



Member Guide



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Getting Started

At the start of every booking check the car:

- ✓ For internal and external damage
- ✓ Has at least a ¼ tank of fuel
- ✓ Has a fuel card in the Driver's Guide in the glovebox

Damage Check

- After you unlock the car, check for any damage, both inside and out.
- You will find previously reported damage in the **Current Journey** screen in the app.
- Click on the ? icon in the top right corner, then **Report Damage**.
- Review any previously reported damage and report any new damage by selecting **Report New Damage**.
- Follow the steps in the app and click **Submit**.

If you find any unreported damage, make sure you report it via the app **before you drive away**.

If any damage is caused during your journey, it must be reported through the app at any time before you end your journey.

If you don't report existing damage at the start of your journey, you may be held responsible for it.

If the car is in an unsatisfactory condition

Call us on 1300 454 686 or send us feedback via the app, including photos if applicable, if:

- There is less than 1/4 tank of fuel in the car
- The car is in an unreasonable condition (for example, the car is dirty or there is rubbish in the car)
- The car smells of smoke
- You find lost property in the car

Ready to go?

Place your foot on the brake and press the **START** or **POWER** button.


TIP: Don't worry if you can't hear the engine, hybrid cars are very quiet.

Returning the car

When you return the car

- ✓ Return it on time
- ✓ Return it to its designated parking space
- ✓ Ensure there is at least 1/4 tank of fuel
- ✓ Return the fuel card to the Driver's Guide in the glove box
- ✓ Remove your belongings and any rubbish
- ✓ Check for any damage and report it via the app
- ✓ Check that the headlights are on "Auto" or turned off, in-car accessories are turned off and moon roof (if applicable), all windows and doors are fully closed

Lock the car via the app and click **End Journey** to complete the booking

- ✓ Ensure the ignition is turned off – the 'READY' light on the dashboard must be off
- ✓ Check doors are locked. If you have already ended your journey, you can manually lock the car by pressing the lock button on the driver's door then close the door while holding up the outside door handle. 

Designated Parking Space

KINTO cars are parked in stations, if another car is parked in the station when you return, please park in the closest legal, unmetered parking space and call us on **1300 454 686** to let us know that you were not able to return the car to its station.

If possible take a picture of the car parked in the station including the registration number or take note of the car make, model, colour and registration number and send it to info@kinto.com.au.

If you don't contact us to let us know where the car is parked, you will be charged a fee for returning the car to the incorrect location.

If you return the car to a car space that is or becomes an illegal car park or a metered car space, you will be liable for any fees and charges incurred as a result.

A Few Simple Rules



Inspect for damage

When arriving at the car, always check the car inside and out for any damage. To report any damage, simply log it via the KINTO app before starting your journey.

i You may be held liable for damage you don't report.



Return on time

Always try to return the car on time. If you think you'll be late, call us on 1300 454 686. You can extend your booking up to 2 hours through the app if needed before your current booking end time and if the car has not been booked by another Member.



Leave 1/4 tank of fuel

Always leave at least 1/4 tank of fuel. Use the fuel card located in the Driver's Guide in the glove box.



Keep it clean

Take all your belongings with you, dispose of any rubbish, and leave the car clean and tidy for the next Member.



No smoking

Smoking is strictly prohibited in all our cars



No pets

Pets are not allowed in any of our cars.



Turn everything off

Ensure that the moon roof (if applicable), all windows, doors, and the boot are fully closed and that the headlights are on "Auto" or have been turned off. When ready, lock the car by clicking the lock icon and click **End Journey** in the KINTO app.



Different return location

If you are unable to return the car to its dedicated station, please park it somewhere nearby that is legal and untimed. You will also need to let us know, so we can pass the details onto the next member.

Useful Information



Tolls and toll roads

All KINTO cars have an E-Tag fitted. You can use toll roads and bridges, but you will be charged for any tolls incurred during your booking.



Extending your booking

You can extend your booking by up to 2 hours by selecting **EXTEND** at the bottom of the **Current Journey** screen in the KINTO app, if the car has not already been booked by another Member.

If you're unable to extend your booking and cannot return the car on time, please notify us immediately on 1300 454 686.



I'm running late

You must call at least 30 minutes before the end of your booking. This allows us to see if another member is waiting and we can let them know the car will be a little late. Fees may apply for late returns. Alternatively, you can also extend your booking using the KINTO app.



I left something in the car...

Please call or email us if you have left something behind in the car. Any personal items found in our cars are brought to the office and recorded as lost property.

If not claimed within 2 months, the items are donated to charity.



Traffic and Parking Fines

You are responsible for any traffic offences or parking fines. Any infringement notices received while the car is in your possession will be re-issued in your name.

Refuelling

Fuel Card

Always return the car with at least ¼ tank of fuel. Every car has a fuel card located in the Driver's Guide in the glove box.

The card is accepted at over 98% of fuel stations including BP, Woolworths/Safeway, Shell, Coles Express, Ampol, Caltex, 7-Eleven, Mobil and most independents.

To use the fuel card, you will need the four digit PIN, which can be found in the current journey screen of the KINTO app.

Simply fill up the car, note the odometer reading & use the fuel card to pay for the transaction.

Which Fuel?

Always use the appropriate fuel for each car, as specified in the Current Journey screen of your KINTO app or behind the fuel cover.

What if the previous member didn't fill up, and you start with an empty tank?

1. Fill up the fuel tank as soon as you can at the start of your journey
If you don't think there is enough fuel to reach a petrol station, call us on 1300 454 686 and we will try to find an alternate vehicle.
2. Let us know by sending a picture of the fuel gauge to info@kinto.com.au with your name and booking details noting "less than 1/4 tank"

What if the fuel card doesn't work or is not accepted at the fuel station?

- ✓ Pay for the fuel yourself
- ✓ Send the fuel receipt to info@kinto.com.au and include your name and booking details
- ✓ We will reimburse the amount to you

Note

- ❗ If the PIN doesn't work, please let us know so we can fix it
- ❗ If the fuel card is missing, please let us know so we can replace it

Parking

Another car is parked in the station

If another car is parked in the station when you return, please park in the closest legal, unmetered parking space and call us on **1300 454 686** to let us know that you were not able to return the car to its station.

If you don't contact us to let us know where the car is parked, you will be charged a fee for returning the car to the incorrect location.

If you return the car to a car space that is or becomes an illegal car park or a metered car space, you will be liable for any fees and charges incurred as a result.

If another car is parked in the designated space, please take a photo of it, clearly showing the registration number so that we can report it to Council.

Parking passes

If the car is in an off-street car park, it may need a pass to enter and exit. Check your booking confirmation for the exact parking space location.

To enter and exit, ALWAYS use the swipe card provided in the car, generally located in the centre console. Please return the car to the correct bay.

- **DO NOT** take a ticket upon entry at any time
- **DO NOT** insert the card into the machine
- Some car parks require you to hold the card against the reader for a few seconds

Please note: The parking pass must remain in the car at all times. Fines and replacement fees will apply for loss or removal.

You must park legally at all times. No standing zones, disabled zones, permit zones or parks that become clearways are not legal parks.

Failure to park legally will make you liable for any parking fines and recovery fees.

Troubleshooting

The car won't start

Make sure the gear shift is in the 'P' or 'Park' position, place your foot on the brake and press the 'POWER' or 'START' button.

i Don't worry if you don't hear the engine start, hybrids are very quiet.

If you require assistance at the start of your journey, give us a call on 1300 454 686.

In the event of an issue with the vehicle during your journey, such as a flat tyre or flat battery, ensure the car is secured and call Roadside Assistance on 1300 832 772.


My phone won't connect to the car

If you've pressed the Start Journey button to start your booking, but instead of the lock and unlock buttons appearing, you're getting "Connecting to vehicle" there are a few steps you can take to fix:

- a) Restart your phone
- b) Kill or completely shut down the app, then reopen the app
- c) Delete the app completely from your phone, reinstall the app, then log back in

If your phone still won't connect after trying these three steps, give us a call on 1300 454 686

I've ended my journey and forgotten to lock the doors

To manually lock the car doors: while standing outside the car, open the driver's door and press the button on the inside of the car door to lock all the doors.  Then close the driver's door, while lifting up the outside door handle. If this doesn't work, give us a call on 1300 454 686

Accident/Breakdown

What do I do if I have an accident during my booking?

- ✓ Do not admit fault
- ✓ Secure the car and turn on the hazard lights
- ✓ Call 000 if anyone is injured, if you suspect drugs or alcohol are involved or if the other party refuses/fails to provide their details.
- ✓ Complete the accident card in the Driver's Guide to capture all the relevant information, such as the vehicle registration numbers, driver details, including name, address, date of birth and phone number, driver's licence number and insurer.
- ✓ Make sure to get the details of any independent witnesses
- ✓ Take photos of any damage
- ✓ If the police have been called, ensure you take down the police report number and the name of the officer who attended.
- ✓ If towing is required, and there is no tow truck present, organise a tow truck by calling
- ✓ Towing Allocations: 13 11 76 (Melbourne Metro)
- ✓ Geelong Towing Allocations 03 5277 211 (Geelong)
 - 📘 You will require the tow truck details for the insurance claim
- ✓ Call us as soon as it is safe to do so on 1300 454 686 to report the accident.

What if the car is stolen?

1. If the car has been stolen, contact the police immediately
2. Call us on 1300 454 686 to report the car has been stolen and provide the police reference number

What if I have a breakdown (including flat tyre / flat battery)?

Call Roadside Assistance on **1300 832 772** if you have mechanical problems, a flat tyre or flat battery. Please stay with the car until the situation is resolved

Contact Info

Office Hours

1300 4 KINTO (454 686)

info@kinto.com.au

8:00AM – 9:00PM 7 days a week

24/7 Roadside Assistance

1300 832 772

Important Information

This Driver's Guide does not substitute or replace the terms and conditions of the KINTO Member Agreement





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1300 4KINTO