

# "CONDITIONS OF USE" OF THE TASSI' URBAN MOBILITY SERVICE

**Tassi Urban Mobility** is a rental service with driver, that can be used with an active subscription. It allows users to get around the municipal area where the service is active, and these **Terms of Use** govern its provision. In the context of the **Terms of use, Service** means the service provided by **Tassi Urban Mobility** based on the chosen subscription. This includes the relative features and functions, recommendations, reviews, the website and interfaces dedicated to the user as well as all the contents and software associated with the service.

## 1. Service

The services provided by **Tassi Urban Mobility** (rental service with driver/NCC) are always performed after booking. The departure takes place from a location chosen by the customer within the municipal area where the service is active, towards the destination requested by the customer within the same municipal area.

**Tassi Urban Mobility** has developed a **web-app** for the management of services and is dedicated to its users/subscribers, in order to access the app, it is necessary to have internet via a device compatible with the software. Our vehicles are parked in our own parking areas, the positions of which can be viewed via the appropriate **web-app**.

## 2. Subscription

**Tassi Urban Mobility** offers several monthly subscription plans to choose from, by visiting our website and after completing registration you can click on the **Account** link, visible at the top of the pages and detailed information about our proposed solutions is available. The trips included in each pass are usable within the municipal area of interest, any trips that have a different municipal area as their destination will be calculated for each trip and the amount must be paid separately. Signing up for a subscription is quick and easy. It is possible to change the activated subscription plan with the same ease and speed by replacing it with another available plan. When one subscription ends after a month, the number of trips available under the new subscription can be viewed and will be usable in the usual way. The subscription will be renewed automatically every 30 days from the initial signing on date.

## 3. Payment

At the moment of subscription, you are asked to provide one or more payment methods. **Payment Method** means a current, valid and accepted transaction system that can be updated periodically and include payments on your account through a third party. Subject to authorization, it will be possible, as well as desirable, to automatically debit the monthly fee through the first identified **Payment method**. The amount will be charged on a monthly basis on the date indicated on the **Account** page. If a charge is unsuccessful due to the expiry of the **Payment Method**, insufficient funds or for any other reason, we will charge the amount to the second **Payment Method** provided. It will be at the discretion of the company to suspend access to the service until payment is successful. Any additional fees and commissions will be fully borne by the subscriber (for more details on costs, please check with the service manager related to the identified **Payment method**).

On the **Account** page it is possible to update the **Payment methods** with immediate effect.

## 4. Cancellation

Once activated, you can cancel your subscription to the **Tassi Urban Mobility** service at any time, continuing to have access to the services until the end of the billing period. Payments made following the subscription are not refundable, nor do they constitute credit for partial unused, nor for services not used. In the **Account** page you will find the instructions for cancellation, it is still sufficient to cancel the service and disable the automatic renewal; to check the account closure date, simply click on **Billing Information**. In case of registration for the **Tassi Urban Mobility** service using a third party as the **Payment method** of the account, the cancellation must be made by the third party.

## 5. Changes to the price and subscription plans

Any changes applied to rates or subscription plans will take effect 30 days from the date of sending the relevant notification to the user

## 6. Promotional offers

In order to improve the service for the user, from time to time **Tassì Urban Mobility** may propose plans, subscriptions or special promotional offers (**Offers**). **Tassì Urban Mobility** determines in its sole discretion the eligibility for the offers and reserves the right to revoke or suspend an account should it prove to be no longer suitable for the offer itself. To determine eligibility for the **Tassì Urban Mobility** offer, you may use information such as the device ID, the **Payment method** or an e-mail address used for the subscription. Eligibility requirements and other limitations and conditions will be disclosed upon subscription to the offer or by other means of communication and / or promotion.

## 7. Password and account access

The subscriber who created the **Tassì Urban Mobility** account and whose **Payment method** is charged (**Account Holder**) is responsible for any activity that takes place through the account itself. To prevent fraudulent access to sensitive information provided, the account holder must maintain control of the devices compatible with **Tassì Urban Mobility** used to access the service and must not communicate the password or details of the **Payment method** associated with the account to anyone. In order to protect users and partners, **Tassì Urban Mobility** will have the right to close or suspend access to the account.

## 8. Various

### 8.1. Current legislation

These **Conditions of Use** are governed by Italian laws and applied in accordance with them. These conditions do not limit consumer protection rights that the user may hold under the binding rules of the country of residence.

### 8.2. Customer service

For more information about our service and its features or if you need account assistance, please consult the **Tassì Urban Mobility** help page on our website. In some cases, customer service may require you to use the assistance tool via remote access, with the express consent of the user.

### 8.3. Validity

Should one or more provisions of these **Conditions of Use** be deemed invalid, illegal or unenforceable; this will not affect the validity, legitimacy and applicability of the remaining provisions, which will continue to have full validity and effectiveness.

### 8.4. Changes to the "Conditions of use"

**Tassì Urban Mobility** may periodically modify these **Conditions of Use**. We will notify you at least 30 days before any such changes take effect.

### 8.5. Electronic communications

Communications relating to the account (for example, payment authorizations, invoices, password or **Payment Method** changes, confirmation messages, notifications) will be sent exclusively in electronic format via email to the address provided at the time of registration.