

# *Handbook*

*A list of parking spots can be found on our website or in our online booking system.*

Dear client,

Carsharing is easy!

And if there should be any questions, this handbook offers help.

Have a good ride!

Your teilAuto-Team

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### *Handbook*

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## ***General Information***

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### ***Permission to drive***

You are allowed to use teilAuto cars as long as we have a contract with you and you are in possession of a chip-card, as well as a valid driver's license.

As long as you are in the car, any other person with a valid driver's license may drive.

### ***Cleaning & Maintenance***

All teilAuto cars are cleaned and serviced by us once a month. This includes checking all fluid levels as well as the tire pressure.

Please clean heavy soiling yourself (if it is caused by you). If the car has to be cleaned by us, we will bill you for it.

If you plan on driving more than 2000 km, we would like to ask you to check the fluids and the tire pressure for us.

### ***Protecting the environment***

Avoid high RPM as this increase gas consumption as well as noise levels. Rather, shift up early and drive proactively. When going downhill, leave the gear in and avoid unnecessary accelerating or braking. Turn the engine off in case you will be standing for a longer time – for example in traffic jams or in front of railway crossings.

### ***Other things to consider***

If your car has **manual transmission** and you are parking in a level area, please only use the handbrake lightly. Handbrakes can freeze during winter. If your car has **automatic transmission**, the handbrake needs to be used.

In all teilAuto cars, smoking is prohibited!

You may transport pets in our cars but you will have to take care not to leave any pet hair behind because someone else might be allergic.

## ***Rates – Costs – Fees***

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You can find our current **rates** on our website. You can also use our **online calculator**. Of course, we also provide all current information at our office.

### ***Deposit***

We need your deposit as security for us. We also use the deposits to buy new cars. There is no interest on your deposit.

Should you decide to terminate your contract with us, we will pay back the deposit as soon as you have paid all your open bills. This usually takes two months because of our billing cycle.

### ***Reduced rates***

We grant reduced rates provided that you show us the corresponding documents. If they are limited in time (record of study, BonusCard) we note that in our database. Please show us the new ones as soon as you get them. Otherwise the standard rate applies again.

### ***Frequent user rates***

If you regularly drive more than 300 km per month, you should consider switching to the frequent user rate.

You will then drive at the reduced rate with higher monthly costs: **Single person: 20 €, household or company: 25 €.**

If you switch to the frequent user rate, you no longer qualify for the frequent driver discount above 250 €. The frequent traveler fare eliminates the entitlement to the frequent traveler discount.

### ***Billing***

We will bill you monthly. You will receive a bill with detailed information about your booking about two weeks after each month end.

We bill you using our booking database.

The start of your booking is either the time booked or the time you actually start driving, whichever is earlier. The same is true for the end of your booking (the later time counts). Every half hour started is calculated. Should you find any mistakes on your bill or should you think we billed you for something without cause, please contact us! You will receive

the corrected bill with the next monthly bill. The amount billed will be debited the first working day of the following month.

## ***Rates – Costs – Fees***

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### ***Direct debit***

Taking part in our direct debit procedure is mandatory. For this purpose, you sign the SEPA direct debit mandate when the contract is concluded.

Should you not be able to participate in our direct debit procedure, your monthly fee will increase by 5 €.

### ***Roaming***

teilAuto is member of the umbrella organization BCS (Bundesverband Carsharing e.V.). All clients of member organizations have access to all members cars.

*(see also Chapter Roaming)*

## ***Service fees***

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### ***Processing fees***

For extra services in customer support we charge 5,00 €.

For example:

- Parking fine notice
- Failure to notify the change of address
- Overdue fines
- Bill duplicates

### ***Booking fees***

Booking via phone or at our office: 1,00 €, online booking: 0,50 €.

In case of changes the fee is always 1 €. It will never be more than 1 €, regardless of how often you extend or shorten your booking.

## **Rates – Costs – Fees**

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### **Omissions**

Smaller omissions **without adverse consequences** for other customers: **5,00 €**

For example:

- Vehicle not returned properly
- Doors left open
- Parking space not secured against third party parking
- Accessories not returned
- Not refueling after the indicator reaches  $\frac{1}{4}$
- Remote opening with lost / forgotten chip card

Omissions with adverse consequences for other customers: **25 €**  
Plus service fee if necessary: **from 30,00 €**

For example:

- Empty Battery after leaving the lights turned on
- Taking the key with you after your booking
- Smoking in the car, leaving animal hair in the car, returning the car dirty
- Tank indicator on reserve
- Not using our parking card when returning the car to its parking garage
- Not reporting safety-relevant deficiencies

### **Being behind Schedule**

If you are behind schedule, please inform the booking central **at least  $\frac{1}{2}$  hour** before your reservation ends.

For each half hour being late, we charge: **5,00 €**  
(if necessary plus **5,00 € - 15,00 €** for the damaged next customer)

## ***Credit Notes***

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We credit you 5,00 € to 15,00 € for disturbances of driving caused by teilAuto or force majeure. This does not apply to disturbances or breakdowns caused by you or alleged malfunctions.

We credit you **5,00 €** if we can solve the problem or if we can change your reservation in a timely manner.

We credit you **15,00 €** if we can't offer a viable solution and you can't continue or start driving

## ***Costs in case of damage***

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### ***Insurance***

All cars have liability insurance and no-fault insurance for damages up to **50 million Euros**. The passenger accident insurance covers damages

up to **7.5 million Euros**.

### ***Damage deductible***

You are obliged to pay part of any damages cause due to your fault.

The maximum deductible for damages caused by you is **1.000,- €**. **SB**

**35**: An annual fee of 35 € reduces your maximum deductible to

**350,- €** and will not be repaid pro rata upon termination. The reduction is valid for 12 months and one case of damage, which is not in violation of insurance policy. Any further damage will increase the deductible to **1.000,- €**.

The liability reduction can not be granted to guest clients from other carsharing organisations.

### ***Cost of claims settlement***

Handling fee per damage	<b>30,00</b>	<b>€</b>
Hourly rate fleet maintenance	<b>30,00</b>	<b>€</b>
Hourly rate mechanic	<b>45,00</b>	<b>€</b>

The parts installed in our garage are calculated at the list price.

## ***Booking***

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You can book our cars either online, via smartphone or by calling our service center.

### ***Online and smartphone booking***

You can access our online booking via our teilAuto website:

Smartphone booking via our app "Car sharing Germany"

Besides your member number you will need a password which can be found on the upper right corner of your contract.

Please change your password after logging in for the first time! Your new password should be 5-8 characters long.

And please don't forget to **confirm your booking** afterwards.

You can print your booking and also enter a reason for booking, which will appear on your monthly bill.

### ***What to do if ...***

... you unexpectedly need the car longer than you booked it for?

Extend your booking either online or by calling our service center. ...

you can't go on a booked drive or you are back more than 1 hour early? Cancelling your booking is free as long as you do it more than 24 hours before the beginning of your booking. We will bill you 50% of the time-fee for any booking cancelled less than 24 hours before.

... booking for a vacation is impossible because of a very small booking in between? Call us at our office and we will try to work things out.

... you want to use a specific car regularly at the same time and date?

Call us at the teilAuto office and we will set up a subscription-booking for you.



## ***Booking***

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### ***Booking via phone:***

#### ***Service center, phone 07071-13 88 335***

The service center is available 24/7.

Tell the call center agent the following:

- The city you want to book in
- Your member number and name
- Time and date of the beginning of your booking
- Time and date of the end of your booking
- Your car spot of choice
- Your car of choice

Let the call center agent confirm your booking data.

You can check your booking online.

The minimum booking time is **30 minutes**. The beginning and end of your booking is billed in 30-minute blocks.

You can book spontaneously, up to 9 months in advance.

Vacations bookings: Most vehicles can book up to 14 days at a time. For certain stand-alone vehicles, the maximum booking time is limited to 3 days. If you want to book longer, please do so via the teilAuto office.

The person who booked the ride will be billed for it.

You can find important information about our cars on the car spot list or on our website.

Our team is happy to answer any further questions.

## ***On-board computer manual***

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### **Before using it the first time:**

With your chip card you will receive a 4-digit PIN number, which you only need for driving at our partner organisations, e.g. Stadtmobil or Cambio.

When your chip card makes contact with the reading area of the on-board computer („BC“), the card is being read. If you have made a reservation, the car will open. The display of the BC reads „Herzlich Willkommen“ and shows your booking time.

### ***Where is what?***

The reading area of the BC is located on the lower left corner of the windshield. Your chip card can be read from the outside as well as the inside of the car.

The display is located in the upper part of the windshield.



The car keys are located in the glove compartment.

The gas card is in a slot on the left side of the display.

### ***Accessing the car:***

You can start 5 minutes before your booking begins.

***Please always open and close the car using the chip card and take the key with you.***

## ***On-board computer handbook***

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After holding your chip card against the reading area, the car doors will unlock.

The car keys are located in the glove compartment. When you start the engine the BC will go into standby-mode.

***As long as the ignition is on the BC cannot be used and the reading area is inactive.***

### ***Other things the BC can do:***

- Finish bookings.



If you are back at the car spot one hour or more before your booking ends, you can also manually end your booking by pressing "Res Ende" arrow key. The BC will send the information to the service center.

Please pay attention to the return confirmation, otherwise the change of the booking did not take place.

## ***On-board computer handbook***

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### ***The end of your booking***

At the end of your booking please fill in the remark list and put the ignition key back in the glove box. If the vehicle has a modulo on board computer with key recognition, please insert the ignition key, with the attached chip, into the appropriate slot of the socket box in the glove box (a detailed description can be found in the manual). Now close the vehicle by swiping the chip card over the reading area outside of the car. The vehicle will now be locked and ready for the next booking.

### ***What to do if:***

- ... the car doesn't open and the BC is showing the message: "Es liegt keine Reservierung für Sie vor!"; Make sure you have the right card with you. If this is the case, call the service center and ask them to re-send your booking to the BC.
- ... you have opened the car using the car keys after an interruption: The BC prompts you to sign in using your chip card again. Just swipe the chip card on the reading area with the ignition off.
- ... you went over your booked time and could not extend your booking? For safety reasons, you can continue driving until the person who has booked after you has signed in using his chipcard. Just confirm at the BC that you wish to continue driving.

## ***Starting your ride***

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You open the vehicle with your chip card by holding the card to the reading field. The key is in the glove compartment.

Make sure your car is in good running condition and has no defects.

Should you find any damage larger than fist-size that is not documented in the damages-report you find in the logbook, inform the teilAuto office or the service center right away.

In the car you will find ...

### ***The logbook***

... which should contain the following documents:

- Remark list
- A damage report, which lists damages to the car
- One copy of this handbook
- Advice on how to handle the car
- A driving authorization
- A copy of the cars document
- One "Green Insurance Card"
- Recent documents concerning insurance
- One crash report

## Starting your ride

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### What to do if ...

... you are going to a car spot for the first time? Inform yourself on our homepage: [www.teilauto-neckar-alb.de](http://www.teilauto-neckar-alb.de) or in the booking system about our car spots.

... you notice damages on the car?

- If the damage affects your security, notify our hotline by calling: 0170-2010040 and rebook for free using the service center (07071-1388335).
- If the car is good to drive but needs repair, look at the damage report. If the damage is not noted there, inform the service center (07071-1388335) **before starting** your ride.
- If the damage is minor and does not need repair, look at the damage report as well. If it is not noted there, note it in the commentary section of your driving report.

... the car is not at the car spot at the booked time? If the car does not have a BC, please check the key-safe for the car keys. After that, please wait 10 minutes. After waiting 10 minutes, please call the service center. You are now entitled to cancel your booking for free or book an alternative teilAuto for the same rate as the car you booked previously. We will give you a credit on your next monthly bill. Should we find out who is responsible, we will fine them for that amount.

... the car keys are not in the glove compartment and nowhere else? Call the service center (07071-1388335). The service center can change your booking to a nearby car or, if that is not possible, send you a spare key deposited at the taxi service. We will pay any expense and bill the person responsible accordingly.

## ***Finishing your ride***

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### ***logbook***



***Before you put the keys back in the key-safe or close the car with your chip card we ask you to ...***

- ... check the car for any **personal belongings** left behind.
- ... make sure the car is in the **same condition** as it was when you started your ride.
- ... make sure all **windows and doors** are closed.

### ***What to do if ...***

- ... your teilAuto can't be parked at its regular spot or within sight of the spot, maybe because someone else parked there? Please inform the **service center (07071-1388335)** and note the car's license, color and model in the report card.
- ... you got a parking ticket? Please pay it yourself! If we have to process it, it will cost 5 €!

## Gas / Petrol

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If the tank is **more than 1/4th full** when your ride ends, you don't have to fill it up with gas.

If the tank is **less than 1/4th full**, please fill it up with gas. This is true regardless of how long your ride was!

Please make sure you fill the tank all the way.

You can find information about what type of gas you need inside the cover of the logbook or on the inside of the tank-lid. Have the receipt handed over to the cashier. Please put the receipt in the collection bag of the logbook.

On the inside of the logbook or on the left side of the on-board computer you will find a ...

### *Aral-Gas-Card*

This card is valid across Europe and is linked to its respective car. The following companies accept it:

- Aral, BP, Agip, OMV, Total and Statoil.

Also all gas stations with the yellow Routex sign. Refer to the online Routex Gas Station Finder for more detailed information.

The first 3 digits of the required **4-digit PIN** is the number on your license plate, which is printed on the card. The missing fourth digit is always "5". The PIN can also be found inside the logbook.

### *What to do if ...*

... you can't find a gas station that accepts our gas-card? Please advance the cost for us, we will give you credit equal to how much you paid.

... you need a second receipt to show your employer? Ask the gas station attendant before paying to give you a second copy.



## ***Accidents – Repairs***

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### ***Breakdown***

Since teilAutos usually aren't any older than 4 years, breakdowns shouldn't happen.

Should your car however have a breakdown, please call our **emergency phone: 0170-2010040** or the **service center: 070711388335**.

### ***Accident***

- Secure the crash site!
- **Inform the police!**
- You have to stay at the crash site until the police arrives.
- You must not give an acknowledgement of fault, no assumption of liability or any other official statement.
- Note the license plates of the cars involved in the accident and their insurance.
- Note the names of all people involved in the accident and potential witnesses. Use the crash report form.
- Make a sketch of the crash site and note how the accident happened.
- Inform our **emergency phone: 0170-2010040**.
- The teilAuto office will send you a crash report form that has to be filled out and sent back to us within 2 days.

### ***Necessary small repairs ...***

... like changing a light bulb or fixing a flat tire can be performed at your judgment. We will cover any expense.

Major repairs may only be ordered in consultation with the teilAuto office.

## ***Car inventory – Accessories***

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You will find ...

### ***Inside the doors or the glove compartment***

Logbook with

- Remark list
- Gas card (on the left side of the BC, if the car has one)
- Damage report
- Handbook
- Handling advice
- Documents
- Logbook with
- Ice scratch

### ***In the glove compartment***

- Car-Handbook

### ***In the middle console or glove compartment***

- If applicable parking-card

### ***In the drivers sun shield***

- Parking disc

### ***According to the information in the logbook***

- First aid kit
- Warning triangle
- Warning west

### ***Also***

- One raised seat (for children 4 years and older)

### ***Accessories available at the teilAuto office***

In the teilAuto office, you can book roof racks, bicycle carriers, snow chains, other child seats, as well as navigation systems for various cars and borrow them for a deposit of 20 €.

Please refer to the car spot list to find out which accessories are available right now.

## ***Carsharing in other cities***

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teilAuto is member of the umbrella organization BCS (Bundesverband Carsharing e.V.). All clients of member organizations have access to all members cars.

### ***Roaming***

We work in cooperation with other carsharing organisations throughout Germany, e.g. the Stadtmobil Group, the Cambio Group, Confishare, Stattauto München, Stadtteilauto Göttingen and Stattauto Kiel-Lübeck. These companies offer cars in many cities all over Germany. You can book them directly via the teilAuto homepage or our service center and use them with your teilAuto chipcard. You need your PIN-Code to access these cars!

To find out in which cities you can book cars, visit our booking website or call the service center.

### ***Using cars of other Carsharing Organizations when roaming is not possible***

Refer to [www.carsharing.de](http://www.carsharing.de) to inform yourself about the right carsharing organization.

We will then sign you up with the organization as a guest member and vouch for you.

You have the option ...

- to book a car for a specific amount of time through us
- to be given booking right for a certain period of time
- to register as a permanent guest member

The guest organization will contact you directly and work out all the details. The rates and fees of the guest organization will apply to you, but no monthly fee or security deposit.

### ***If you want to become a permanent guest member, ...***

... you will receive membership documents of the guest organization. You will be treated like a regular member by the guest organization, except without a security deposit, contract or fixed costs.

If you terminate your membership with your home-car-sharing organization, your permanent guest-membership will be terminated as well.

## *Naldo Cooperation*

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The transport association Neckar-Alb-Donau, Naldo, and teilAuto Carsharing cooperate to promote sustainable mobility.

### *Discounts for Naldo-Customers at teilAuto*

Naldo-Customers holding an annual ticket receive the following discounts when registering at teilAuto:

- reduced deposit
- reduced admission fee
- reduced monthly fee

Please visit our homepage for the current conditions.

### *teilAuto-„Job“-Ticket*

teilAuto Customers can purchase a personal or transferable Naldo-ticket at a discount in our office. The discount is about 12,5% with monthly payment.

You can find the application form in the download-section of our homepage. The deadline for the application form is the 15th of the previous month.

## ***teilAuto Staff***

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### ***At the teilAuto office Tübingen:***

#### **Management**

Elke Gold, Andreas Koppo

#### **Project Management / Marketing, PR**

Anita Gaiser

#### ***Customer Service***

Elke Gold

Harald Boss

Christiane Kloos

Karin Salzer

Christian Guhl

#### ***Car Pool***

Andreas Koppo

Sandra Pejic

Boris Heinlein

Abdoulie Sarr

Andreas Göbner

#### ***Garage***

Kai Hodler

## **Contact information at a glance**

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### **teilAuto office Tübingen**

Lilli-Zapf-Straße 2 (Lorettoplatz), 72072 Tübingen,  
Phone 07071 - 360306, Fax 07071-360358,  
[Email: info@teilauto-neckar-alb.de](mailto:info@teilauto-neckar-alb.de)  
Internet: [www.teilauto-neckar-alb.de](http://www.teilauto-neckar-alb.de)

#### Opening hours

Mon, Wed, Thu, Fri 10:00 – 13:00 and 14:00 –16:00

Tue 10:00 – 13:00 and 14:00 – 18:00

### **teilAuto office Reutlingen**

Eberhardstraße 1, 72764 Reutlingen  
Telefon 07071 - 360306  
[Email: info@teilauto-neckar-alb.de](mailto:info@teilauto-neckar-alb.de)  
Internet: [www.teilauto-neckar-alb.de](http://www.teilauto-neckar-alb.de)

#### Opening hours

Wed 14:00 – 17:00

### **Website and Online Booking**

<http://www.teilauto-neckar-alb.de>

### **Smartphone Booking**

App – „Carsharing Deutschlang“

**Booking (Mon – Sun, 0 -24 Uhr)** Tel. 07071–1388335

**Hotline (Mon – Sun, 08:00 - 22:00 Uhr)**

Tel. 0170-2010040

### **Bank data**

Volksbank Tübingen  
IBAN DE83 6406 1854 0051 6380 02 | BIC  
GENODES1STW Kreissparkasse Tübingen  
IBAN DE46641500200004444631| BIC SOLADES1TUB