

Freenow Fee Policy (valid from 24/11/2025)

of FREE NOW Hellas Single Member S.A. (hereinafter "Freenow")

Effective as of November 24, 2025.

The version valid until November 23, 2025 is available [here](#).

1. Passenger Booking Fee

A booking fee of €0.01 to €5.65 may be charged for each trip, in accordance with applicable law. The amount of the booking fee is determined by the type of trip (simple or scheduled), the fleet, the distance of the vehicle from the passenger, and the availability of vehicles at the time of the passenger's trip request.

The exact amount of the booking fee applicable in each case is always available to the passenger via the app before the passenger completes the trip request.

The booking fee is applied at the end of the journey by the driver via the taximeter and is included in the receipt issued by the taximeter.

2. Platform service fee for the passenger

This charge by Freenow Hellas relates to the provision of technological services by the platform for finding a vehicle with specific characteristics, such as, indicatively, type, size, and capacity, and for this reason, in addition to the standard fleet, it is also classified in a special platform fleet in order to facilitate the specific needs of passengers.

The available fleets, their characteristics, and the estimated cost for each of them are always displayed to the passenger during the vehicle search stage.

After the passenger has selected the desired means of transport, the passenger is informed of the exact amount of the platform service fee for the selected fleet, if applicable, during the trip request submission stage and before the final submission.

The platform service fee is applied at the end of the trip by Freenow and the passenger receives the corresponding receipt for this charge in the email address registered in the app.

3. Cancellation Fee

The passenger is informed by the app during the trip request stage if a cancellation fee may be charged for the possible cancellation of the trip, when one of the following conditions applies.

A. A cancellation fee of €3.99 may be charged on any trip when:

a) the passenger cancels their trip at least ten (10) minutes after the driver has accepted the booking request;

(b) the passenger cancels their trip when the driver has already completed the distance of 5 km or more on the way to the pick up point, from the moment they have accepted the booking request;

(c) either the passenger or the driver cancels the trip at a distance of less than 200 meters from the passenger's pickup point; and 5 minutes have passed without the passenger showing up; and the driver has unsuccessfully tried to contact them.

B. Prebooked trips may be charged a €5 cancellation fee when such trips are canceled within 30 minutes from the agreed pickup time and the driver is on the way.

The cancellation fee is intended to prevent the passenger from misusing the Freenow intermediation service.

If the passenger wishes to object to the cancellation fee, they can do so via the in-app chat, after selecting the 'Cancellation Fee dispute' option.

4. Passenger Booking Fee for Client Travel

A booking fee of up to €5.65 is charged to the passenger for each trip and is added to the total trip value by the driver.

A booking fee of €5.65 is charged to the passenger for each trip from the port of Piraeus (arrivals) and is added to the total trip value by the driver.

5. Taxi Service Price List

To view the current price list, click [here](#).

6. Total Charges and Payment Methods

The total amount of charges applicable for a trip will be clearly displayed when the trip request is submitted and before it is completed.

Each trip is paid for by the passenger using the selected payment method (either cash or via the app). Fleets that charge a platform service fee (see No. 2 above) only allow trips and payments to be made through the app. You can't mix payment methods to pay for a trip.

7. Maximum trip value

- Maximum trip value when paying via the app (credit/debit card, Google Pay, Apple Pay, PayPal): €220.00
- Maximum trip value when paying with cash: €499.99

8. Fee Policy for taxi drivers:

- Company commission on gross trip value: 15.00% (12.10% + VAT).
- Tip to the driver: The company does not retain a commission on tips.
- Bank transaction fee for trips where the passenger pays via the app (credit/debit card, Google Pay, Apple Pay, PayPal): €0.00
- Tolls: The company does not retain a commission on the value of tolls.