

Refund procedure in case of cancelled trips in the carpooling application *fairmove*

Drivers

In the event that the driver has to cancel a booking on the fairmove platform, he/she should remember to inform the passenger as soon as possible.

Passengers

In the event of untimely cancellation of the return journey by the driver (less than 12 hours before departure), the injured passenger may request reimbursement of the alternative journey, regardless of the transport used. Upon proof of purchase, the refundable amount per journey is a maximum of CHF 20.00 per person (maximum CHF 60.00 per month).

At EPFL and EPFL Innovation Park, requests for reimbursement must be sent by e-mail to mobilite@epfl.ch and sustainability@epfl-innovationpark.ch respectively by the 10th of the following month at the latest. They must be sent with the attached proof of purchase and bank details for payment (account holder, bank name, IBAN).

Contacts

- Procedure:
 - o EPFL Mobility, mobilite@epfl.ch
 - o EPFL Innovation Park, sustainability@epfl-innovationpark.ch