, no later than **7 working days** after the end of the rental in the application.





# 10. Damage and insurance event

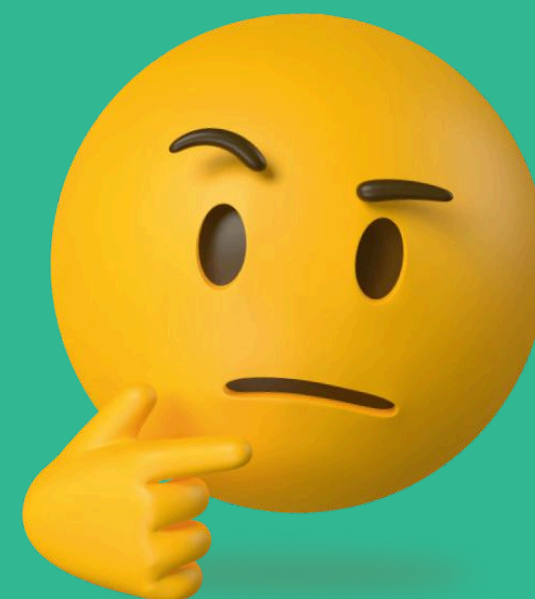
- ✓ Take a photo of any damage to the application.
- ✓ **Call our support** +420 220 311 769 and report the damage.  
Leave the rent open.

We will suspend the deductible for the driver. We will provide you information to report the insurance event to the insurance company.

## DEDUCTIBLE OF THE DRIVER:

- **HoppyGo Basic 5 % insurance:**  
5 % deductible, min. 5 000 Kč in case of damage over 100 000 Kč.
- **HoppyGo Extra 0 % insurance:**  
without deductible (\*2 000 Kč for an unauthorized service)

- ✓ Follow the steps of the insurance company and wait for the insurance company's statement, based on which the driver's deductible and the insurance company's participation will be paid to you.



# 11. Frequently asked questions

- **What should I do if I receive a parking or speeding fine?**  
Scan the document/fine and send it to our email address [info@hoppygo.com](mailto:info@hoppygo.com). We will check whether the fine occurred during the rental. We'll contact the driver with a request for payment to the relevant authority. If the driver does not respond, you as the owner have the right to report the driver as guilty of a traffic offense and send the form from the fine to the relevant authority.

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



# 11. Frequently asked questions

- **How to report an insurance event to the insurance company?**  
Call the insurance company's support line, tell them that it is regarding a rental through HoppyGo and tell them the number of the insurance contract, which you will find on HoppyGo. Follow the instructions of the insurance company.
- **What to do in case of an accident or breakdown of my vehicle?**  
Stay in touch with the driver. If the vehicle is immobilized, the driver is entitled to non-stop assistance services. Agree together on towing the vehicle and inform HoppyGo support about the situation.

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

