



caruso

WELCOME TO CARUSO CARSHARING!

For us, mobility means freedom.

The freedom to be mobile at any time.

With caruso you can borrow a vehicle whenever you need it – easy and at a reasonable price.

Get on board and become part of the future mobility.

TABLE OF CONTENTS

9 REASONS FOR CARSHARING.....	1
HOW IT WORKS.....	2
PRICING.....	3
OUR LOCATIONS.....	4
BOOK A VEHICLE.....	5
START THE JOURNEY.....	6
END THE JOURNEY.....	7
NOTE WHEN CHARGING.....	8
IMPORTANT NOTES.....	9
FAQ.....	10
SERVICE/SUPPORT NUMBERS.....	13
CONTACT.....	14

9 REASONS FOR CARSHARING

1. reasonable and transparent pricing
2. environmental friendly driving
3. easy and convenient usage
4. automatic billing
5. centrally located locations
6. fuel and charging included
7. insurance included
8. maintenance included
9. motorway toll (AT) and cleaning included

HOW IT WORKS ...



1. REGISTER

Register at [carusocarsharing.com](https://www.carusocarsharing.com).



2. HAVE YOUR DRIVER'S LICENSE VERIFIED & GET YOUR CARUSO CARD

Visit one of our admission points to verify your licence and to receive your personal caruso card.

Find our partners here:

[carusocarsharing.com/aufnahmestellen](https://www.carusocarsharing.com/aufnahmestellen)



3. BOOK AND DRIVE

Use our app to book a car. Now just unlock the car using the caruso card or app and drive off.

PRICING

	FLEX	CLASSIC
membership fee	€ 0,00/m	€ 9,90/m*
STANDARD		
per hour	€ 4,00/h	€ 2,30/h*
per km	€ 0,30/km	€ 0,30/km
TESLA		
per hour	€ 9,50/h	€ 8,00/h*

*For further information (discount VMOBIL members, night fees, ...) please check out the pricing list.

Enterprise? Please contact us!

OUR LOCATIONS

Alberschwende	Bezau	Bludenz
Bregenz (5x)	Dornbirn (9x)	Feldkirch (3x)
Frastanz	Göfis	Götzis
Hard (2x)	Hittisau	Hohenems
Höchst (2x)	Hörbranz	Klaus
Kennelbach	Koblach	Lauterach
Lochau	Lustenau (3x)	Mäder
Nenzing	Rankweil	Satteins
Schopperau	Silbirtal	Sulzberg (3x)
Wolfurt (2x)		

Find the latest locations at [carusocarsharing.com](https://www.carusocarsharing.com)

BOOK A VEHICLE

1. Open the caruso carsharing app and log in with your email address and password.
2. Now select the desired vehicle, note the battery status and enter the preferred reservation period.
3. If necessary, edit the selected reservation, then save the reservation.
4. Your reservation will now appear in the booking calendar. You can edit or delete the reservation by clicking on it.

START THE JOURNEY

1. At the beginning of the reservation, hold the caruso card up to the card reader on the windshield or start the reservation with the caruso carsharing app.
2. Open the driver's door, press the switch for unlocking the charger on the left (beside the steering wheel) and unplug the vehicle from the charging station.
3. Remove the vehicle key from the key box in the glove compartment and insert it into the ignition lock (if necessary).
4. Place your right foot on the brake and press "Start/Stop" button.
5. Set automatic lever to "D" (Drive) or "R" (Reverse) and drive off.
6. Stopover:
Please follow the procedure according to the vehicle manual (glove compartment or side compartment)!!

END THE JOURNEY

1. Return vehicle to original location.
2. Set automatic lever to "P" (Park) and press "Start/Stop" button.
3. Please follow the procedure according to the vehicle manual (glove compartment or side compartment)!
4. Unlock the charging cover (switch is located to the left of the steering wheel) and plug in the charging cable to the car. Check the display in the car whether the car is charging.
5. Take personal items out of the vehicle.
6. Hold the caruso card against the card reader on the windshield or end the reservation with the caruso carsharing app.

NOTE WHEN CHARGING

- Always check if the charging cable is plugged in the vehicle and if the vehicle is charging. Please pay attention to the display in the vehicle.
- Please always check whether there is a charging cable in the trunk of the vehicle before starting the journey. If there is no charging cable in the vehicle, then take the connected charging cable with you.
- Please inform yourself about available charging possibilities on the way before longer trips. More information on [map.vlotte.at](https://www.vlotte.at/map)

IMPORTANT NOTES

- ✓ Please always return the vehicle to the original location.
- ✓ The procedure for a stopover is currently not uniform due to different car sharing technologies. **Therefore, please follow the procedure according to the vehicle manual (glove compartment or side compartment)!**
- ✓ Always check the vehicle before and after the journey for possible damage as well as coarser soiling and report this if necessary.
- ✓ Please make sure that you leave no personal belongings in the car.
- ✓ Please always remove trash from the vehicle and return the car in a clean condition.

FAQ

Is there a manual?

In every caruso carsharing vehicle in Vorarlberg you will find specific instructions on how to use the vehicle. In addition to information on usage, you will also find useful tips & tricks as well as emergency numbers in the manual.

What happens if I return the car late?

In case of delay (traffic jam, breakdown), please contact the user who booked after you. If no one has made a reservation after you, you can continue to use the car without any problems. Please extend your reservation using the app.

Are the vehicles insured?

Yes, the vehicles have comprehensive insurance with excess in case of damage. You can find more information on our website carusocarsharing.com.

The car won't start?

Check whether the vehicle key is correctly used and whether the charging cable has been plugged out. Furthermore, check whether the gear lever is set to "P". Hold your caruso customer card against the card reader again, as you may have been automatically logged out.

Can I shorten or extend my reservation?

You can shorten or extend your reservation at any time via app, as long as no other user has booked the vehicle after you.

Is there an APP?

The caruso carsharing app is available in both the Apple App Store and the Google Play Store. With the app you can create, change or delete reservations. In addition, you can open and close the vehicles with the app.

Do I have to return the car to its original location?

Each car has a reserved parking space. Please return the car to its original location after each trip.

What do I do in case of an accident?

Don't panic. Just follow the checklist that is in the information folder in the glove compartment. There are also "European accident reports" in the glove compartment.

What if the battery dies during my ride?

No worries. Just call the appropriate assistance number and you will be picked up as soon as possible. You will find the number at the end of this brochure or in the instructions in the glove compartment.

What type of charging plug do the cars have?

Most of the electric vehicles have a "Type2-Stecker". Most charging stations have a Type2 connector, which allows you to charge easily at public charging stations throughout Vorarlberg.

How far can I get with an electric car?

Our electric cars have an average range of 130 to 300 km, depending on the vehicle (model, brand,...). However, the actual range depends on driving behavior, environmental conditions (temperature, weather, ...) and other factors.

SERVICE/SUPPORT NUMBERS

CARUSO CARSHARING SUPPORT

+43 (0) 660 925 88 40

VKW VLOTTE

+43 (0) 800 800 809

RENAULT ASSISTANCE

+43 (0) 800 203 123

OPEL ASSISTANCE

+ 43 (0) 800 208 380

NISSAN ASSISTANCE

+43 (0) 800 215 380

TESLA PANNENHILFE

+43 (0) 7208 80470 (AT)

VOLKSWAGEN NOTRUF

+43 (0) 1 86 666

BMW ASSISTANCE

+43 (0) 800 215 399 (AT)

CONTACT



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Österreich

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Website: www.carusocarsharing.com

Office hours

(please make an appointment)

M	09:00 – 12:00 Uhr		13:30 – 17:00 Uhr
T	09:00 – 12:00 Uhr		13:30 – 17:00 Uhr
W	09:00 – 12:00 Uhr		13:30 – 17:00 Uhr
T	09:00 – 12:00 Uhr		13:30 – 17:00 Uhr
F	09:00 – 12:00 Uhr		

carusocarsharing.com