



CarSharing

As much car as you need.



Information for
your first trip

www.cambio-CarSharing.de

Car sharing with cambio is this easy:

1. Booking a car



Book your cambio-car via app in the customer area of the website or through the booking service. Make your booking long enough to ensure you do not have to rush back. Any unused time at the end of your journey will only be charged at 50 percent. Delays, on the other hand, add extra costs in accordance with the current price list. A booking confirmation with further information will be sent to you by e-mail.

2. Opening the car – at stations with cars with on-board computers



Open the car by holding your cambio-card over the reader field on the windshield. Or use your cambio-app to do this. You'll find the on-board computer in the glove compartment. Enter your PIN there to release the car key.

3. Opening the car – at stations with a key locker



Open the key locker via cambio-app or by holding your cambio-card in front of the display and entering your PIN. Open the key locker and remove your car key. The number on the key should match the one on the display. You should also see a light next to your key.

4. Damage check



When taking over a cambio-car, check for any new damage to the vehicle before the start of the journey. To do so, walk once around the car looking for any damages.



Please also pay attention to exterior mirrors, roof, wheels, headlights and taillights as well as the windshield. Fine scratches that do not go through to the metal or are less than a thumb's width long are considered normal wear and tear and do not need to be reported.



If you find any damage that has not been recorded in the logbook, please report it to the booking service at 0421-79 466 43 or via cambio-app. You can also reach the booking service by pressing the yellow button on the on-board computer or the "B" key on the key locker.

5. En route



If you foresee being delayed, please extend your booking immediately either through the app or with the booking service. This avoids subsequent users having to wait for your car and reduces possible extra charges to you. The costs for delay and keeping the car longer than booked can be found on the cambio-website under “Rates” or www.cambio-CarSharing.de/tariffs



In case of an accident or breakdown, call the booking service right away. They can provide immediate assistance. In case of an accident, you must also call the police. You'll find further information on this in the car.

6. Returning the car



After the journey, return the car to the station you booked it from. The tank must be at least $\frac{1}{4}$ full when you return the car. If this is not the case, fill up the tank before you return the car. Put the car key back into the on-board computer or key locker. Lock the car (for cars with on-board computer) or the key locker with your cambio-card or app.

7. Refuelling



You'll find a fuel card in the logbook, on the on-board computer or in the glove compartment. You'll also find a fuel PIN for payment. This is on the car's key fob or in the display of the on-board computer. You'll find information on the correct fuel to use on the fuel cap. Please do NOT fill up with premium fuels such as "Ultimate" or "V-Power".

8. E-cars



The climate-friendly e-cars come with an automatic transmission and the following distinctions:

At booking, please indicate the estimated driving distance in kilometers to ensure you have enough energy for your trip without recharging on the road.

Before you start, disconnect the charging cable from the car and the EV charging point. Instructions on how to do that can be found in the logbook. Stow away the charging cable in the trunk, if possible. Loss of the charging cable will be charged to you according to our price list.

On return, park the car at the EV charging point and connect the e-car using the charging cable. Start the charging process before you lock the car.

For more information go to:
www.cambio-CarSharing.de/e-auto



9. The cambio-app



Have you already downloaded the cambio-app? With our app you can reserve cambio-cars or change or cancel your booking. Simply download the app from the cambio-website, in the App Store or the Google Play Store. To log in, enter your country, customer number and PIN. Some functions of the cambio-app require GPS; please activate this on your device.

10. Cleanliness



Please always keep cambio-cars clean. Smoking and the transport of animals are not allowed. Should an animal transport be unavoidable, the animal should travel in a closed transport box in the baggage compartment. Clean the car after the transport. If a special cleaning is necessary, we charge Euro 50/hour for this.

11. Insurance



Breakdown coverage, third party liability, comprehensive and partial coverage insurance with deductible are included. The maximum deductible per claim is Euro 1,200. With a security package, you can reduce your deductible to Euro 200 per claim.

Further information:

With this introduction, you are ready to start your first journey.
For more detailed user instructions visit our website.

User instructions:



This is where you can find the user instructions which, together with the general terms and conditions, the price list, the on-board manual and the conditions of the car insurer, apply throughout the whole contractual relationship with cambio.

www.cambio-CarSharing.de/cambio-FAQ

Contact: Booking service



The telephone booking service is available for you around the clock. It will help you with bookings, damage checks, accident reports or breakdowns. You can reach the booking service via cambio-app or at 0421-79 466 43, as well as via the “B” button on the key locker or via the on-board computer (yellow button).

Please note: booking, extending or cancelling by telephone costs Euro 0.50.
Calls to report damages or incidents during the journey are always free of charge.

Help and support



Do you have any questions about your contract or do you need help finding the right tariff? Just contact your local cambio-office. You can find the address on the back or at:

www.cambio-CarSharing.de/kontakt

24-hour booking service

- via cambio-app
- 0421 - 79 466 43*

*cambio records conversations with the booking service.

cambio-offices

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- umweltschonende Verkehrsdienstleistung
- schadstoffarme Fahrzeugflotte
- Förderung der Elektromobilität

