

## ANSWERS TO QUESTIONS ABOUT COVID-19

### **How has COVID-19 changed the way Gooddog operates?**

COVID-19 has greatly impacted how companies must operate, including Gooddog. As of June 1, 2020, we are required to follow Gooddog's Cleaning and disinfection policy.

### **Can I pick up a vehicle without meeting the employee in person?**

We tried to provide a contactless check-in, pick-up and return of all vehicles booked via our website, insofar as possible. Please leave a note in the comments section about a contactless check-in.

In this case when picking up a vehicle in our office you will have to provide your documents via a special box outside of the office. The documents will be returned in the same way.

- Passport
- Driver's license
- Credit card or debit card for a security deposit

The majority of vehicles in our car park can be locked and unlocked via your mobile phone during the rental period.

You can return the car without contacting our employees. You will find all relevant information here [Contactless return of the vehicle or late return](#).

### **How do I know the car is clean?**

We're required to clean and disinfect all vehicles before each new trip, following Gooddog's Cleaning and disinfection policy.

### **Is there a penalty if I cancel a trip because of coronavirus concerns?**

First, keep in mind that Gooddog's [Cancellation policy](#) allows guests to cancel a trip for free up to 24 hours before the trip starts. To avoid a cancellation fee and to be considerate, please cancel your trip as far in advance as possible.