



stadtmobil  
carsharing

# CarSharing Manual

CarSharing with stadtmobil -  
drive ecologically!





# 1

## BOOKING VIA



stadtmobil app



mein.stadtmobil.de



hotline 0711 94 54 36 30

### Don't forget to

- have your customer number ready
- have your password ready
- choose the desired station

# 2

## OPENING THE CAR / GETTING THE CAR KEYS

Open the car with the stadtmobil card.

Enter the PIN in the onboard computer in the glove compartment to release the car keys

or

Open the key safe with the stadtmobil card and take out the keys

### Don't forget to

- have your stadtmobil card ready
- have your PIN ready
- note the display messages

# 3

## DRIVING

### Important:

- Do not forget to check the car for damages before you start your trip.
- During your booking period always lock the car with the car keys.
- If you have to fuel up, you will find fuelling cards for cashless payments in the car.

# 4

## RETURNING THE CAR

### Important:

- Do not forget to put the car keys back and to close the car with the stadtmobil card.
- At stations with key safe close the car with the car keys and put the keys back in the key safe.

### End of booking:

Closing the car with the card or putting back the car keys in the key safe will terminate your booking.

# Booking

## MAKING A RESERVATION


- Reservations can be made online or over the phone 24/7. The booking agents at the booking center take care of all bookings, cancellations and extensions. If the desired vehicle is being booked by another customer, the booking agent will provide alternative options according to your requirements.
- You can book cars spontaneously or up to six months ahead of time.
- All vehicles are accessible around the clock.
- The smallest time unit is one hour. Starting and ending is possible on the half and on the full hour.
- For booking periods extending 7 consecutive days please call the booking center.

## CANCELLATION

Cancellation of a reservation is free up to 24 hours before the start of the reservation; subsequent cancellations will be charged with 50 % of the time fee.

## STATION DETAILS

**Before picking up a car, please check on the station details**

- You can find detailed descriptions of all stadtmobil stations when booking online (click on the blue and white "i"-symbols). 
- All vehicles must be returned to the station from which they have been picked up.

## DRIVING ABROAD

Please give us a call in advance so we can put the original vehicle documents in the car.

## ACCESSORIES

You can lend a wide range of car accessories by our partner: [www.dachboxenmiete.de](http://www.dachboxenmiete.de)



## ONLINE BOOKING

**Access the stadtmobil customer area:**

Web: [mein.stadtmobil.de](http://mein.stadtmobil.de)



## BOOKING OVER THE TELEPHONE

**0711 94 54 36 30**

Details required

- The area from where you are calling ("Stuttgart")
- Customer number, name and password
- Date and time you would like to start and end your trip
- Your preferred station
- Preferred size / class of vehicle



## BOOKING WITH THE SMARTPHONE

**Smartphone App**

Get the smartphone app via

Google Play Store

or

Apple App Store



## TIPS

- The sooner you book, the higher is your chance that the desired car will be available.
- If necessary, please extend your booking (also possible during the trip). Do not create a new booking.



# Get started...

## ...at stations with bord computer

To open the vehicle:



- Hold your stadtmobil 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 device out of the glove box.

- Enter your 4-digit PIN to release the car keys.
- Start the vehicle.



## OPEN THE CAR / GET THE CAR KEYS

Your reservation will be transmitted to the car and you will be able to drive at the scheduled time.

## ...at stations with electronic key safe

To collect the car keys:

- Access the key safe with your stadtmobil card.
- Enter your 4-digit PIN.
- Pull the door handle and open the key safe door.
- A green LED will indicate your car keys.
- Remove the car keys and close the key safe door.

- Open the car with the central locking button on the car keys.
- Start the vehicle.

### IF YOU TOOK WRONG CAR KEYS OUT OF THE KEY SAFE

Plug the wrong car keys back in any slot of the key safe, close the door, open the key safe again and take the right keys.



## Additional information

### IF THE CAR IS NOT AT THE STATION

If a reserved vehicle is not where it should be, please call the hotline number on your stadtmobil card ("Buchungszentrale") to get the relevant information. If it is not possible to wait for the originally booked vehicle, you can book another car for the same price or you may cancel the booking with no costs arising for you.

### CHECK THE CAR AND REPORT UNKNOWN DAMAGES

Before you start your journey, please have a look around the car and check for visible damages or faults. Compare the damage or fault you detected with entries in the logbook.

Damages that are noted in the logbook do not have to be mentioned, but if you find another damage, please report it to the booking center (0711-94 54 36 30), before you start your trip.

**If damages or faults affect the road safety of the car or may cause further damages, 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** (in most cases in the centre console).

**It is recommended to use the parking card, even if the barrier is open!**

### PROTECTED STATIONS

Some stations are protected against unauthorised parking by way of pillars or chains. It is recommended to use these protecting devices to be sure to 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 keys.

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



# Driving

If you interrupt your trip, please lock and unlock the vehicle with the remote control of the car keys.

## DOS AND DON'TS

- **Smoking is forbidden** in all stadtmobil cars.
- Leave the car clean.
- For transporting pets, always use transport boxes.
- If you make a long distance journey, please check the service fluids (oil, water...) and the tyre pressure regularly. More information is available in the logbook or the operating instructions of the car.

## 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 provided no other user booked the same car right after you. If you want stadtmobil to extend your booking, call the booking center as soon as possible.

## 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.

## REFUEL

See instructions in the logbook. Payment with fuelling cards (valid across Europe)

- Routex: ARAL, Agip, OMV, STATOIL...
- euroShell Card: Shell, Esso, AVIA

Please find the PIN of the fuelling cards on the key chain.

When paying with the fuelling card **you have to enter the PIN and the mileage of the car.**

- Leave the original receipt in the logbook.

If you cannot use a fuelling card

- pay on your own account
- **leave the original account in the logbook**
- you will be refunded on your monthly invoice.

**Please do not fuel up with so called „high performance“ fuel.**

## BREAKDOWN / ACCIDENT

- Safeguard the crash site and if necessary ring emergency 112 and provide first aid.
- **Have the accident recorded by the police.**
- Always report to the booking center!
- A stadtmobil employee is always on standby duty (24/7). If necessary, the booking center will provide the contact.
- If possible, collect evidence and take photos of the site and details of the accident (like skid marks, involved vehicles and damages).
- **Never acknowledge a debt or any assumption of liability and don't sign comparable documents.**



# Returning the car

Vehicles must be returned to the station where they were picked up.

## OCCUPIED PARKING SPACE

If the parking space of the car is occupied, please look for a regular parking space within the range of vision and inform the booking center about where you parked the car.

## IF THE NEXT USER IS WAITING

Never pass the car keys on to other waiting persons. Return the vehicle in the regular way in order for the next customer to pick it up in the regular way.

## END OF JOURNEY

- Please make sure that the fuel level is not below a quarter.
- Please make sure that the vehicles are clean before returning them, especially inside.
- Open the logbook and enter your data (customer no, end kilometers, signature) in the report table (Fahrtbericht).
- Turn off the light, radio and other electric devices.
- Activate the steering lock and pull the handbrake. Close all windows and doors.

## Return the vehicle (access directly at the car)

- Push the car keys back into the bottom of the terminal device.



- Put the terminal device back into the glove box.
- To lock the car at the end of your trip, place your stadtmobil card from outside



onto the card reader on the windscreen.

- Please make sure that the central locking is activated.

## Return the vehicle (electronic key safe)

- Lock the car with the car keys.
- Open the electronic key safe with your stadtmobil card and PIN.
- Plug the data key on the key chain into any free slot.
- Close the key safe door.
- Make sure that the door is really shut.





# Automatic vehicles

To start the car, you have to brake and the selector lever must be on level "P" (Parking).

**If it is an electric car, there will be no sound.**

## HYBRID CARS

switch automatically between combustion engine and 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, if the battery is low. Hybrid cars are refuelled in the usual way.

## ELECTRIC CARS

Before you start your trip, check the charge status 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 accelerating and braking abruptly.

You can find the range of our electric cars (when fully charged) in the car manual.

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

# Insurance

All stadtmobil cars are covered by insurance. In case of a self-inflicted accident you have to pay a deductible. stadtmobil offers a „Haftungsreduktion“ which reduces your insurance excess.

But: If you haven't owned a German or European Driving license for at least 2 years, you have a higher insurance excess

which you can't reduce. For further information about the prices please contact the stadtmobil office.

Accidents must be reported immediately to stadtmobil. We will take care of all insurance related issues. In case of an accident you have to call our booking center (24/7).

## ABOUT THE TARIFF REGULATION AND GENERAL TERMS AND CONDITIONS

This instruction does not replace the explanatory notes in the German stadtmobil manual. It is noncommittal, should it come to a judicial dispute, and does not replace our German General Terms and Conditions and the fee regulation. For legal reasons the fee regulation and the General Terms and Conditions must be in German.



**ADDRESS**

stadtmobil carsharing AG  
Tübinger Str. 15  
70178 Stuttgart

**HOTLINE (24/7)**

0711-94 54 36 30

**STADTMOBIL OFFICE**

0711-94 54 36 36  
fax 0711- 94 54 36 59  
email  
info@stadtmobil-stuttgart.de

**OFFICE HOURS**

Please find the  
office hours on  
our homepage.

**HOMEPAGE**

[www.stadtmobil-stuttgart.de](http://www.stadtmobil-stuttgart.de)

**CUSTOMER LOGIN/  
BOOKING SITE**

<https://mein.stadtmobil.de>

**SMARTPHONE APP**

Get the smartphone app via  
Play Store or App Store

**BANKING ACCOUNT**

IBAN: DE90 6119 1310 0728 5210 08 BIC: GENODES1VBP  
Volksbank Plochingen

