

BRIEFING

Welcome to stadtmobil Karlsruhe!

Please read this introduction carefully.

This briefing does not replace the stadtmobil-manual containing further information about carsharing.

- Bookings
- Pick up
- Journey
- Return

You are also welcome to watch our stadtmobil-videos on karlsruhe.stadtmobil.de or on youtube.



WAYS TO BOOK A CAR

- **Internet**

- <https://mein.stadtmobil.de>
- free stadtmobil app (iOS + Android)

- **Service-center**

- Karlsruhe: 0721 911911–1
- Twenty-four-seven
- Modification, extension, cancellation of your booking and support

- **stadtmobil-office**

- Karlsruhe: 0721 911911–0
- During opening hours
- Consultation, long-term bookings (> 10 days), equipment, etc.



ABOUT BOOKING

- **Details required**

- ▶ Customer number, name and password
- ▶ Period of time
 - Start and end is possible on the half and on the full hour
 - Allow for some buffer time
- ▶ Chose location (station) and vehicle
- ▶ Confirmation of your booking



CANCELLATION

- ▶ Up to at least 24 hours before the start of the booking: No charge is made.
- ▶ Active cancellation (by phone or online) within 24 hours or when a booking has already started:
Half of the time cost + 1 Euro cancellation-fee is charged.
- ▶ A booking is automatically finished when you log off with your chipcard at the car or keysafe.
The remaining booking-time is charged with half of the time cost.



ABOUT BOOKING

- **Extensions**

- ▶ If you need to extend your booking, please ring at once!
- ▶ Only possible if there is no subsequent booking.
- ▶ Please extend your booking instead of starting another one.
- ▶ Extensions may cause extra charges, if it interferes with a subsequent booking.

- **Delays**

- ▶ Please inform the booking centre or stadtmobil office promptly as soon as you can foresee a delay of return.
- ▶ Late-fees can amount up to 30 Euros/hour.



LOCATION-DETAILS

- **Before picking up a car, please check on the location-details.**
- **You can find detailed descriptions of all stadtmobil-locations**
 - ▶ on the Internet: karlsruhe.stadtmobil.de > *Stationen* (locations/stations)
 - ▶ in the stadtmobil app: location details
- **All vehicles must be returned to the same location where they have been picked up.**

Exception: stadtfliitzer must be returned within the stadtfliitzer pickup- and return-area.



stadtflitzer

freefloating and open-end

- **Select and start**

- ▶ find a free stadtflitzer online, block it for max. 30 minutes and start your journey within these 30 minutes.
- ▶ or directly open a free stadtflitzer with your stadtmobil-card and start your journey.

- **Drive and return**

- ▶ drive stadtflitzer to wherever you need, in- and outside town.
- ▶ when you are done, return stadtflitzer within the designated stadtflitzer operating-area to a free parking-space with no parking restrictions.
- ▶ the maximum time you can keep a stadtflitzer is 7 days.

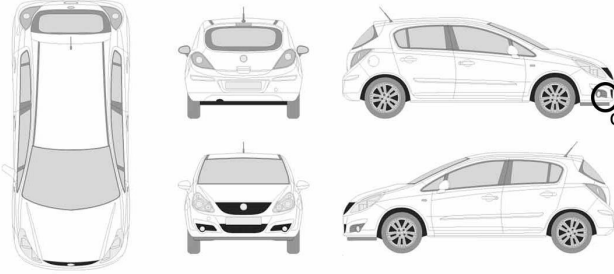
- **Billing**

- ▶ The time-cost of these cars is assessed in units of 10 minutes. For longer bookings, the price for the hour / day / weekend or week takes effect automatically.



CHECK THE CAR FOR DAMAGES

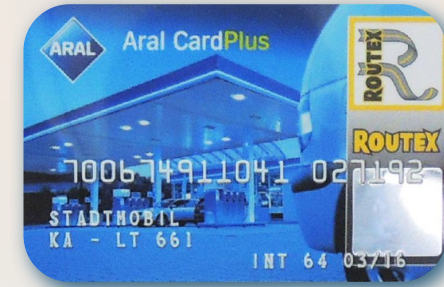
- Are there any visible damages or faults?
 - ▶ Compare the damage or fault you detected with entries in the logbook. In case the damage is not recorded yet, proceed as followed:
- Record the damage in the logbook
- and inform stadtmobil about it before the start of your journey – that will exculpate you

Schadenmeldung		Teilnehmernr.	0
Bitte kreisen Sie den Schaden auf einer der Skizzen ein, und kennzeichnen Sie diesen wie folgt: k = Kratzer / Schramme d = Delle / Beule st = Steinschlag (Glasschaden)		Name, Vorname	Muster, Matthias
		Datum, Uhrzeit	02.05.2015, 19:05 Uhr
		Angaben zum Schaden	
		Vor Antritt festgestellt.	
		Delle an der Stoßstange	
		vorne rechts	
		Unterschrift	
Der Schaden muss zusätzlich telefonisch an Stadtmobil gemeldet werden. Tel.: 0721- 911 911 0 (außerhalb der Büro-Öffnungszeiten Anrufbeantworter)		X <i>M. Muster</i>	



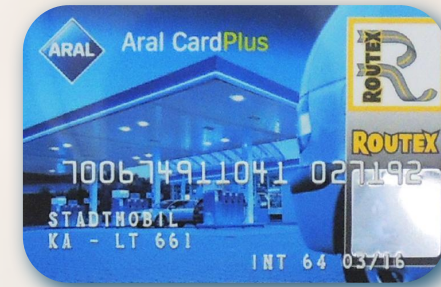
REFUEL

- At the end of your journey the tank must be at least 1/4 full.
- Always use the fuelling cards (across Europe)
 - ▶ Routex fuelling card: ARAL, Total, BP, Agip (Eni) and OMV.
 - Shell-card: Shell, Esso and Avia.
 - ▶ The fuel PIN is noted on the key-chain.
 - ▶ You can discard the receipt after applying a fuelling card.



REFUEL

- **Only if fuelling cards are not applicable**
 - ▶ Advance payment on your own account.
 - ▶ Write customer-number and car-registration directly on the original-receipt.
 - ▶ Send the original-receipt directly into stadtmobil-office.
 - ▶ You will be refunded the amount on your monthly invoice.



REFUEL

- Fuel-cards may purchase: Normal fuels, car wash, vacuum-cleaning, operating-liquids (oil, windscreen-fluid...).
- Don't use fuel-cards for: Premium-fuels (Ultimate, V-Power...) road-charges, toll-fees.
- Make an entry for each fuelling process:

Teilnehmer-nummer	Name	Datum (Datum / Uhrzeit)	Km-Stand (beim Tanken)	Kraftstoffmenge, Öl, Waschen ...	Betrag (mit Währung)	Zahlung (K oder Q)	Unterschrift
0	Hans Muster	2.5. / 9:00	50230	45,05 Liter	41,25 €	K	H. MUSTER
		/			€		

- If your journey is longer than 1000 km, check oil, water and tyre pressure.
- Drive economically.



END OF JOURNEY

- **Record your journey data in the logbook:**
- **Turn off light, radio and other electric devices. Engage first gear and pull handbrake. Close all windows and doors.**
- **Don't pass the car key on to other waiting persons.**
- **The booking is ended when you log off with your chip-card at the car or the keylocker. For the remaining booking-time half of the time-cost is charged**



ACCESS DEVICES

- **Type 1 : Electronic key-locker**

- ▶ Access key-locker with chip card



- **Type 2 : Access directly at the car**

- ▶ Access car with chip card



Alternatively, you can open both types with the app.



TYPE 1: ELECTRONIC KEY-LOCKER PICKUP CAR-KEYS

- Hold your chip-card in front of the card reader or open the app, go to your booking and open the options. Then “start trip” and “open vehicle”.
- Enter your 4-digit PIN.
- Pull the door handle and open the door.
- A green light will indicate which one is your key.
- Remove the key and shut the door.



TYPE 1: ELECTRONIC KEY-LOCKER RETURN VEHICLE

- Record your data in the logbook.
- Lock the car.
- Open the electronic key-locker with your chipcard and PIN. Or open app, click at your booking and choose “finish trip”.
- Insert the data key on the key chain into any free slot.
- Close the door of the key-locker. Double-check if the door is really shut.
- This ends your booking and releases the car for further bookings.



TYPE 2: ACCESS DIRECTLY AT THE CAR

OPEN VEHICLE

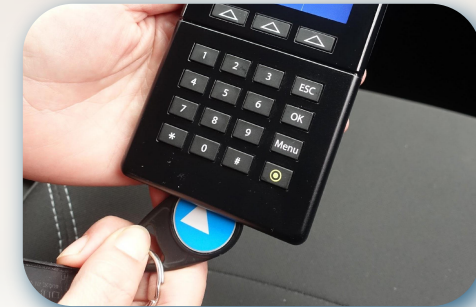
- Look for the card-reader mounted on the drivers side of the windscreen.
- Hold your chip card in front of the card reader in order to unlock the central locking. Or open the app choose “start trip” and “open vehicle”.
- Now you can get into the car.



TYPE 2: ACCESS DIRECTLY AT THE CAR

START THE VEHICLE

- Take the keypad out of the glove box.
- Enter the 4-digit PIN of your chipcard. This unlocks the immobilizer.
- Remove the car key with the blue chip out of the keypad.
- Start the vehicle.



INTERRUPTION OF TRIP AND REFUELLING

- During your trip just lock and unlock the vehicle with the remote control of the car-key.
- If you need to make use of one of the fuelling cards, take it out of the blue wallet in the glove box. For the electric vehicles you will find an extra charging-chip at the keys.
- Replace the fuelling card after you finished using it.



TYPE 2: ACCESS DIRECTLY AT THE CAR RETURN THE VEHICLE

- Slot the key fob back into the bottom of the keypad.
- Put the terminal back into the glove box.
- To lock the car at the end of your trip place your chipcard from outside onto the card-reader on the windscreen. Or open the trip in your app, select “finish trip” and “close vehicle”.
- Please ensure that the central locking has activated.
- This ends your booking and releases the car for further bookings.



KEEP IT CLEAN

stadtmobil has the cars cleaned regularly. We count on you as a stadtmobil-user to take care of keeping the cars clean at all times.



If the status of your car is not satisfying on departure, please call us.

If possible, send photos about the mess to: reinigung@karlsruhe.stadtmobil.de



FOR YOUR COMFORT



You can use the fuelling-cards to have your booked car washed at certain gas stations (Aral & Shell).



If for once you pick up a dirty car and vacuum-clean it you will be rewarded with € 2.50 and 1 hour of free driving time. Just give us a short call.



Please don't smoke. Smoking is not allowed in any of our cars.



After travelling with your pet, please remove all animal hair and other residues.



AFTER EACH TRIP



Please dispose of your tissues, bags and empty bottles.



Remove your crumbs from seats and child seats.



Shake out dirty floor mats.



Wipe your dirt off the floor and other areas, if necessary.



BREAKDOWN OR ACCIDENT

- Pay attention to the category „Unfall- und Pannenhilfe“ (accident & breakdown) in the logbook.
- If you break down:
 - ▶ Always inform stadtmobil: 0721 911 911-0 or 911 911-1.
 - ▶ Give repair orders only after prior consent from stadtmobil!
- If you have an accident:
 - ▶ Safeguard place of accident, ring emergency 112 and provide first aid.
 - ▶ Have the accident recorded by the police.
 - ▶ Collect evidence if possible (fotos...). Fill in accident report in the logbook.
 - ▶ Don't acknowledge a dept (Insurance cover might be endangered).
- Report the accident or breakdown to stadtmobil asap.



INFORMATION

- **For further information about...**

- ▶ Vehicles (equipment, measurements etc.)
- ▶ Accessories (non-skid chains etc.)
- ▶ Cooperation with other carsharing-organisations
- ▶ Travelling abroad
- ▶ And any other questions about carsharing...

E-Mail: info@karlsruhe.stadtmobil.de
Phone (office): 0721 911911-0

Opening hours:
Monday to Friday 10 am to 6 pm

...contact us by



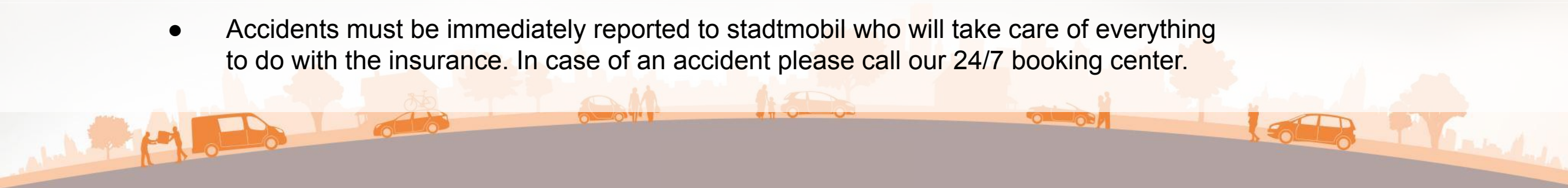
INFO SCHUFA / CREDIT CHECK

- Before we accept you as a customer, we need to perform a credit check. That's required because you get free access to all our cars, and the itemised invoice for your actual use is issued only the following month.
- The credit check is performed via SCHUFA (SCHUFA is the General Credit Protection Association in Germany). SCHUFA checks the database to see if you are economically active and trustworthy. This is completed within minutes at our counter. According to the information SCHUFA has collected about you, the credit-check turns out a score.
- We accept you as a stadtmobil-customer if your score lies within a certain range of SCHUFA-scores. If your score is outside that range, we may accept you as a customer if you increase your deposit or we may not agree to sign an agreement with you, depending on the score.



INFO INSURANCE / SICHERHEITSPAKET

- All our cars are covered by insurance.
- In case of a self-inflicted accident there is an excess to be payed. The excess amount depends on the kind of damage that is inflicted.
- Haftpflicht: Third-party-liability claims.
- Vollkasko: comprehensive coverage.
- Teilkasko: Part insurance cover (in case of theft, breakage of glass or damage caused by Game animals).
- We offer a “safety kit” with an annual subscription which reduces your excess from max. 900 Euros to a max of 300 Euros.
- Accidents must be immediately reported to stadtmobil who will take care of everything to do with the insurance. In case of an accident please call our 24/7 booking center.





ENJOY YOUR TRIP!

WE GIVE OUR BEST AND COUNT ON YOUR SUPPORT :-)



**HAVE A SAFE
JOURNEY!**

stadtmobil