



Around the corner, around the clock.

Re:Member Manual

At the start of every booking please check:

- Flexicar condition and Reported Damage Diagram (SEE BACK COVER)
- Fuel cards
- Keys



If you have any queries or issues then review this manual to make your Flexicar trip as smooth as possible.

Re:Member You are responsible for this Flexicar during your booking.

Flexicar phone support

Flexicar phone support is available seven days a week on 1 300 36 37 80.

BEFORE calling Flexicar: Please refer to this Re:Member Manual for any issue. You'll likely find your answer quickly and there may be a particular procedure to follow.

EVERY TIME you call: Please ensure you listen to the phone message prompts as options available to you at various times of the day will be explained.

Business hours

Mon–Fri **Sat–Sun**
6am–8pm **8am–6pm**

You can speak to us about:

- New bookings
- Booking extensions
- Membership queries
- Fuel card issues
- Parking problems
- Accidents/Damage
- Roadside assistance
- Problems opening or locking a Flexicar
- Account/Invoice queries (9am–5pm Mon–Fri)
- New memberships (9am–5pm Mon–Fri)

After hours

Mon–Fri **Sat–Sun**
8pm–6am **6pm–8am**

You can speak to us about

- New bookings
- Booking extensions
- Fuel card issues
- Parking problems
- Accidents/Damage
- Roadside assistance
- Problems opening or locking a Flexicar.

All other queries, please call during business hours.

Re:Member Return this Flexicar on time.
Happy driving!

Check Flexicar condition

When you first get to the Flexicar, we need you to check its condition.

Call Flexicar on 1 300 36 37 80 if there is:

- **damage** to the car NOT already marked on diagram attached to this manual
- **sand, dirt or rubbish** inside the Flexicar
- **pet hair or sticky mess** on internal surfaces
- **smell of smoke** in the Flexicar
- **lost property** in the Flexicar, or
- **under 1/4 tank of petrol** in the Flexicar.

IMPORTANT: If you don't call Flexicar to report these issues at the START of your booking, you may be assumed responsible and could be fined.

Find the keys

You use the key during your booking to open and close the Flexicar. Keys are located in the **driver's side doorwell** of all Flexicars and must be replaced there.

If you can't find the keys, make sure you check on the floor, under the seats, and in all other compartments. If the keys are definitely not in the vehicle, call Flexicar on 1 300 36 37 80.

REMEMBER: You must leave the keys in the car at the end of your booking! Fines will apply should you forget as taking the keys will inconvenience other members who want to use the car after you.

Car not starting?

Your Flexicard swipe may have accidentally been "read" twice. This will turn the engine immobiliser back ON after the doors have opened. So swipe once again slowly in one direction only.

If this doesn't work, review the troubleshooting guide over the page.

IMPORTANT: When swiping your Flexicard, do not hold it over the reader, as this may result in multiple "readings". Just swipe once, relatively slowly, across the reader. The light should briefly turn green if the swipe has been recorded.

Re:Member You are sharing this Flexicar with other members.

IN THIS SECTION

- Check Flexicar condition
- Find the keys
- Car not starting?
- Off-street parking

Flexicar Re:Member Manual

Before you drive

Car not starting

TROUBLESHOOTING

Make sure your foot is on the brake and the car is in “P” for “Park”.

Key won't turn?

The steering wheel may be locked. Gently jiggle the wheel and try and turn the key to “ON” position at the same time.

Avoid a flat battery

Do not run the radio, lights or air conditioning if the Flexicar engine is not running.

Still stuck? Call Flexicar on 1 300 36 37 80.

Off-street parking

Most Flexicars live on the streets, but some are located in off-street carparks that require special access cards or procedures. We recommend you print your booking confirmation and bring with you to assist in locating the appropriate parking bay.

City Square Car Park & Paid off-street parking To exit and enter, please ALWAYS use the parking swipe card provided in the vehicle. Please return the car to the correctly numbered bay.

- DO NOT take a ticket upon entry at any time.
- DO NOT insert this card into the machine.

Park View Hotel To exit and enter, please press the button on the intercom and state you're in a Flexicar. Please reverse into the bay adjacent to the intercom.

Sturt Street Please use the remote boom gate opener in the Flexicar to enter and exit.

Stonnington Council Parks Put up lockable bollard when you leave the park. The bollard key and instructions are in the Flexicar.

Residential developments Each may have a unique procedure so check your booking confirmation email for instructions.

PLEASE NOTE: The parking cards and remotes must remain with the vehicle at all times. Fines and replacement fees will apply for loss or removal.

Re:Member Please drive carefully and safely.

IN THIS SECTION

- Check Flexicar condition
- Find the keys
- Car not starting?
- Off-street parking

Refuelling

The cost of the fuel is on us but you must return the car with at least $\frac{1}{4}$ of a tank of unleaded petrol.

Filling up

All Flexicars take unleaded petrol. You'll find fuel cards for Shell and Caltex service stations in this Flexicar in the doorwell.

Do not fill up at other fuel stations as we will be unable to credit your account.

Which fuel?

Premium fuel is not included. Do not use premium unleaded petrol.

So please fill up with the least expensive, unleaded petrol.

Fuel card PIN numbers

Each fuel card requires a four-digit PIN.

- VIC, WA, SA, QLD plates.
The pin for each car is 3, followed by the car's three registration numbers, which can be found on the fuel cards.
- NSW plates. The pin for each car is 33, followed by the car's two registration numbers, which can be found on the fuel cards.

Still unsure?

Call us on 1 300 36 37 80.

Temporary fuel cards

New Flexicars may have temporary cards. Please call 1 300 36 37 80 for the PIN if you are using a newly commissioned Flexicar.

Paying/in store

Please take the current odometer reading into the store with the fuel card as this is sometimes requested. (You don't need to keep the receipt.)

Fuel card not working or missing?

Occasionally fuel cards may be faulty. Please pay with your credit card/cash, then send the tax invoice into Flexicar. The amount will be applied as additional driving credits to your next month's invoice.

Please also notify us immediately so that we can have the card replaced or reset the PIN.

If you lose a fuel card fines may apply.

TIP: On many new model cars you simply press the fuel cover to open it. There is no release lever inside the car and no key is needed. The Flexicar must be unlocked or the fuel cover won't open.

Re:Member Return this Flexicar with $\frac{1}{4}$ tank of petrol.

IN THIS SECTION

- Refuelling
- Tolls & toll roads
- Extending your booking
- Flat tyre/flat battery
- When you're running late
- If you have an accident

Flexicar Re:Member Manual

During your booking

Tolls and toll roads

All Flexicars have eTag (or Eway) devices in them. You're welcome to use toll roads and bridges, but you are responsible for the additional charges. If you do use these tolls, the additional charges will be added to your invoice at the end of the month with a small admin fee.

Extending your booking

Call us at least 15 minutes before the end of your booking, and if no one has the car booked, we can extend the booking for a small fee.

If there is another member waiting, fines may apply if you're not back on time.

Flat tyre/flat battery

Call 1 300 36 37 80 and we'll get Roadside Assistance out to help you. Roadside Assistance is free of charge but you may be liable for the cost of repairs if you've damaged the car through mis-use (such as driving on a flat tyre).

You must wait at or near the Flexicar for Roadside Assistance to arrive. You must not leave the Flexicar unattended.

When you're running late...

You must call us at least 15 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 is a little late. Fines may apply for late returns, please see the Rules and Fines section of this manual.

If you have an accident...

Please call us immediately on 1 300 36 37 80.

If someone is injured, you should also call emergency services on 000 to advise the police and call for an ambulance.

For ALL collisions, you must get the details of any other drivers involved, as this is crucial for insurance claims.

Ensure you take the driver's licence, registration and contact phone numbers of other drivers or any witnesses. Flexicar will need all this information to process a claim.

Re:Member You are responsible for a Flexicar during your booking.

IN THIS SECTION

- Refuelling
- Tolls & toll roads
- Extending your booking
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- When you're running late
- If you have an accident

When the Flexicar park is taken...

In Melbourne

Take the registration number, model and colour of the offending car, then park the Flexicar in the closest legal park and call Flexicar immediately.

The park must be a legal park at all times. No Standing zones, disabled zones, permit zones and parks that become clearways at any time are not legal parks. Non-metered parks are preferable if possible.

In Sydney

You may park the Flexicar in a resident permit park where the number on the Flexicar's permit matches the permit number on signs in the same/adjacent streets. Please call to let us know where you have parked the Flexicar.

When you leave something in the car...

You can call us during normal business hours only to be remotely let into the car for a small fee.

If our Operations team find anything in a Flexicar, the item will be brought to the office and recorded as lost property. It is donated to charity after 2 months if not collected.

PLEASE NOTE: Flexicar takes no responsibility for property left in the car. Please check thoroughly before you finish your booking.

Car won't lock?

If you've swiped your Flexicard once and the car hasn't locked, check that all the doors and windows are closed. Then if it still won't lock wait 15 seconds before trying again. Please call Flexicar if it doesn't work a second time. Do not leave the car unattended whilst unlocked. You will be held liable if anything happens to an unlocked vehicle.

Speeding and Parking Fines

They're all yours. An administration fee will be placed on your invoice should you incur one of these fines, plus the original fine will be yours to pay. So make sure you stick to the speed limit and feed the metre.

Check the fuel gauge

You must leave a Flexicar with at least $\frac{1}{4}$ of a tank of petrol at the end of your booking.

Re:Member Ensure the keys are in the car & the Flexicar is locked at end of booking

IN THIS SECTION

- When the Flexicar park is taken

- When you leave something in the car
- Car won't lock

- Speed and Parking Fines
- Check the fuel gauge
- End of booking checklist

End of booking checklist

We trust you had a successful trip!

Please take a moment to review this list at the end of every booking.

- ☑ Ensure fuel cards are in the car.
- ☑ Leave the keys in the Flexicar!
- ☑ Leave the car clean and tidy for the next member.
Take everything with you. (Fines apply if the car is left unacceptably dirty or with any rubbish.)
- ☑ Close all doors and the hatch/boot before swiping your Flexicard to end your booking.
- ☑ Check doors are locked after swiping out. If they're not, wait 15 seconds then close them and try again. If you are still having problems, please call us on 1 300 36 37 80.

IN THIS SECTION

- When the Flexicar park is taken

- When you leave something in the car
- Car won't lock

- Speed and Parking Fines
- Check the fuel gauge
- End of booking checklist

Flexicar Re:Member Manual

After you drive

Flexicar Rules and Fines

Rules exist to make sure no member is inconvenienced by another. At least half of any fine is allocated as driving credits to the inconvenienced member.

Running Late – have informed Flexicar

We'll extend the booking if we can and you will not be fined. If not, you will need to return the car immediately and you will be fined for the awaiting member's inconvenience.

Fine \$50 (minimum)

Running Late – have not informed Flexicar

If there is a member waiting.

Fine \$75 (minimum)

If there is no member waiting.

Fine \$20 per half hour

Untidy Car

Leave the car ready and clean for the next member.

If the car is left with rubbish, spillages or sand, mud, grass etc, you will be fined.

Fine \$50 (minimum)

Low Fuel

Please make sure there is at least $\frac{1}{4}$ of a tank of fuel left in the Flexicar otherwise you must refuel.

Fine \$50 (minimum)

Smoking and Pets

Smokers, take it outside.

Pet owners, we recommend using a pet taxi service unless you are using a carrier in an approved pet-friendly Flexicar.

Fine \$100 (minimum)

Flat Battery

If you have left on lights, or left open doors or boot, and the next member finds a flat battery.

Fine \$50 (minimum)

Taking the Key

Immediate return is subject to a remote entry fee of \$5 only. If returned later a fine will apply.

Fine \$75 (minimum)

Losing/Damaging a Key or Fuel Card

Fine \$50 + replacement key/card cost (\$25–\$250)

Tyre damage

If you drive on a flat tyre and damage the tyre or wheel.

Repair or Replacement (\$50 to \$1000)

PLEASE NOTE: All fees and fines are subject to change without notice. Please refer to the Terms and Conditions on the Flexicar website for the most up to date listing.



Re:Member Return this Flexicar on time.
Happy driving!

Members are responsible for reporting new car damage to Flexicar.

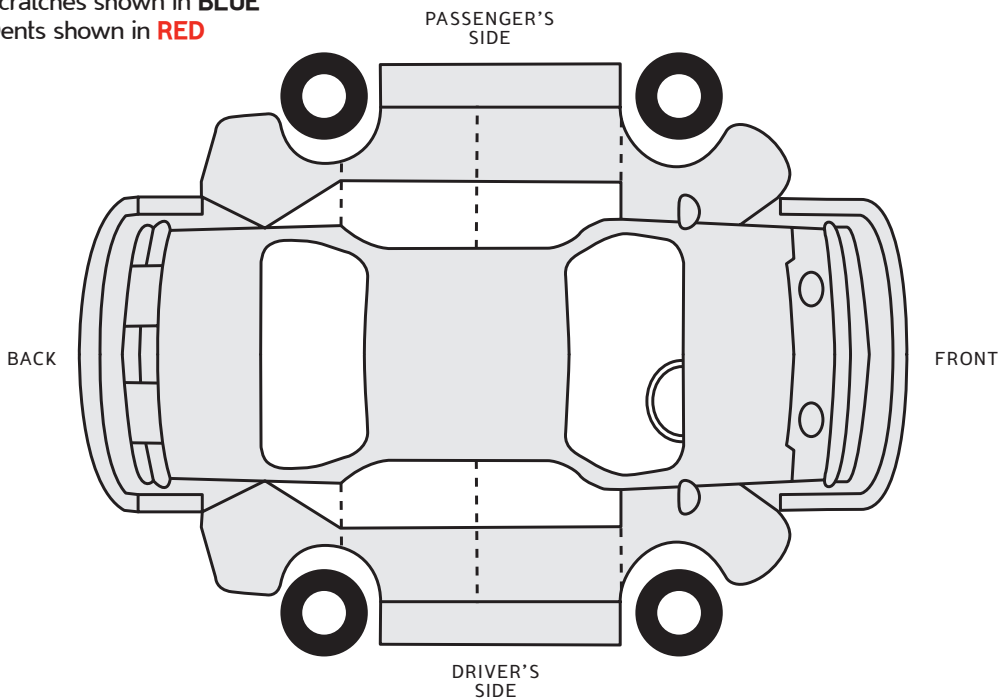
The diagram below shows damage to the car **ALREADY REPORTED** to the Flexicar Operations Team. Use the diagram to determine **UNREPORTED** damage when completing your vehicle inspection before you drive. Any damage to the car not already shown is **UNREPORTED** damage.

UNREPORTED damage should be reported to Flexicar at the start of your booking on 1 300 36 37 80. **Do not mark the diagram** – that's the Flexicar Operations Crew's responsibility. Do not report damage already shown on this diagram.

ALREADY REPORTED DAMAGE diagram for (CAR NAME) _____

(CAR REGO) _____

Scratches shown in **BLUE**
Dents shown in **RED**



Re:Member Flexicar crew members are the only ones who can amend this diagram.