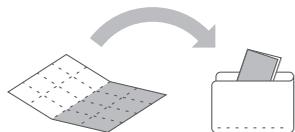


greenwheels

Instruction Manual



It's that easy!

There are several things useful to know before you use a Greenwheels car. You can fold this Instruction manual and keep it in your purse or wallet, that way you have quick access to it.



Website
www.greenwheels.com



Customer Service
088-2100100
(Calls charge at your provider's local rate)

Need more help?

Check the red instruction book in your glow box. There you will also find more specific information about your car.

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step in



Open the car with you Greenwheels card by holding it against the card reader behind the windscreen. You can also use the mobile app/website



Take the on-board computer out of the glove box.



Take the Greenwheels file out of the glove box. This file contains all known damages to Greenwheels.



If you have found new damage, phone; **088 - 2100100** before you drive off, and we will assist you.



Answer the questions which appear on the display of the on-board computer.

You are ready to drive!



filling up the car



If the fuel tank indicator is less than a quarter full, it is time to fill up the car.



Whenever you fill up the car it is important to write down the mileage before you turn off the engine.



As soon as you turn off the engine, remove the tank card from the on board computer.



The pin code for the fuel card will appear on the display.
Remember the pin code together with the mileage.



Open the fuel cap with the car key.

Please note: Fill up the Handy Van (Caddy & Partner) with Diesel!



Pay with the fuel card, you will be asked by the attendant to enter the pin number (if required) and the mileage.



Always put the fuel card back into the on board computer before resuming your journey.



stopping-over



For a stop-over lock the car with the key.



Do not leave valuables in your car!



end of ride



If you have returned to your reserved parking spot, put the key back into the lower part of the on-board computer.



Lock the door of the vehicle with your Greenwheels card by holding it against the card reader behind the windscreen. You can also use the mobile website: greenwheels.com



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Rules

Our Rules

Greenwheels users share cars with each other. Therefore it is important to pay attention to the following rules. Keep these rules in mind before, during and after driving.

Reservation

You can book, extend or cancel your reservation by calling our Customer Service, using the (mobile) website/app or by using the board computer.



Website
www.greenwheels.com



Customer Service
088-2100100
(Calls charge at your provider's local rate)

Your reservation

During the rental period you can extend your booking. In the case another member has booked the vehicle, you will be informed the latest the vehicle can be returned.

Day package is 24 hours, Weekend package is from Friday 16.00 - Monday 10.00, Week package is 24 hours * 7, days are up to you. Please note: you need to book the minimum amount of hours in order to have this trip pricing. Excl. km's.

In the case the vehicle is returned late and a member's prior booking is disrupted, a charge of € 25,- will be incurred for providing the member alternative transport.

Always return the car to its designated parking bay. If this is not possible, please contact Greenwheels immediately for instructions on where to park the car. Failing to comply to these rules may lead to a € 25,- charge.

Refuelling

A minimum of a quarter of a tank must be left in the vehicle on its return. If the vehicle is returned with an empty tank a charge of € 25,- will be incurred;

Traffic offences

We will charge you for any parking or speeding tickets and any other costs arising from the (unlawful) use of our cars during your reservation plus a € 10,- administration fee.

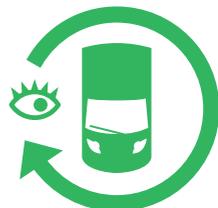
General

There is a € 25,- charge for a replacement card if lost; A receipt for your monthly bill and subscription is sent by PDF attachment to your registered e-mail address. We charge € 2,- per month for paper invoices;

You can become a member at 24 years old (subject to conditions);

The term of notice is one month;

We will charge a €225,- deposit when you decide to join. The deposit will be returned to you in full upon termination of your membership, provided all invoices have been paid;



Report damage

Before starting your journey, check the vehicle for damage. If the damage has not been recorded in the instruction book yet, please notify Customer Services before starting the car. This way we know you did not cause the damage. There is a € 225,- excess per damage claim. You can reduce the excess to €45 for € 5,- per month. You can find the current tariffs on our website.

Vehicle cleaning

Please return the vehicle in a clean state. Failure to do so will incur a € 25,- charge for cleaning expenses. Heavily soiled vehicles will incur a valet charge in excess of our € 25,- cleaning charge.

