



SHORT
AND
SIMPLE.

Carsharing Manual

Welcome to stadtmobil Carsharing!

Annex to the General Terms and Conditions

Status: 01.11.2025

Important:

As a German company, we are subject to German law. Our General Terms and Conditions, tariff schedule and the information we provide (on stations, cars, explanatory videos, app, in the vehicle itself are in German.

You are obliged to behave in accordance with all parts of the contract, even if you do not understand the German language. Please find a person who will translate our information for you.

joecar

stadtmobil
carsharing

Introduction

Address and Opening Hours

Stadtmobil Rhein-Neckar AG
M 1, 2
68161 Mannheim

Note on consumer dispute resolution: stadtmobil is generally neither willing nor obligated to participate in dispute resolution proceedings before a consumer arbitration board.

Service center (24/7 available)

0621 / 12 85 55 95

stadtmobil office

0621 / 12 85 55 85

Fax

0621 / 12 85 55 86

E-Mail

rhein-neckar@stadtmobil.org

Web

www.stadtmobil.de

Customer login/Online booking

<https://mein.stadtmobil.de>

App

Get the Smartphone App (stadtmobil carsharing) via Play Store or App Store

Opening hours stadtmobil office

Monday - Friday 9:00am to 5:00pm

1st Wed. / month 9:00am to 7:00pm

Telephone hours stadtmobil office

Monday - Friday

9:30am to 12:00am and

2:00pm to 5:00pm

Bank account

IBAN: DE90 6709 2300 0033 2743 35

BIC: GENODE61WNM

Volksbank Kurpfalz eG

You find all important information in this manual. In every car or online you also find the operating instructions for the respective car in case that you might need further information.

Car sharing is a 'participatory service'. It works best when everyone who uses it behaves considerately and takes responsibility. That is what we expect from our customers.

What does 'participatory service' mean? To ensure that car sharing works well for everyone, you take responsibility for the car and the journey as you would for your own car.

This means, among other things: checking the car for road safety and damage before the journey, treating the vehicles with care, not driving recklessly, leaving the car clean, and keeping an eye on the station: if, for example, there is a temporary no-stopping sign, you must not park the car there and must report this to stadtmobil (the 24-hour service centre is available for this purpose).

Please be considerate of other customers and read this manual before your first journey.

stadtmobil stations

You find stadtmobil stations throughout the Rhein-Neckar region. When booking online or via App you find all the stations with a description.



It's very easy!



Make a reservation



App: stadtmobil carsharing



m.stadtmobil.de



Service Center
0621 / 12855595

Please

- have your customer number on hand
- have your password on hand
- choose the desired station

Open the car / Get the car keys



Open the car with the
stadtmobil card/via App



Enter the PIN, get the key

or



Open the key locker with
stadtmobil card/app and
PIN
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



Drive

Important:

- Before you start your trip, check the car for damage and rough pollution and report it via App.
- 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 § 7).

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/App
- Key locker: Close the car with the car key, put the key back in the key locker
- 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 here:
<https://youtu.be/pWzmyyuUTuE>



Manual

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.
- The joecars can only be used spontaneously. When 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, via App or over the phone 24 hours a day, seven days a week. The staff at the service center take care of all bookings, cancellations and extensions. If the vehicle you want is reserved by another customer, the service staff 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.
- **Please note:** There is a higher chance of availability the earlier the reservation is.

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
 - Allow for some buffer time
- Your preferred station
- the preferred size / class of vehicle

Booking online/via App

Access the stadtmobil booking:

<https://mein.stadtmobil.de>

Smartphone-App „stadtmobil carsharing“

Get the app for free in the PlayStore or AppStore

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

Commuter rate

If you keep to certain time windows at the start and end of your booking when booking overnight, the so-called „commuter rate“ applies. The hour then costs only 0.30 euros (in vehicle classes A and B, no cars from Viernheim!). If you make the cost estimate when booking online or in the app, you can see immediately whether the tariff applies. All information: See tariff schedule.

Booking a car from a „pool“

- Cars of the same tariff class at the same station are a „pool“
- You don't make a reservation for a specific car but for a tariff class

We inform you about your specific car (the license plate number)

- via SMS / in the App 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.



Extend /cancel a booking

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
- excess of a booking will cause extra charges.

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 tariff schedule.

What do I have to take care of before and during my trip?

- Before the trip, check the car for damage: Anything that cannot be covered by the stadtmobil card and is not yet noted in the damage list (App or logbook) must be reported to the service center by phone or by App **before the trip begins**. You should also take a look at the tires. Please also report coarse soiling!
- Before driving, adjust the mirrors and seat correctly.
- Before driving, familiarize yourself with the operation of the car (automatic vehicle or manual car, assistance systems, how to switch on lights, wipers, ventilation/heating, pairing cell phone if necessary, ...). Important instructions can be found in the on-board manual and in the operating manual of the vehicle (online or in the car).
- On longer journeys, check tire pressure and operating fluids (oil, windshield wiper water, coolant) regularly.
- In the event of a breakdown or accident, secure the scene of the breakdown/



accident, provide first aid if necessary, call the police and always inform the stadtmobil service center.

Using cars from other Carsharing providers in Germany (“Quernutzung”)

- As a stadtmobil customer, you can use Carsharing cars from our partner organizations and other providers in numerous cities.
- Log in normally under „Rhein-Neckar” in online booking or app.
- on the top enter start address or city, select station/car, book, confirm booking.
- Prices for cross-use may be higher than for trips with stadtmobil Rhein-Neckar, see tariff regulations.
- Under certain circumstances, you may not be able to use vehicles from other providers immediately after registering. If you have not used any car-sharing cars for more than two years, it may also be necessary to re-authorise other providers. Please contact the stadtmobil office by email.

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

Driving abroad

- For bookings of 7 days or more, please contact the stadtmobil office (also changes to long bookings - you can cancel yourself via the app.) Cancellation for bookings > 1 week see tariff regulations. **Even in the case of deviating telephone information, the tariff regulations always apply!**
- Travel abroad: Please report to the office.
- The equipment of the vehicles corresponds to German law. You must inform yourself about regulations on the route and in the destination country and, if necessary,



supplement the equipment at your own expense.

- You assume liability for all payment requests issued during the booking period.

Accessories

Snow chains

Snow chains can be pre-ordered from stadt mobil, collected from the office in Mannheim by arrangement and returned there. Prices for the rental: see tariff schedule.

Snow chains and any other accessories must be fitted properly. The customer is liable for any damage caused by incorrect fitting, improper handling/securing or loss of parts or all accessories within the scope of the statutory provisions.

Please observe the respective information in the vehicle registration certificate/operating manual of the vehicle regarding permissible roof load, permissible axle load and permissible total weight.

Vehicles with trailer coupling: If you want to use a trailer, it must be covered by third-party liability insurance. stadt mobil cannot take out this insurance for you, as it is not our trailer. You may have to take out separate third-party insurance for it. If the trailer is uninsured, you are liable to pay compensation to stadt mobil in the event of damage.

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 specified end time.

The car 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 service center as soon as possible. In most cases it is possible to extend the booked time.

Access the car

- by App

- use button „open car/start trip“ in app
- enter your 4-digit PIN
- press „open“

- by chip card

- Hold your chip card in front of the card reader at the driver's 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.

...in the car

- Remove the car key out of the terminal.
- Start the vehicle (no further immobiliser to unlock).

Access the electronic key-locker

- Access key locker with your chip card or App
- 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.

If you don't have experience in driving manual cars, we highly recommend to take a few driving lessons on manual cars.

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 service center if it is more than ten minutes late. The number is on your stadtmobil card ("Servicezentrale"). 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.



Damage

In the interests of the community, stadtmobil must rely on all customers to check the cars for damage. Strict rules therefore apply.

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 service center.

Before your Trip: Check the car and report unknown damages (AGB §§ 10, 11)

Before setting off, check the vehicle for

- damage,
- soiling and
- defects.

Compare existing damage with the damage list (App or logbook). Please report any damage that is not documented, gross soiling or defects via the app or by telephone to the service center before starting your journey.

Please report any damage, defects or accidents that occur during your use to the service center immediately.

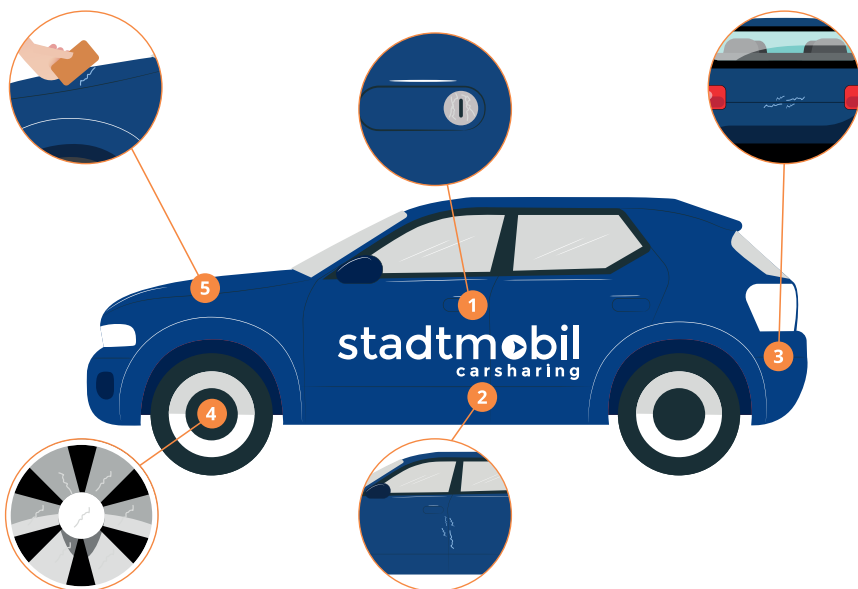
Defects also include non-functioning lights or other things that impair road safety. You will find explanations on the distinction between „signs of use“and „damage“in the logbook and in the following diagram.



Traces of use you do NOT have to report:

Paint damage and minor scratches...

- 1 around the vehicle locks (door and tailgate)
- 2 on door edges
- 3 on the edge of the trunk lid
- 4 on the hubcaps
- 5 if they are shorter than 8 cm and can be covered by the customer card.





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 online or by App.
- All vehicles must be returned to the same station where they have been picked up.



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!

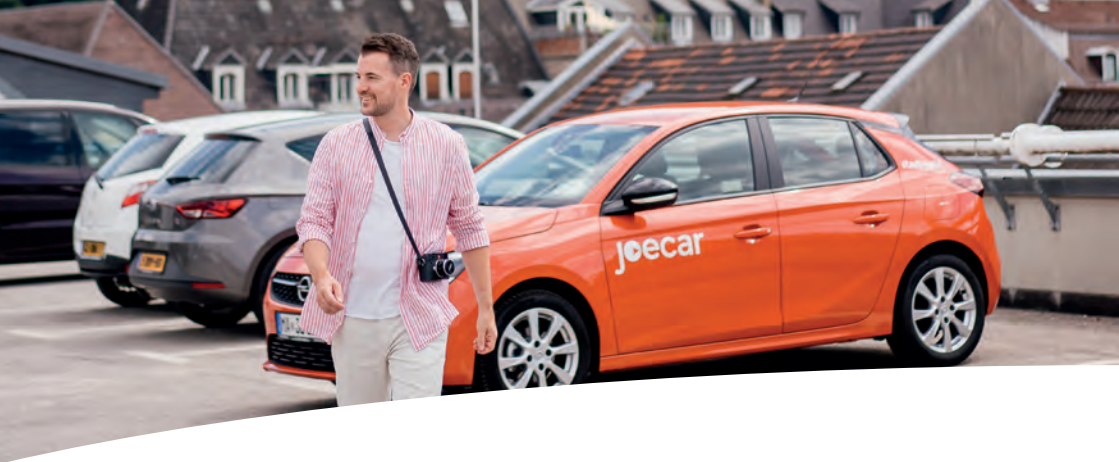
You are not allowed to park private vehicles on our pitches.

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.



Additional information: Drive

The logbook: Important information is 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 - in german. Some operating instructions are only available online.)

Carsharing is a shared service: during your journey, you are responsible for the car as if it were your own. In addition, as the driver of a car, you are legally obliged to check the functionality of certain things that are important for driving safety before you set off. For example, the lights must be on, the tires must have sufficient tread and the mirrors must be working.

Rules of use (see also AGB § 5-12)

- Of course, the StVO always applies to the use of our vehicles.
- Of course, you must always observe the permissible roof loads, towing loads, axle loads, permissible total weight, etc. of the vehicle when using the vehicles. Fines are imposed for violations and damages resulting from violations are not insured.
- You must be fit to drive for the entire time you are driving the vehicle and must not be under the influence of alcohol, intoxicants or medication that impairs your ability to drive.
- On longer journeys, please check and, if necessary, correct the operating fluids and tyre pressure regularly and correct them professionally if necessary. Information on the correct tire pressure (+0.2 bar is useful to save fuel) can be found in the following places, depending on the vehicle model: Owner's manual, B-pillar with the driver's door open, sticker in the glove compartment, inside the fuel filler cap, online in manufacturers' tire pressure tables.
- Pets may only be carried in the cars in a suitable transport box secured in accordance with the StVO. People with allergies will thank you.
- Accidents, damage, defects, theft that occur during your booking period must be reported immediately to stadtmobil (service centre, manned 24/7).



It is strictly forbidden (§ 9 AGB)

- to smoke in the stadtmobil vehicles
- to use the cars for driver safety training or on the traffic training area.
- to park private vehicles on stadtmobil parking spaces during use.
- to leave the vehicle to third parties for journeys.

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



Drive economically

Tips for efficient driving are available on our homepage.

Delays, Cancellation

- Please inform the service center or stadtmobil office as soon as you can foresee a delay of return.
- The more effort stadtmobil has to make to inform and rebook the subsequent users, the higher the fee we will charge you in addition to the late fee (AGB § 6).

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 service center as soon as possible.

Refueling

Cars must be returned with at least 1/4 full tank of gas.

When refueling, please always fill up the tank. Refueling costs are included in the price for Carsharing. You will find stadtmobil fuel cards for various gas stations in each car. How refueling works is explained in the on-board manual in each car. You find the requested type of fuel in the fuel tank cap.

Please do not fill up with so-called „premium fuels“! Otherwise you will be charged the difference to the normal fuel.

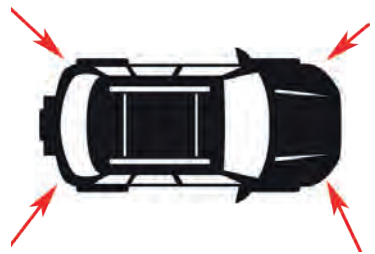
It goes without saying that stadtmobil fuel cards can only be used to refuel the associated stadtmobil car. Refueling other people's cars with our fuel cards is a criminal offense and will be reported as such.



Breakdown / accident (AGB § 11)

In case of accidents, always inform the police (rental car!) and have the accident recorded by the police.

- Always inform the service center.
- A stadtmobil employee can also be reached on weekends and at night - contact the service center.
- Of course, if necessary, provide first aid!
- If necessary, secure evidence and photograph the accident site (skid marks and accident vehicles - especially the opposing vehicle. It is best to take pictures diagonally from each direction, so that all sides can be seen (see pic on the right). This helps stadtmobil to recognize previous damage).
- **Under no circumstances should you make an admission of guilt, assumption of liability or similar declarations at the scene of the accident.**



Note on vehicles with trailer coupling: If you want to use a trailer, it must be covered by liability insurance. This insurance cannot be taken out by stadtmobil for you, as it is not our trailer. If necessary, you must take out separate liability insurance for it. If the trailer is uninsured, you are liable to pay damages to stadtmobil in the event of damage.

Important note: The stadtmobil on-call service handles **emergencies** outside office hours that threaten health or life or cause considerable economic damage to stadtmobil. This includes accidents and breakdowns. For example, if a booked car is not usable and there are no more cars available at the neighbouring stations, this is **not** an emergency.

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 free parking space that complies with the traffic regulations and is within sight if possible. You may only choose different parking locations after consultation with stadtmobil (if necessary, contact by the service center).

End of journey

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.

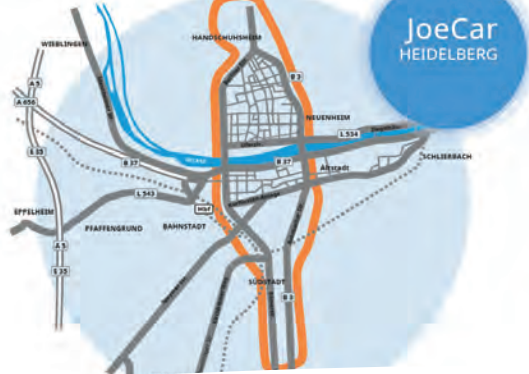
Return the vehicle (**electronic key locker**)

- Lock the car with the car key.
- Open the electronic key locker with your stadtmobil 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.

Proper return of the car (AGB §12).

- Please leave the car clean (take garbage with you, remove any dirt for which you are responsible, e.g. muddy footprints, crumbs, animal hair).
- Switch off consumers (lights, interior lighting, radio).
- Switch off the engine (in some vehicles by pressing the start button).
- Close all windows, engage steering wheel lock.
- Close all doors and tailgate.
- Never pass keys to people waiting.

Fuel tank must be at least 1/4 full.



For e-mobiles: If a charging facility is available at the proper parking location, the car must be plugged in and charging started. If there is no charging possibility at the proper parking place, the vehicle must have a remaining range of at least 150 kilometers when it is returned.

joecar by stadtmobil (video: follow link in QR-code)



In addition to the normal fleet with its fixed distribution stations stadtmobil offers in Heidelberg and Mannheim free floating cars called joecar. joecars are picked up and returned - instead of at a fixed station - anywhere in a specified service area. You can only return joecars to the city from which you picked them up. joecars allow one-way trips (pick-up and drop-off anywhere in the service area) and trips without a fixed end time.

- Booking: Spontaneously max 15 minutes in advance via App/online/phone. After 15 minutes, your pre-booking expires.
- Driving: Without specifying an end time (open end booking), maximum 168 hours (= 7 days). We cannot issue original vehicle documents for joecars.
- Parking: In the service area of the city from which you picked it up, in accordance with the StVO, in free and residents' parking spaces. Not in underground garages or parking garages (no mobile phone reception!), not in parking disc parking spaces, in courtyards or in reserved stadtmobil parking spaces.

The detailed borders are visible when in the online booking and App. They also are available as a manual in every joecar. You can download them from www.stadtmobil.de.

Alternative drives: hybrid and electric vehicles

Hybrid and electric cars are automatic vehicles by design.

In a hybrid vehicle, the drive automatically switches between the combustion engine and the electric motor. The battery of the latter is automatically recharged while the



vehicle is in motion. Hybrid vehicles are therefore refueled as normal.

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.

When driving with the electric engine pedestrians or cyclists will not hear any sound from the car. Please be extra careful when driving in the city!

Electric cars

You will find the special features relating to the respective electric vehicle and the associated charging option regarding the respective car in the App. If printed user manuals are still available, they can be found in the car. Otherwise, we recommend searching online. **Charging cables that are not permanently installed on the charging station/wallbox must be taken along during the journey to prevent them from being stolen.**

Check the charging status and the remaining range at the start of the journey. Please ensure careful power management: power consumers such as air conditioning, heating and ventilation should run as economically as possible. Avoid excessive speeds and abrupt braking.

For details on the respective vehicle, see the App.

Electric vehicles must always be connected to the charging station or charging facility by you when they are returned. **Please make sure that the charging cable is correctly connected and that the charging process starts.**



If you are using an e-car that is regularly stationed at a parking space without a fixed charging option, please return the vehicle with a remaining range of at least 150 kilometers.

Address and Opening Hours

Stadtmobil Rhein-Neckar AG
M 1, 2
68161 Mannheim

Service center (24/7 available)

0621 / 12 85 55 95

Web

Online booking
App

www.stadtmobil.de

<https://mein.stadtmobil.de>

stadtmobil carsharing (App Store/Play Store)

Opening hours:

Monday - Friday
1st Wed. of the month

9:00am to 5:00pm

9:00am to 7:00pm

Telephone hours:

Monday - Friday

9:30am to 12:00am and 2:00pm to 5:00pm

You find all important information in this manual. In every car or online you also find the operating instructions for the respective car in case that you might need further information.

stadtmobil cooperates with



stadtmobil is a member of



joecar

stadtmobil
carsharing