



# CarSharing

As much car as you need.



cambio is  
this easy

[www.cambio-CarSharing.de](http://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 don't 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. 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



To open the key locker, hold your cambio-card in front of the display and then enter your PIN. Open the key locker and remove your car key. The number on the key should match the one in the display. You should also see a light next to your key. You can also open the safe with the cambio-app.

## 4. Damage check



When you take 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 don't go through to the metal or are less than a thumb's width long are considered normal wear and tear and don't need to be reported.



If you find damage that is not noted in the logbook, please report it to the booking service (0421-79 466 43). You can also reach the booking service by pressing the "B" key on the key locker or the yellow button on the on-board computer.

## 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 in the price list under “Downloads”.



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. 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 30/hour for this.

## 9. 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're ready to start your first journey. For more information, see our film "cambio in seven minutes" or the information on our website.

### "cambio in seven minutes"



This short film explains in seven minutes how cambio works.

[www.cambio-CarSharing.de/DE/sofunktioniert](http://www.cambio-CarSharing.de/DE/sofunktioniert)

### User instructions:



Here you'll find complete user instructions. These, together with the general terms and conditions, the price list, the on-board manual and the conditions of the car insurer apply to the entire contractual relationship with cambio.

[www.cambio-CarSharing.de/benutzerhinweise](http://www.cambio-CarSharing.de/benutzerhinweise)

### 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.

# 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 on 0421-79 466 43, 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 of course free of charge.

## Customer service



Do you have questions about your contract or your tariff? Simply contact your local customer service office. Numbers can be found on the back cover of this brochure or on our website under “Contact”.

**We wish you a pleasant journey.**  
**Your cambio-team.**

24-hour booking service

0421 - 79 466 43\*

\*cambio records conversations with the booking service.

## Kundenservice

### cambio Aachen

Bachstraße 20  
52066 Aachen  
Telefon 0241-51 05 10  
aachen@cambio-CarSharing.de

### cambio Berlin

Willibald-Alexis-Straße 15  
10965 Berlin  
Telefon 030-912 067 91  
berlin@cambio-CarSharing.de

### cambio Bielefeld

Niederwall 9  
33602 Bielefeld  
Telefon 0521-6 33 33  
bielefeld@cambio-CarSharing.de

### cambio Bremen / Achim / Lilienthal

Humboldtstraße 131-137  
28203 Bremen  
Telefon 0421-37 68 78 80  
bremen@cambio-CarSharing.de

### cambio Flensburg

Mobilitätszentrale in der  
Holmpassage, Holm 39  
24937 Flensburg  
Telefon 040-414 66 700  
flensburg@cambio-CarSharing.de

### cambio Hamburg

Lilienhof – coworking office  
Lilienstraße 11  
20095 Hamburg  
Telefon 040-414 66 700  
hamburg@cambio-CarSharing.de

### cambio Leer

Humboldtstraße 131-137  
28203 Bremen  
Telefon 0421-37 68 78 80  
Leer@cambio-CarSharing.de

### cambio Lüneburg

Wichernstraße 34  
21335 Lüneburg  
Telefon 04131-74 36 365  
lueneburg@cambio-CarSharing.de

### cambio Oldenburg

VWG-Mobilitätszentrale  
Staulinie 1  
26122 Oldenburg  
Telefon 0441-93 66 810  
oldenburg@cambio-CarSharing.de

### cambio Rheinland

Maastrichter Straße 41-43  
50672 Köln  
Telefon 0221-94 99 700  
koeln@cambio-CarSharing.de

### cambio Saarbrücken

Haus der Zukunft  
Richard-Wagner-Str. 14-16  
66111 Saarbrücken  
Telefon 0681-59 59 522  
saarbruecken@  
cambio-CarSharing.de

### cambio Wilhelmshaven

Humboldtstraße 131-137  
28203 Bremen  
Telefon 0421-37 68 78 80  
wilhelmshaven@  
cambio-CarSharing.de

### cambio Wuppertal

Maastrichter Straße 41-43  
50672 Köln  
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[www.cambio-CarSharing.de](http://www.cambio-CarSharing.de)



[www.blauer-engel.de/uz100](http://www.blauer-engel.de/uz100)

- umweltschonende Verkehrsdienstleistung
- schadstoffarme Fahrzeugflotte
- Förderung der Elektromobilität

