

Carsharing - flexible, inexpensive, environmentally friendly



Welcome to stadtmobil Karlsruhe!



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**

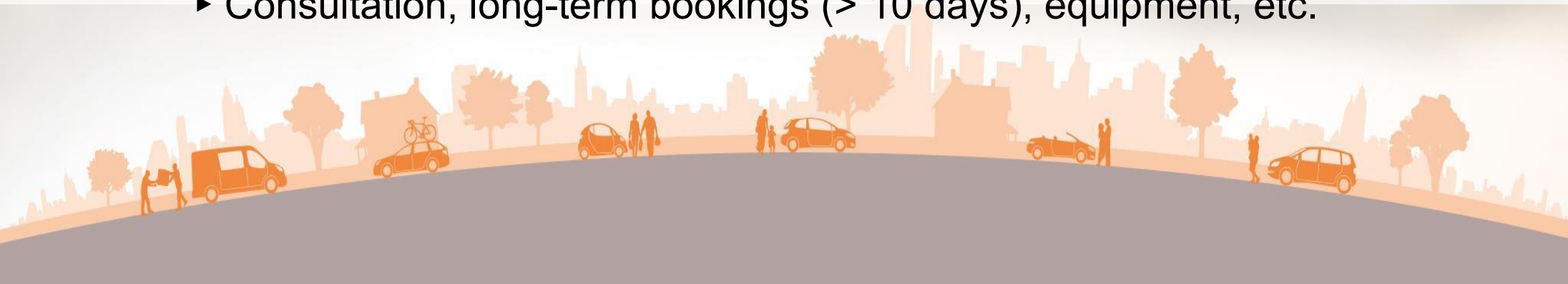
- ▶ <https://mein.stadtmobil.de>
- ▶ free stadtmobil app (iOS + Android)

- **Booking center**

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

- **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 or the stadtmobil-app at the car or keysafe. The remaining booking-time is charged with half of the time cost.



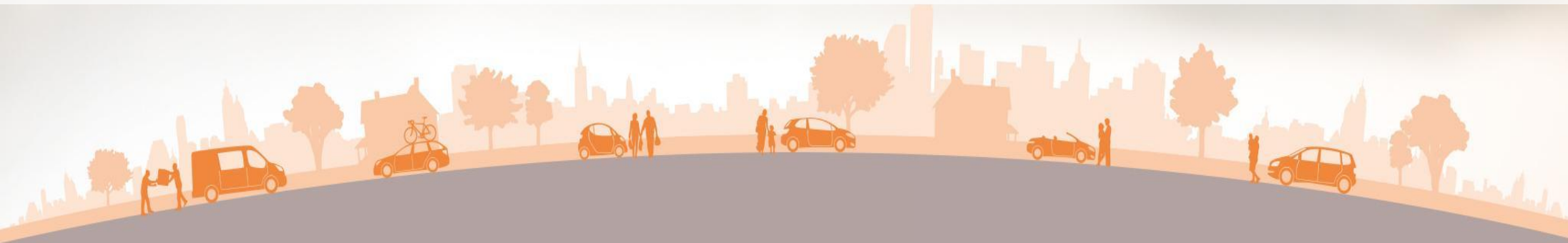
ABOUT BOOKING

- **Extensions**

- ▶ If you need to extend your booking, extend online or contact us by phone
- ▶ Only possible if there is no subsequent booking.
- ▶ 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:

- ▶ Internet: karlsruhe.stadtmobil.de > Stationen (locations/stations)
- ▶ 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**

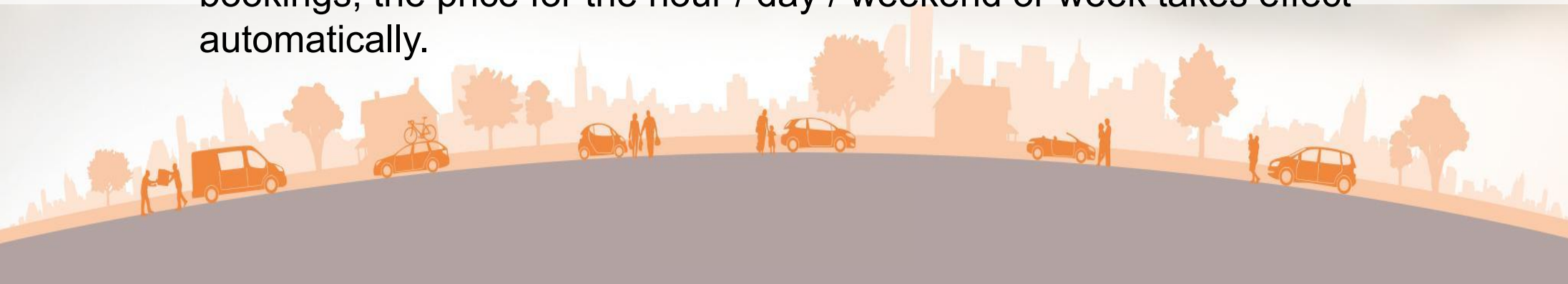
- ▶ find a free stadtflitzer online, block it for max. 30 minutes and start your journey within these 30 minutes.
- ▶ or directly open a free stadtflitzer with your stadtmobil-card and start your journey.

- **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.**
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- **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.



BEFORE AND DURING THE BOOKING

- Check the vehicle for damage before starting the journey.
- Compare previous damage with the damage list.
- Report new damage or defects before starting the journey.
- If the journey is interrupted, lock the vehicle with the vehicle keys.
- Extend booking in time if necessary.



CHECK THE CAR FOR DAMAGES



- **Are there any visible damages or faults?**

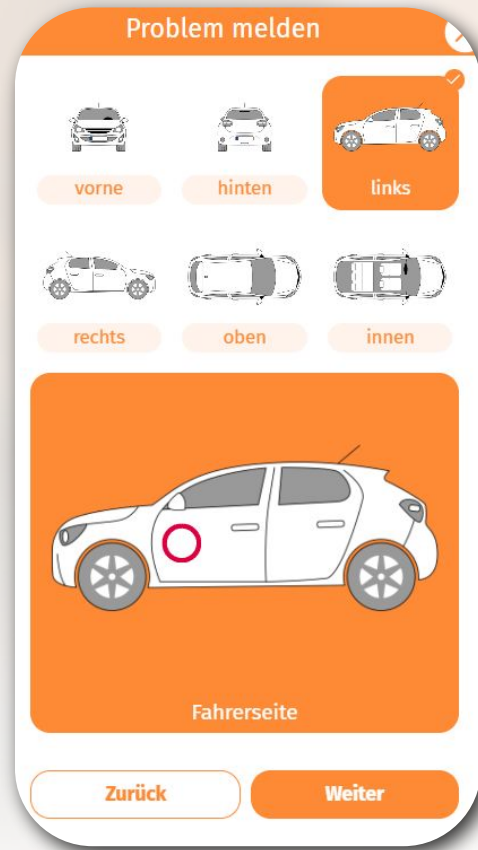
- ▶ Compare the damage or fault you detected with entries in the damage list.

In case the damage is not recorded yet, proceed as followed:

- **Record the damage before the start of your journey via the stadtmobil-App -> “report problem”**
- **and inform stadtmobil about it before the start of your journey – that will exculpate you.**



REPORT PROBLEM



- In the current booking, select the option "Report problem", then select the type of problem (damage, pollution, lost property).
- Mark the position of the damage by clicking on the sketch.
- Then photograph the damage on the vehicle, attach it and add a short significant remark.
- A newly reported damage will only appear in the app after verification by our specialist department.



REFUEL AND CHARGING

At the end of your journey the tank must be at least 1/4 full.

- **Payment**

Cashless with one of our fuel cards.

You will find the fuel card PIN on the tag on the vehicle key.

If the fuel card cannot be used, please lay out the amount and submit the receipt via app.

The e-vehicles also have a charging card.



SUBMIT A RECEIPT



- Possible for current and past bookings.
- Select "Submit receipt" and take a photo of the receipt.
- Please always pay attention to the image quality.



If you would like to submit the receipt to the office, please note the submission in the participant number and the license plate number on the front.



ACCESS DEVICES

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

Access key-locker with chip card or stadtmobil app.



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

Access car with chip card or stadtmobil app.



TYPE 1: ELECTRONIC KEY-LOCKER PICKUP CAR-KEYS

- Hold your chip card in front of the card reader or open with the stadtmobil app.
- 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 and lock the car.
- Open the electronic key-locker with your chip card or with the stadtmobil app and enter your PIN.
- 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

- Hold your chip card in front of the gray card reader.
- Take the keypad out of the glove box and enter the 4-digit PIN of your chip card. This unlocks the immobilizer. Remove the car key with the **blue chip** out of the keypad and start the vehicle.
- If there is a key holder in the glove box, then there is no PIN required. Remove the key and start.
- If the vehicle is opened via the app, the PIN is entered directly in the stadtmobil app.



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 chip card from outside onto the card reader on the windscreen or close the car with the stadtmobil app.
- 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 inform us via the app function “report problem”.



FOR YOUR COMFORT



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



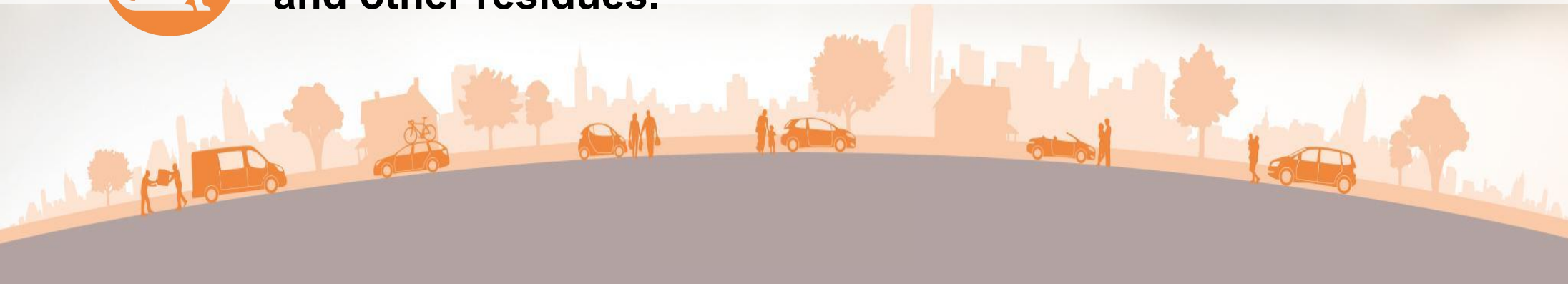
If for once you pick up a dirty car and vacuum-clean it you will be rewarded with € 2.50 and 1 hour of free driving time. Just give us a short call.



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.**



FOR YOUR COMFORT

If the vehicle is heavily soiled at the start of the booking, please report this to stadtmobil in a timely manner.



Please completely remove any soiling caused by yourself. If necessary, wash and vacuum the vehicle.



Car washes can be paid with the fuel cards.



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.



TO THE END OF THE JOURNEY

- Remove dirt and garbage.
- Secure vehicle against rolling away.
- Turn off lights, close doors and windows.
- Finally, lock the vehicle with the access card or by app.
- Only for safe systems - hang back vehicle key.



END OF JOURNEY

- Turn off light, radio and other electronic 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.



BREAKDOWN OR ACCIDENT

- Observe the "Accident or breakdown" section in the carriage book.

The welfare of those involved and securing the accident site are the most important! -> Police emergency call 110

Then immediately inform stadtmobil by telephone.

Note down: License plate number, name of the other party involved in the accident and vehicle owner, responsible police station, police file number or police accident card.

Photos: All damage caused and vehicles involved, as well as the scene of the accident.



INFORMATIONS

For more info ...

- ▶ on vehicles (equipment, loading space dimensions, etc.),
- ▶ on vehicle accessories (snow chains, etc.),
- ▶ on cross-use with other carsharing organizations,
- ▶ on trips abroad
- ▶ and all other questions concerning carsharing...

...we are at your disposal!

Web: karlsruhe.stadtmobil.de
E-Mail: info@karlsruhe.stadtmobil.de
stadtmobil office: 0721 911 911-0

office hours: Monday to Friday 10 am to 6 pm

stadtmobil-app:



Android



iOS



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 und Vollkasko: Third-party-liability claims and 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. 1.200,- € to a max of 300,- € and 0,- € in the event of a purely Teilkasko.
- 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 service center.



FOR MORE DRIVING PLEASURE



Enjoy your trip! :)

