# Welcome on board!

**The app2drive team welcomes you and wishes you a pleasant journey.**

## What should I do before starting my journey?

- Check the vehicle and report all damages.
- Take photos of the damages using your smartphone and send them with indication of your licence plate via e-mail to **info@app2drive.com**

## Ready to start

**How to open my vehicle?**

- To open a reserved vehicle use the app or website.
  Opening the vehicle can take up to 100 seconds.

**Where do I find the key?**

- The key is next to the steering wheel. Remove the key by pulling the plug from the socket and start your journey.
  For keyless cars: press the start button.

## Parking

**How to open my vehicle?**

- Close and open the vehicle with the key.

## Fuel

**How does the refueling work?**

- The vehicle should be returned with the same amount of fuel in the tank as at the start of the rental. Should the vehicle be returned with less fuel, you will be charged for the missing fuel. If the vehicle is returned with additional refuel, you will receive a credit per liter. The amount of the bonus-penalty-system can be found under *Rates*.

**Which type of fuel does my vehicle require?**

- This information can be found in the vehicle documents or on the inside of the gas-tank cap.

# Dents – Scratches – Breakdown

**Something is flashing! The car broke down or I have caused a damage.**

- In case of a board computer error, break-down or an event of damage, please report it and write an e-mail to **info@app2drive.com**
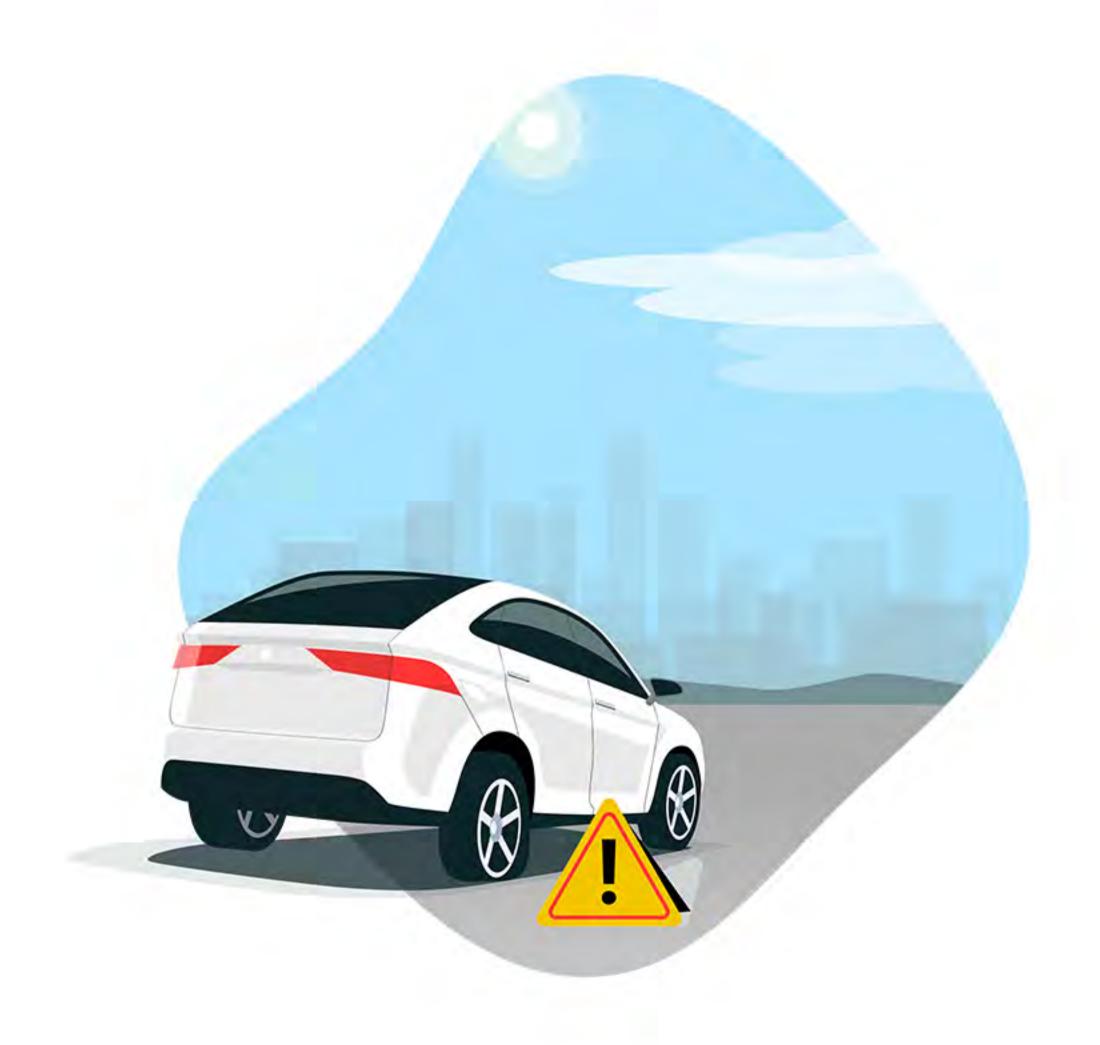
**In case of an accident.**

- Clear and mark the accident site. Take care of injured persons and call the **European emergency hotline 📞112**.
  For vehicle damages call the **Police hotline (📞110 in Germany)**.

  In any case please fill in the accident report and send it together with photos of the damage to **info@app2drive.com**

  The accident report can be found in the vehicle documents, attached in your booking confirmation e-mail and on our website under *FAQ*.

# End current journey and rental agreement

## How to close my vehicle?

- To end the journey, please leave the vehicle at an app2drive location and close it via app or website. Closing the vehicle can take up to 100 seconds. By doing so, not only your journey ends, but also the current rental agreement.

## App download

- If you have not downloaded our app yet, you can download it from your App Store or Google Play.

## Our contact details

- app2drive Deutschland GmbH & Co. KG
  Rütelweg 5
  63843 Niedernberg
  Deutschland
  Phone: +49 6028 9775 280
  E-mail: info@app2drive.com

# Frequently asked Questions

**The car will not start, what should I do?**

- First, try to solve the problem with our chatbot via the app or website. If that doesn't work, please check if another vehicle is available and make a new booking.

**Is my partner allowed to drive the car?**

- The user is prohibited from allowing other persons who have not registered and been verified to drive the vehicle.

**How can I extend the booking and how much does it cost?**

- Login to the app or the website, choose the Extend Booking-function and adjust the time before the scheduled delivery time expires. The calculation is made according to the chosen tariff.

**For how long can I use the car?**

- You can rent the app2drive car up to 180 days. Beyond this period, the booking needs to be ended at an app2drive location and a new booking is necessary.

**Where do I park the car when ending a booking?**

- You can end the booking at the location where you picked up the car or at any other app2drive location. Please pay attention to any additional costs according to the price list.

**Am I allowed to drive into another country with the car?**

- The user is permitted to travel to Andorra, Austria, Belgium, Croatia, Denmark, Finland, France, Great Britain, Hungary, Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Norway, Portugal, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, the Netherlands and Vatican City. The user is prohibited from entering any other country with the vehicle.

**Who is responsible for cleaning the car?**

- We ask our customers to leave the app2drive vehicle as clean as it was taken over. Should a special cleaning be necessary after the return, we charge a fee according to the price list.

**It is prohibited to use the vehicle for:**

- Motor racing, especially events involving driving at maximum speed
- Road safety training or vehicle tests and off-road driving
- Commercial and/or paid carriage of passengers and any other commercial transportation of persons
- Rental to third parties
- Committing crimes
- Carrying flammable, toxic or otherwise hazardous substances
- Transporting objects whose shape, size or weight may pose a hazard when driving or damage the interior of the vehicle
- Towing vehicles, trailers or other objects
- Transporting animals, unless they carried are in a transport box kept in the boot of the vehicle

Please report lost and found items via e-mail: **info@app2drive.com**
Last updates are available at **www.app2drive.com**

All terms used are meant to be gender neutral.
Version 11/2021 **app2drive** – innovative mobility