

Grünes Auto Göttingen – Quick Guide

1. Flexi Cars vs. Bookable Cars

Flexi Cars

(identified by red “flexi” stickers)

Examples:

- Skoda Fabia
- Seat Mii electric
- VW e-Golf

Features:

- can be reserved online at short notice (*up to 30 minutes before pickup*)
- can also be used spontaneously
- may be used for one-way trips between all Grünes Auto stations in Göttingen
- may be returned to any Grünes Auto station in Göttingen

Bookable Cars

(e.g. station wagons, vans, minibuses, convertibles)

Booking options:

- phone: +49 551 5311111
- online via Grünes Auto Göttingen
- via the Carsharing Deutschland App

Features:

- available for immediate booking or months in advance
- bookings should be extended before the scheduled end time if more time is needed
- one-way trips are not allowed
- the vehicle must be returned to the original station

2. Extending or Cancelling a Booking

Extending a Booking

If you need the car longer:

- extend the booking before the original end time
- additional time is charged normally
- if another user booked the car afterward:
 - an additional €15 processing fee applies

Cancelling a Booking

- cancellation before booking start: free of charge
- cancellation after booking start:
 - already started time will be charged
- returning the key early automatically ends the booking

3. Accessing the Vehicle

Cars with Onboard Computer

Starting the Booking

1. Hold your Grünes Auto card against the display on the windshield.
2. Wait until the vehicle unlocks.
3. Take the key from the holder inside the glove compartment.

If the car does not start:

- hold the card against the display again until it lights green

During the Trip

- use the car key to lock and unlock the vehicle normally

Ending the Booking

1. Insert the blue data fob attached to the key back into the key holder.
2. Lock the vehicle from outside using your Grünes Auto card.

Important:

- always end the booking using your Grünes Auto card
- locking the vehicle only with the car key will not properly end the booking

Cars with Key Safe

Starting the Booking

1. Hold your Grünes Auto card against the display on the key safe.
2. Enter the PIN code.
3. Open the safe.
4. Remove the key marked by the flashing green light.
5. Close the safe.

Ending the Booking

1. Open the key safe again using card + PIN.
2. Insert the blue data fob into any free slot.
3. Close the safe.

4. Important Phone Numbers

Number	Purpose
--------	---------

+49 551 5311111	booking center
-----------------	----------------

+49 551 5311110	office
-----------------	--------

+49 172 5668019	emergencies
-----------------	-------------

Call the emergency number if:

- your booked car is missing
- the vehicle is damaged or defective
- something is missing (*e.g. child seat*)
- you have problems with the access system
- you have an accident or breakdown

Do not call the booking center for emergencies.

5. Before Driving

Please check:

- visible exterior damage
- tire pressure

If you discover unreported damage:

- write it into the damage logbook before starting the trip

The damage logbook is usually located:

- in the glove compartment
- or in the center console

6. During the Trip

Rules:

- all cars are non-smoking vehicles
- pets are only allowed:

- on blankets
- or inside transport boxes

Additional Drivers

Another person may drive the car if:

- you are also inside the vehicle
- the person has a valid driver's license

Their identity and driver's license details must be available upon request.

7. Returning the Vehicle

Before returning:

- switch off lights
- switch off radio
- close windows
- lock all doors

Return Rules

Flexi Cars

- may be returned to any Grünes Auto station in Göttingen

Bookable Cars

- must be returned to the original station

8. Refueling Rules

Fuel costs are included.

For fuel-powered vehicles:

- please return the car with at least $\frac{1}{4}$ tank remaining

Using the UTA Fuel Card

A UTA fuel card is located inside the vehicle.

Usually found:

- in the glove compartment
- or near the radio

The PIN is:

- on the key tag
- or inside the app

You can refuel free of charge at UTA partner stations in Germany.

At the gas station:

1. present the UTA card
2. enter the PIN
3. provide the current mileage

Please leave the receipt in the glove compartment afterward.

Refueling Without the UTA Card

If necessary:

- pay for fuel yourself
- keep the receipt

Refund options:

- send the receipt to Grünes Auto
- or leave it in the glove compartment together with:
 - your customer number
 - the vehicle license plate

9. Electric Vehicles

Examples:

- Seat Mii electric
- VW e-Golf

Features:

- many stations provide charging boxes
- charging during or after the booking is possible
- Flexi electric cars may be returned without recharging if necessary

Charging instructions are available:

- in the booking system
- or in the app

10. Long Trips / Vacation Trips

For trips:

- longer than 10 days
- or more than 1000 km

Please contact the office:

+49 551 5311110

Additional services:

- free vehicle check
- accessories on request
- pick-up and return service within Göttingen