CarSharing Manual

Welcome to stadtmobil CarSharing!
Introduction

Adress and Opening Hours

Stadtmobil Rhein-Neckar AG
M 1, 2
68161 Mannheim

Booking Center (24/7 available)
0621 / 12 85 55 95

stadtmbil office
0621 / 12 85 55 85
Fax
0621 / 12 85 55 86
E-Mail
rhein-neckar@stadtmobil.de

Homepage
www.stadtmobil.de

customer login/booking site
https://mein.stadtmobil.de

Opening Hours
Monday - Friday 9:00am to 5:00pm
Wednesday 9:00am to 7:00pm

Telephone time stadtmbil office
Monday - Friday
9:00am to 12:00am and
2:00pm to 5:00pm

Banking Account
IBAN: DE31 6729 0100 0040 2636 08
BIC: GENODE61HD3
Volksbank Kurpfalz H+G Bank eG

You find all important information in this manual and in the log book which is stored in every car. In every car you also find the operating instructions for the respective car in case that you might need further information.
You find stadtmobil stations throughout the Rhein-Neckar region. You can download a list of all stations from the customer area mein.stadtmobil.de. When booking online you find all the stations with a description (click on the blue and white „i“-symbols).
It’s very easy!

Make a reservation

- App: stadtmobil carsharing
- mein.stadtmobil.de
- Booking Center 0621 / 12855595

Open the car / Get the car keys

- Open the car with the stadtmobil card
- Enter the PIN, get the key
- Open the key locker with the stadtmobil card
- Take out the key

Please
- always have your stadtmobil card on hand
- always have your PIN available
- always consider what’s indicated in the Display
- have your customer number on hand
- have your password on hand
- choose the desired station
Drive

Important:
• Before you start your trip, check the car for damage and rough pollution.
• Within your booked time: always lock the car with the car key
• If you have to fuel up: fuelling cards are in the car, explanation in the onboard book
• The person who signed the stadtmobil contract always has to be in the car (AGB § 8).

Bring back the car (Finish your trip)

Important:
When you finish your trip:
• Put the key back, always close the car with the stadtmobil card
• Key locker: Close the car with the car key, put the key back in the key locker
• „Autostorno“: Closing the car with the card or putting back the key in the key locker terminates your reservation. The rest of your booked time will be billed as „Storno-time“ with half of the time cost.

How it works: Find our tutorial (in german) here: https://www.youtube.com/watch?v=SAzo-vhBrvM
Additional information: Make a reservation

- The vehicles are parked at different stations. You can use vehicles from any of these. A few of the stations have only one vehicle each, others have between two and four and some up to over ten vehicles available. All vehicles are accessible around the clock.
- Stations with more than one car offer vehicles of various classes. Some of the stations have key lockers, at the others the vehicles are opened directly with the chip card and a card reader on the windscreen.
- The JoeCars can also be used without making a reservation: If you find a free JoeCar by our App or passing by, you just hold your chip card to the card reader on the windscreen and the car will open after a few minutes of checking your authorization. If you make a reservation for a JoeCar please keep in mind that the reservation will only be valid for 15 Minutes. If you start your trip within this time, you won’t pay for the reservation, otherwise the 15 Minutes will be billed and your booking cancelled afterwards.
- Reservations can be made online or over the phone 24 hours a day, seven days a week. The booking agents at the service center take care of all bookings, cancellations and extensions. If the vehicle you want is reserved by another customer, the booking agent will give you other options to meet your needs.
- You can book the station-bound cars spontaneously or months ahead of time. The smallest time unit is one hour. The JoeCars are billed per minute, so you can make a trip of only a few minutes, but if you use them longer the system makes a best case billing with the normal time costs for a B class car.

Booking by telephone

Details required
- The area from where you are calling (“Rhein-Neckar”)
- Customer number and name
- Date and time you would like to start and end your trip
  - Start and end is possible on the half and on the full hour
When logging in, please always choose “Rhein-Neckar” as your organisation. Then enter your customer number and your password.

Booking online

Access the stadtmobil customer area:
Web: mein.stadtmobil.de
Video-Tutorial (in german): https://www.youtube.com/watch?v=mi-C6P43yZM

Smartphone-App
Get the Smartphone App via Play Store or App Store

When logging in, please always choose “Rhein-Neckar” as your organisation. Then enter your customer number and your password.

Booking a car from a „pool“

• Identical cars at the same station are a „pool“
• You don’t make a reservation for a specific car but for a car type

We inform you about your specific car (the license plate number)
• via SMS 30 minutes before the beginning of your booking
• at stations with a key locker in the display of the key locker after entering your PIN

Please note:
• There is a higher chance of availability the earlier the reservation is.
• If necessary please extend your booking (also possible during the trip), do not create a new one
  • only possible if there is no subsequent booking
  • extensions may cause extra charges
Delays
- Please inform the booking center or stadtmobil office as soon as you can foresee a delay of return.
- Late-fees can get very expensive! You find details in our tariffs.

Cancellation of a reservation is free up to 24 hours before the start of the reservation, after that you pay half of the time cost. Only if the reservation is for one week or longer, you have to cancel one week ahead for a free cancellation.

You also appreciate finding the car you booked at the right time at the right station. So please do always return your car in time. If you bring back the car with delay, we charge you with costs you find in the tariffs / general terms and conditions.

Details on station and vehicle

Before picking up a car please check on the station details
- You can find detailed descriptions of all stadtmobil stations and the vehicles when booking in the internet (click on the blue and white “i”-symbols).
- All vehicles must be returned to the same station where they have been picked up.

Using cars from other CarSharing organizations in Germany (“Quernutzung”)

In addition to its own fleet in the Rhein-Neckar area, stadtmobil customers can also use vehicles belonging to cooperating car sharing programs in other cities in Germany. stadtmobil takes care of the communication between the cooperating organizations for its customers.
• If you want to book a car from a partner organization, please start with logging in as usual with the region “Rhein-Neckar”, your customer number and password.
• In the booking screen (step 2) you enter the address in the city where you want to start your trip, then (step 4) you choose at the right side of the screen in the dropdown-menu “Anbieter” the requested organization. Prices for cars from other organizations may differ from the stadtmobil Rhein-Neckar prices.
• You find the cities with partner organizations on our homepage www.stadtmobil.de
• More partner organizations can be found on the homepage of the federal association of CarSharing organizations (www.carsharing.de). You can book cars from all of these organizations by contacting our stadtmobil office. In these cases you use the cars of the partner organization according to their tariffs and general terms and conditions.

Our partner organizations may have other terms of use for the cars (i.e. you might have to note the driven kilometers in a logbook, „Autostorno“ may not be available...) Please call the respective organization for further information before your trip.

Driving abroad

• Bookings longer than 7 days: Please call the stadtmobil office!
• Driving abroad: We recommend to take the original documents for the car with you. Please give us a call in advance so we can fix an appointment for you to pick them up in our office.
• You take responsibility and liability for all demand notes caused during your booked time.
If you don’t have experience in driving manual cars, we highly recommend to take a few driving lessons on manual cars. Stadtmobil does not own many automatic cars!

Accessories
You can borrow
• Basic roof racks
• Bike racks for the car roof
• Snow chains
• Additional children’s seats
from stadtmobil. Please let us know in advance what you need. We prepare the accessories for you. You pick them up at and bring them back to the stadtmobil office or our storing place. Prices can be asked at the stadtmobil office.

Additional Information: Open the car / get the car key

Your reservation will be transmitted to the car and you will be able to drive at the scheduled time. Only the JoeCars can be used without a reservation, if they are free for your trip. The keys are sticking in the terminal keypad which is located in the glove compartment. At the terminal keypad you have to enter your personal PIN code before starting the car.

There are some parking locations (stations) where we offer a lot of cars. At these stations you will find a key locker that contains the ignition keys. This key locker is also opened by placing the customer card at the display and entering your personal PIN code.

If you are running late for giving back the car, please call our 24/7 staffed booking center as soon as possible. In most cases it is possible to extend the booked time.
Access the car with chip card
Open vehicle
• Hold your chip card in front of the card reader at the drivers side of the windscreen to unlock the central locking.
• Get into the car
• Take the terminal keypad out of the glove box
• Enter your 4-digit PIN to unlock the immobilizer.
Start the vehicle
• Remove the car key out of the terminal.
• Start the vehicle (no further immobiliser to unlock).

Access the electronic key-locker
Collect car key
• Access key locker with your chip card
• Hold your chip card in front of the card reader at the key locker
• Enter your 4-digit PIN.
• Pull the door handle and open the door of the key locker
• A small green LED light will indicate which one is your key
• Remove the key and close the door of the key locker.
• Open the car with the central locking button on the key
• As soon as you get inside the car the blue datakey with the black transmitter box at your key chain automatically unlocks the immobilizer.
• Start the vehicle.
Taking the wrong key out of the key locker
Just plug the wrong key back in any slot of the key locker. Then you remove the right key.

The car is not at the station
If a reserved vehicle is not where it should be, please be patient. The driver may merely be delayed by traffic. Call the booking service if it is more than ten minutes late. The number is on your chip card (“Buchungszentrale”). Central booking may have more information as to the whereabouts of the vehicle. If it is not possible to wait for the originally booked vehicle, you can book another for the same price or you may cancel with no cost to you.

Before your Trip: Check the Car and report unknown damages
Before you start your journey please walk around the car and check for visible damages, faults or rough pollution. Compare the damage or fault you detected with entries in the logbook. Damage which is noted in the logbook doesn’t need mentioning, but if you find other damage, please report it to the booking center (24/7 staffed, telephone number on your chip card) before you start your trip – that will exculpate you.

If damages or faults affect the road safety of the car or may cause further damage, you are not allowed to start your trip. In this case it is indispensable to contact and inform the booking center.

Cars in parking garages
Some of our stations are located in parking garages or in car parks with barriers. For driving in and out you need parking cards which you find and leave in the car (mostly the centre console).

Please do always use these parking cards, even if the barrier is open!
Protect stations: Pillars and chains
Some of our stations are protected against unauthorised parking by using pillars or chains.
Please use these protecting devices, then you will find a free parking lot when returning your car. If there are pillars, you will need a key to fold them down when returning the car. These keys are always attached to the car key.

Please do always keep in mind the characteristics of a station and protect the parking lots by using the existing pillars and chains.

What do I have to care for before and during my trip?
• Before you start your journey please walk around the car and check for visible damages / pollution. Compare the damage or fault you detected with entries in the logbook. Damage that is not noted in the logbook and bigger than 3 centimeters has to be reported to the booking center. You should also take a look at the tires.
• Adjust the seat and mirrors accordingly.
• Make sure you understand the operation of the car (automatic or manual car, assistance, lights, windshield wipers, ventilation/heating), connect your mobile phone...
Important information is always available in the blue logbook and the operating instructions of the car.
• During long journeys check tire pressure, oil, coolant and screen wash regularly.
• In case of a breakdown or accident you make the crash site safe, provide First Aid if necessary. Call the police and in any case inform the stadtmobil booking center.

Additional information: Drive
If you interrupt your trip you may lock and unlock the vehicle with the remote control of the car key.

Terms of use
• Please don’t smoke. Smoking is forbidden in all stadtmobil cars.
• Leave the car clean – like you found it when starting your trip.
• Taking pets with you in the car is only allowed if they literally leave no trace: Use transport boxes or covers to prevent animal hair from spreading in the car. If necessary use a vacuum cleaner. Leave the car clean - keep in mind that the next customer might have allergies to animals.

The Logbook: Important information and instructions for using the car are filed in the logbook and in the operating instructions of the car (you’ll find both in the glove box or in the side compartment in the door).

Delay
If you are late for bringing back the car and you can’t extend your booking, please always inform the booking center as soon as possible. The more hassle stadtmobil has to inform (and to deal with) the next user, the higher is the fee we have to charge you.

Extend a booking
If you want to extend your booking, please always extend the existing booking (instead of placing a new one.) This is possible as long as no one else booked the same car right after you. If you want stadtmobil to extend your booking, call the booking center as soon as possible.

Refuel
Instruction in the onboard book.
Payment with fueling cards (serve across Europe)
• Routex: ARAL, Agip, OMV; STATOIL...
• euroShell Card: Shell, Esso, Total, AVIA...
The fuel PIN is noted on the back side of the fueling card or on the key chain. When paying with the fueling card you have to enter both fuel PIN and the mileage of the car.
If fueling card is not applicable
• Advance payment on your own account.
• **Send in the original receipt** to the stadtmobil office
• You will be refunded on your monthly invoice.

Please do not fuel up with so called „high performance“ fuel. We can’t refund the difference to normal prices for fuel.

⚠️ Drive economically
Tips for efficient driving are available on our homepage.

**Breakdown / accident**
• Safeguard place of accident, if necessary ring emergency 112 and provide first aid.
• **Have the accident recorded by the police** (Always! It’s a rental car!)
• Always report to the booking center!
• A stadtmobil employee is always (also on weekends or in the night) on standby duty. The booking center will, if necessary, provide the contact.
• If possible collect evidence and take photos of location and details of the accident (like skid marks, involved vehicles and damages).
• Fill in the European accident report you find in the logbook.
• **On-site do never acknowledge a dept or any assumption of liability and don’t sign any similar thing.**

**Additional information: Return the car**

Vehicles must be returned to the station where they were picked up. The JoeCars must be returned in their respective home area and put back on a permitted parking lot.

**Parking space occupied**
If the parking space for the car is occupied when you’re returning it, please look for a regular parking space within the range of vision and inform the booking center about where you parked the car.
End of journey
• Please be sure the vehicles are clean before returning them, especially on the inside. You too appreciate a clean car!
• Turn off light, radio and other electric devices.
• Apply steering lock and pull handbrake. Close all windows and doors.
• Don’t pass the car key on to other waiting persons!

Return the vehicle (access directly on the car)
• Slot the key fob back into the bottom of the terminal.
• 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.
• Please ensure that the central locking has activated.

Return the vehicle (electronic key locker)
• Lock the car with the car key.
• Open the electronic key locker with your chip card and PIN.
• Plug 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.

All cars terminate your reservation at the moment when you close the car with your customer card or plug the key into the key locker. That means that you can’t reopen the car or the key locker with your chip card without making a new reservation.

JoeCar by stadtmobil

In addition to the normal fleet with its fixed distribution stations stadtmobil offers in Heidelberg and Mannheim free floating cars called JoeCar. The use of JoeCar differs slightly from the use of the station-bound cars.
• Book: Spontaneously by putting your stadtmobil card on the card reader. A
reservation can only be made for 15 minutes to get to the car. If you don’t start your trip within the 15 minutes of reservation, your booking will be terminated.

• **Drive:** You don’t need to fix an end time of your booking in advance – you just use the car as long as you need it, but no longer than 7 days (=168 hours) in a row. We can’t provide the original documents for the car for you, so you can’t use JoeCars for driving abroad.

• **Return the car:** Bring back the car to the home area of the city where you picked it up. Put it back to where free parking or residents parking is allowed. Please don’t end your trip in parking garages, in parking spaces where a parking fee is required, in spaces with stopping or parking prohibition or with other restrictions.

You can start trips anywhere inside the home area of the respective JoeCar – wherever there’s one available – and end trips inside the same home area wherever there is permitted parking available. You can of course visit places outside the home area but you always need to bring the car back home at the end of your trip. The JoeCars are all red and have the logo print on their sides. When you’re done, find a parking spot in the home area and end your trip.

The home area with its detailed borders is available as a manual in every JoeCar. You can also download it in the customer area mein.stadtmobil.de.

**Special car types**

**Alternative drive systems: Hybrid and electric cars**

stadtmobil provides a few special car types. Hybrid and electric cars are always automatic vehicles.

**Hybrid cars** change automatically between combustion engine and the electric motor. They also provide a fuel tank so you can use them over longer distances. Depending on the car type, the combustion engine either charges the electric
battery, or supports or drives the electric motor when the battery is empty. Hybrid cars are refueled in the normal way.

**Plug-In-Hybrids** are refueled in the normal way and charged like an electric car. They also change automatically between combustion engine and the electric motor. All important information and how to charge the Plug-In-Hybrid are available in the logbook of the specific car and in the operating instructions. When returning an Plug-In-Hybrid you always connect it to the charger at the station. Please make sure that the charging cable is connected properly and the charging process is starting.

**Automatic vehicles**
To start the car, you have to brake and the selector lever must be on level “P” (Parking). **Most of the time there will be no sound when the car is starting because it starts with the electric engine.**

**Electric cars**
All important information and how to charge the electric cars are available in the logbook of the specific car and in the operating instructions.

Before you start your trip, check the state of charge and the remaining range. Please watch your power consumption: electrical consumers like air condition, heating or ventilation should be used as economically as possible. Please avoid speeding and braking abruptly.

You can find the range of our electrical cars (when fully charged) in the description of the car while booking it or in the onboard book.

When returning an electrical car you always connect it to the charger at the station. Please make sure that the charging cable is connected properly and the charging process is starting.
Additional offers

**Insurance and safety package**
All stadtmobil cars are covered by insurance. In case of a self-inflicted accident you have an insurance excess of your own. stadtmobil Rhein-Neckar offers a „safety package“ which reduces your insurance excess.

But: If you haven’t owned a German or European Driving license for at least 2 years and/or are younger than 21 years, you have a higher insurance excess which you can’t reduce. For further information about the prices please ask the stadtmobil office.

Accidents must be reported immediately to stadtmobil who will take care of everything to do with the insurance. In case of an accident please call our 24/7 staffed booking center.

**Job-Ticket for public transport**
stadtmobil offers a Job-Ticket for Classic tariff-customers. This ticket is similar to the Job-Ticket which is offered by the RNV (provider of public transport): It is valid for driving throughout the whole transport district and you can take four more persons with you after 7pm and on weekends and public holidays. Just ask at the stadtmobil office for the conditions and the prices if you are interested!

**VRNnextbike**
As a stadtmobil customer you can also use the bike rental system of VRNnextbike at favourable conditions.

**About the tariff regulation and general terms and conditions**
This instruction does not replace the explanatory notes in the german stadtmobil handbook. It is noncommittal if it should come to a judicial dispute and does not replace our German General terms and Conditions and the tariff regulation. For legal reasons the tariff regulation and the General terms and Conditions must be made out in german.
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