



User Manual

Welcome to Car2go!

In this manual, you will find all the information you need to enjoy your vehicle.

Before we hit the road – here are 4 important reminders:

- ▶ Return the vehicle on time.
- ▶ Check the car for damages before you take it.
- ▶ Return the vehicle with no less than a 1/4 tank full.
- ▶ Call us with any questions or concerns 24/7.

If you have any questions, feel free to log on to our website at:
www.Car2go.co.il

Remember, the **Car2go** team is available anytime, anywhere at:
1-700-706-700.



CAR2GO...
Anytime, Anywhere



Entering your car

- ▶ To open the vehicle, place your smartcard on the electronic scanner located on the driver's side of the front windshield.
- ▶ Before starting the car, check that there is no unreported damage. You will find the damage sheet in the car's folder, along with any other information that you may need about the car.
- ▶ If you find any unreported damage, if the vehicle is dirty, has a bad odor, does not have sufficient fuel, or if there is any other problem or concern with the car's damage sheet, please contact our customer service before starting the engine. Starting the car is tantamount to reporting that the car is in working order, clean and with no new damage. From that moment on, you will be responsible for the car.

Your cooperation with regards to checking the vehicle and reporting any problems or malfunctions is essential for us to be able to repair any damages and improve our service.

Exiting your car during a reservation

Make sure you lock the vehicle whenever exiting it by placing your smartcard on the electronic scanner. You can open and close the vehicle as many times as you need throughout your reservation. When exiting the car, leave the keys inside but out of the ignition.

Fueling your car

Car2go vehicles like to have at least $\frac{1}{4}$ of a tank of fuel at all times, so before returning the car, make sure that there is enough fuel for the next user. All **Car2go** vehicles are equipped with an automatic fuelling device, so filling up is easy and free. All you have to do is place the fuelling spout in the car, wait a few seconds for the pump to be zeroed out and start filling the gas.

Filling up the tank can be done for free at any "Sonol" gas station (the one with the red flower). We even credit you with a half hour of free driving to say thanks for filling up. Returning your car with the tank less than $\frac{1}{4}$ full will result in a penalty of 45 NIS.

Parking you're car

Every **Car2go** vehicle has a home; its own designated parking spot so you never need to look for parking. You pick up and return the car from the same spot. No other cars are allowed to park in that designated slot. When you are out and about, you can use our cellular parking service (which you are automatically entitled to simply by being our customer). The cellular parking service allows you to pay for parking in "blue and white" areas without using parking meters or tickets. You will find the instructions regarding the use of this service in your **Car2go** folder, and you will be charged at the regular parking rates though your **Car2go** account.



Cleanliness

Car2go works diligently to provide you with clean, new and well maintained vehicles. We ask that you leave the car in a state which you would want to receive it. Keep the interior of the vehicle clean, and refrain from smoking or transporting any kind of animals in our vehicles. Don't get us wrong, we love animals, but due to allergies and cleanliness issues they cannot ride with us...

In case the vehicle needs to be cleaned, you can take it to any designated car wash station and wash it – free of charge (the list of authorized car wash stations can be found in the car's folder). By doing so, you will also receive a 35 NIS credit to your **Car2go** account the following month.

Please note that returning a dirty vehicle for any reason will result in a fine (as noted at the end of this manual).

Returning your car at the end of your reservation

Before exiting the vehicle please make sure:

- ▶ The vehicle is parked in the exact designated parking spot from which you initially took it
- ▶ All the windows are closed
- ▶ All vehicle documentation is inside the glove compartment or the **Car2go** folder.
- ▶ The gas tank is at least ¼ full
- ▶ There are no personal belongings inside the vehicle
- ▶ All vehicle lights are turned off

Before finalizing your usage period please:

- ▶ Press the “end of usage” button to update our system
- ▶ Lock the vehicle with your magnetic card

Please make sure you follow this exiting procedure diligently, even if the next customer is already waiting to use the car.



Changing or cancelling your Car2go reservation

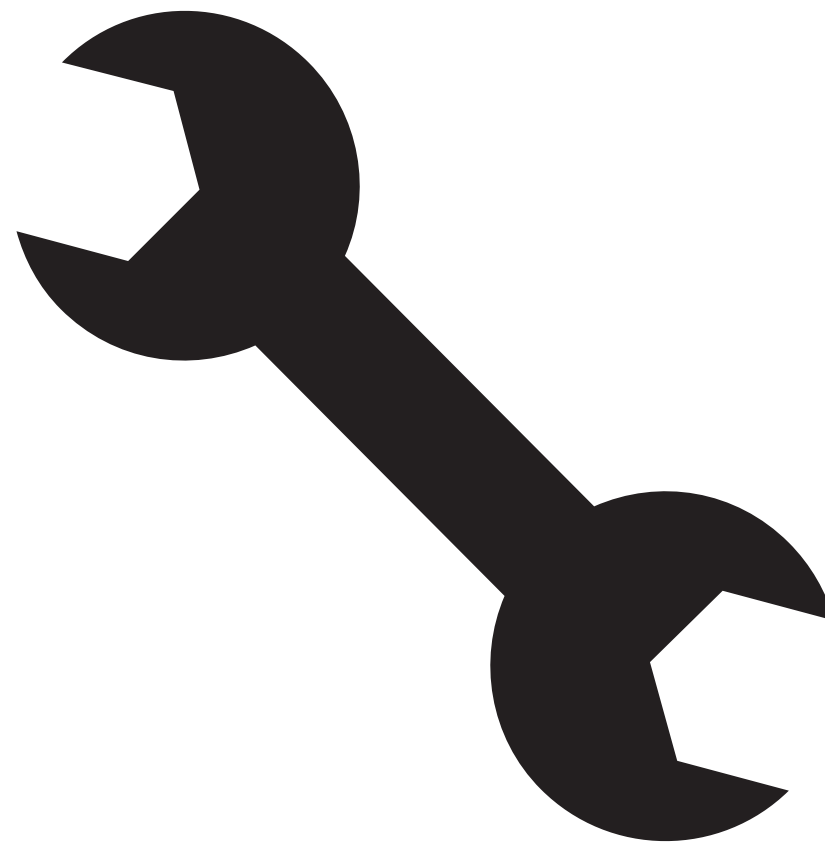
Changing or cancelling a reservation can be done at any time over the phone or through our website. Last minute changes will be subject to the following fees:

Cancelling your Car2go reservation:

- ▶ Cancelling a reservation more than 6 hours prior to its starting time – free.
- ▶ Cancelling a reservation between 6 hours and an hour prior to its starting time – 25% of the total reservation fee.
- ▶ Cancelling a reservation less than one hour before its starting time – 50% of the total reservation fee.
- ▶ Cancelling a reservation after it has already started – full payment from the reservation start, until the moment you cancel. From then on, 50% of the reservation fee.

Changing your Car2go reservation:

- ▶ If you need to extend your reservation, please do so as early as possible as it depends on availability. There is no addition fee's for this, and you will only be charged for the additional usage.
- ▶ Decreasing your reservation time entails payment for the time decreased in a similar fashion and ratio as a cancellation. That is to say:
 - ▶ Cutting a reservation short more than 6 hours prior to its starting time – free.
 - ▶ Cutting a reservation short between 6 hours and an hour prior to its starting time – a fee of 25% out of time decreased.
 - ▶ Cutting a reservation short less than one hour before its starting time or after it began – a fee of 50% out of time decreased.



What else?

Accidents and damages to your **Car2go** vehicle

If you were involved in an accident or have noticed the vehicle was damaged – please contact us immediately, and we will provide you with assistance and guidance.

Returning the vehicle earlier than expected

We advise you to reserve the car with a little bit extra time than you think you need to avoid late return fees. Should you end up returning the vehicle early, just press the "end reservation" button and we will automatically credit your account for 50% of the value of time not utilized.

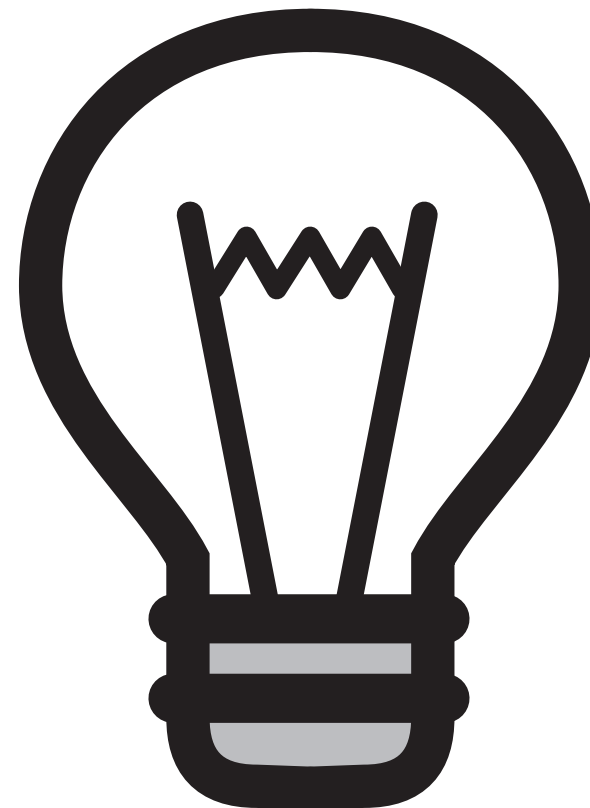
Returning the vehicle later than expected

Late vehicle returns are detrimental to the quality of service we provide our customers. Thus, we ask you to try and refrain from returning a vehicle later than stated in the reservation time. Should this situation arise – please contact us as soon as possible, so we can do our best to extend your usage reservation at the base price.

- ▶ If the reservation cannot be extended (the vehicle is already reserved by another customer), you will need to pay an extra 1 NIS per minute for any late time. You will also need to pay a late fee of 25 NIS.
- ▶ If you fail to notify us that you will be running late, you will be charged 75NIS instead of 25NIS along with the extra 1 NIS per minute for any late time.

Payment for your **Car2go** reservation

Car2go works with all credit card companies. Our computerized billing system automatically calculates your bill, and charges your credit card.



General costs, fees and credits

For your convenience, the following chart lists all special cases that incur additional costs, fees and credits to your **Car2go** account:

- ▶ Credit for an early returned vehicle - 50% of the value of time not utilized
- ▶ Late fees (as previously noted) - 25-75 NIS + an extra 1 NIS per minute for any late time
- ▶ Credit for fueling the vehicle - Half hour credit
- ▶ Returning a vehicle with insufficient fuel - 45 NIS
- ▶ Credit for car washing in authorized stations – 35 NIS
- ▶ Returning a dirty vehicle:
 - ▶ Regular: 45 NIS
 - ▶ Irregular (smoking/animals etc.): 180 NIS
 - ▶ Chemical clean required: 450 NIS
- ▶ Credit for usage between 23:00pm-07:00am - 50% of the value of utilized time (not km's)
- ▶ Breaking usage rules (key in the ignition, leaving doors open or unlocked, lights on, window open etc.) - 75 NIS
- ▶ Service charges for highway 6 or cellular parking - Regular price as defined by highway 6 and municipalities with no extra handling fees!
- ▶ Road assistance (for example: in case of a flat tire or empty tank) - 75 NIS + 8 NIS for each km (of the service rep.) from our office.
- ▶ Flat tire repair service* - 200 NIS (in addition to road assistance)
- ▶ Un-proper Parking - In accordance with road assistance
- ▶ Making a reservation/modification with a representative over the phone – 5 NIS
- ▶ SMS or I-phone reservations – 1.5 NIS
- ▶ New member card – 45 NIS
- ▶ Failure to report damages to the vehicle – 180 NIS
- ▶ Unpaid traffic/parking violation – 200 NIS
- ▶ Loss of car keys – 400 NIS
- ▶ Downgrading to a plan with reduced monthly fees - 75 NIS

* Our repair service is not mandatory. Feel free to fix the tire in any authorized tire repair shop.



For reservations please visit our website:

www.car2go.co.il

Our customer service representatives are waiting for your call at:

1700-706-700

Provisions:

Car2go reserves the right to make changes and corrections to its guidelines and price lists from time to time. Should **Car2go** choose to do so, the customers will be sent an e-mail update of the new guidelines and price list via e-mail and **Car2go** will publish them in the company website.

This manual will remain legally binding even in case one or more of the charter terms is found to be illegal, unenforceable or invalid. Should a term be found illegal, it will be canceled.

