**QUICK START GUIDE**

**RESERVE CAR AND PARKING**

1. Tap card at kiosk and follow prompts for vehicle assignment
2. Unlock vehicle by tapping card near driver’s side mirror
3. Unplug vehicle and guide retractable cable into charging point
4. Start vehicle, release parking brake, and get on your way!

**VIA MOBILE APP OR WEBSITE**

- Tap card at kiosk and follow prompts for vehicle assignment
- Unlock vehicle by tapping card near driver’s side mirror
- Unplug vehicle and guide retractable cable into charging point
- Start vehicle, release parking brake, and get on your way!

**IF YOU MAKE A STOP**

1. Park in available space (green light, or blue if reserved)
2. Remove personal items and lock vehicle
3. Tap card on lid of charging point and release cable
4. Plug in vehicle and look for trip summary notification

**END**

**GOOD TO KNOW:**

- **IGNITION KEY:** Key is attached to the vehicle by a cable, and can be located on the steering column
- **INDICATOR LIGHTS:**
  - Green = AVAILABLE
  - Blue = RESERVED
  - Red = DO NOT USE
- **OPENING TRUNK:** Lever to open the trunk is located underneath the driver’s seat on the right-hand side
- **PARKING:**
  - To park the Bluecar, shift into NEUTRAL gear and engage the parking break

bluela.com | 1-800-212-1079
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If you utilize the BlueLA Service, you certify that you have read and accepted this User Guide and you also certify that you have read and accepted the Terms and Conditions and Privacy Policy, all of which form a single contract.

1. HOW TO GET STARTED

A. REGISTRATION

REGISTERING ONLINE AT BLUELA.COM

Step 1: Visit the Website and Select a Plan
Visit our website at BlueLA.com and select the membership plan of your choice to begin the registration process. Prior to commencing the registration process, you confirm that you fulfill the eligibility criteria as defined in Section 2 of the Terms and Conditions.

Step 2: Enter Information
Enter your information including contact details and address. You will choose a username and password for online access as well as a 4-digit PIN code which you will use to verify your access to the service at BlueLA stations. The username and password are case sensitive and will be used for account access on the mobile app and on the BlueLA website.

Step 3: Select a Card Type
Select between receiving a new BlueLA card or using your existing TAP card.

Step 4: Upload Required Documents
You will need to upload a photo or scanned copy of your valid driver’s license, both front and back, and a separate photo of yourself. If you are visiting from a foreign country, you will be required to provide a copy of your local driver’s license, international driving permit, valid passport and other documents and information as requested. If you are registering for the Community Membership, additional verification documents are required to be uploaded as described in detail in Terms and Conditions. As an alternative to scanning these documents, you can mail copies of the required documents to BlueLA Carsharing, 555 W. 5th Street, 35th Floor, Los Angeles, CA 90013. Please note that BlueLA reserves the right to request additional documents to validate your enrollment.

Step 5: Enter Payment Method & Promo Code
If you have a promotional code, enter it here. Next select a payment method (Visa, Mastercard, American Express, Discover or Diners Club) and enter your billing information. You will then receive a payment mode confirmation email to your email address.

Step 6: Review and Accept Terms
Review all of the information you have entered, editing where necessary. Select an activation date. You have the option of selecting a later activation date for your membership which could be any date within the next thirty (30) days. Leave the option set to “now“ to start as soon as your membership is processed and approved. Finish by reading and accepting the legally binding documents including (1) the Terms and Conditions, (2) the Privacy Statement, and (3) this User Guide. Click “submit“ when finished.

Step 7: Membership Processing
After a successful application review, you will receive either your new BlueLA card by mail or activation instructions for using your TAP card within the BlueLA network. You are now ready to activate and drive!
REGISTERING ON THE MOBILE APP

Step 1: Download and install the BlueLA app for iPhone/Android
The BlueLA app is available for download on all iOS and Android devices at the Apple store or Google play.

Step 2: Click “My Account”
Click “My Account” icon on the bottom menu.

Step 3: Select an Offer
Choose from one of the available BlueLA membership offers, clicking “Join Now” to proceed. Prior to commencing the membership registration process, you confirm that you fulfill the eligibility criteria as defined in Section 2 of the Terms and Conditions.

Step 4: Create an Account
Choose a username and password for your new account. The username and password are case sensitive, and will be used for account access in the app and on the BlueLA website.

Step 5: Enter Personal and Contact Details
Enter your personal information including contact details.

Step 6: Create a PIN and Select a Card Type
Create a 4-digit PIN code which you will use to verify your access to and use of the service at BlueLA stations.

Step 7: Upload Required Documents
You will need to upload a photo or scanned copy of your valid driver’s license, both front and back, and a separate photo of yourself. If you are visiting from a foreign country, you will be required to provide a copy of your local driver’s license, international driving permit, valid passport and other documents and information as requested. If you are registering for the Community Membership, additional verification documents are required to be uploaded as described in detail in Terms and Conditions. As an alternative to scanning these documents, you can mail copies of the required documents to BlueLA Carsharing, 555 W. 5th Street, 35th Floor, Los Angeles, CA 90013. Please note that BlueLA reserves the right to request additional documents to validate your enrollment.

Step 8: Enter Payment Method
If you have a promotional code, enter it here.

Next select a payment method (Visa, MasterCard, American Express, Diners’ Club or Discover) and enter your billing information. You will then receive a payment mode confirmation email to your email address.

Step 9: Review and Accept Terms
Review all of the information you have entered, editing where necessary. Finish by reading carefully and accepting the legally binding documents including the: (1) the Terms and Conditions, (2) the Privacy Statement, and (3) this User Guide.

You will also have the option of selecting an activation date for your membership up to 30 days from the date of the approval. Leave the option set to “now” to start as soon as your membership is processed and approved. Click “submit” when finished.
**REGISTRATION OVER THE PHONE**

**Step 1: Call Customer Service**
The BlueLA Customer Service Center operates 24 hours per day, 7 days a week and can be reached by phone at 1-800-212-1079.

The Helpline is available to members and non-members for processing their requests for information with respect to the BlueLA services (such as general information, Membership, account information, and claims).

Prior to commencing the registration process, you confirm that you fulfill the eligibility criteria as defined in Section 2 of the Terms and Conditions.

**Step 2: Information to Have Ready**
- Drivers License
- Current Address
- Payment method

**Step 3: Select Card Type**
Select between receiving a new BlueLA card and using your existing TAP card.

**B. ACTIVATION**

1. **Activation Code**
As soon as your membership is processed and approved by a BlueLA representative, you will receive a text or email with a 6 digit activation code which you will use to pair your user card with your account at a BlueLA rental kiosk.

2. **User Card**
Your user card is your “key” to the BlueLA service; its purpose is to identify you in our system as a registered member and allow you access to the Bluecars and charge points. If you have elected during registration to be provided with a new BlueLA card, you must wait to receive the card in the mail or have already received the card from a BlueLA representative in order to proceed with activation. If you have elected to use your existing TAP card, you can immediately proceed with pairing the card at a BlueLA rental kiosk using your activation code.

3. **Pairing Card at BlueLA rental kiosk**
Visit a BlueLA rental kiosk and tap your card on the card sensor.

Enter the 6 digit pairing code when prompted. You will see a confirmation message in your BlueLA account.

The pairing of your BlueLA card or TAP card to your BlueLA account needs only to be done once, prior to your first reservation. Until you successfully pair your card to your account, you will not be able to use the service, which includes reserving a Bluecar and Parking Space.
2. HOW TO USE THE BLUELA SERVICE

A. PLANNING YOUR TRIP

1. Locating a Station
To find a BlueLA station closest to your location and destination, download the BlueLA app for iPhone or Android. Station locations can also be viewed on BlueLA.com. The station maps can toggle between displaying available Bluecars and available BlueLA Parking Spaces for your convenience.

2. Reserving a Bluecar and a Parking Space
You have the option to reserve an available Bluecar for 30 minutes and/or an available parking spot for 45 minutes.
To reserve a Bluecar, select your desired departure station from the map on either the BlueLA website or the app. If the car icon has a number between 1 and 5 in it you can then press this icon and then select “Reserve a Bluecar”. You will have 30 minutes from the reservation time to initiate your trip.
To reserve a BlueLA Parking Space, select your desired destination station from the map in either the BlueLA website or app or the onboard PC located in the Bluecar. If the parking icon has a number between 1 and 5 in it you can then press this icon and then select “Reserve a Parking Space”. You will have 45 minutes from the reservation time to return and plug your Bluecar at this station.

In the event that you cancel your reservation for a Bluecar within the reservation period, you will not be permitted to make another reservation for a period of 10 minutes from the time of cancellation.
Note: If you allow your reservation to expire, you will be charged a penalty fee set forth in the Schedule 1 in the Terms and Conditions.
You can also call the Customer Service Helpline for assistance in making reservations for the Bluecar or BlueLA Parking Space from both your phone and from inside the Bluecars. We strongly recommend you reserve a car and a parking spot whenever possible.

3. Picking Up a Bluecar Without a Reservation
You also have the option of walking up to a station and starting a trip if there are Bluecars available. You can determine the status of a Bluecar by the color of the charge point that it is plugged into. Cars parked at green charge points can be taken, blue charge points indicate a car that is reserved for another Member, and red charge point note that the car is not available due to maintenance.

B. STARTING YOUR TRIP

1. Swipe Your Membership Card
At a rental kiosk, swipe your Membership Card on the sensor located below the screen.

2. Enter Your PIN code

3. Legal Notice
Read and check these three statements to confirm that you can legally operate a Bluecar.
4. Bluecar Assignment
The rental kiosk will indicate at which charge point the Bluecar you have been assigned is plugged. As soon as you hit the FINISH button, your rental time has begun. The assigned charge point will begin flashing a blue light.

5. Check the Bluecar's Exterior Condition
Check the outside of the Bluecar in order to determine whether there is any pre-existing damage or visible reasons why the Bluecar may not be in drivable condition. If you notice any damage or other visible concerns, please report by calling the Customer Service Helpline or by pressing the blue button located on the console of the Bluecar. If you do not report damage or other visible concerns, you will be held responsible for them.

6. Unlock the Bluecar
Unlock the Bluecar by tapping your card on the sensor located next to the driver’s side mirror.

7. Unplug the Bluecar
Open the flap to the charging port on the right rear side of the vehicle. Disconnect the cable by pressing and holding the lock release button on the top of the connector plug and removing from the port. Hold the connector plug securely as you guide the retractable cable back into the Charging Point. After this, the lid to the charging point will automatically close. Close the car charge door correctly.

8. Check the Bluecar's Interior Condition
Check the Bluecar's interior condition. If you notice any damage or any missing items including, without limitation, the Onboard documents, please report by calling the Customer Service Helpline or by pressing the blue button located on the console of the Bluecar.

9. Start the Bluecar and Drive!
Locate the key hanging by a cable directly below the steering column. Insert the key into the ignition and turn it all the way. The engine will make no noise when starting but the dashboard display will indicate that the
car is ready to drive by showing a green outline with the words “Ready to Go”.

With your foot on the brake pedal, release the handbrake. Press the brake pedal while shifting into gear (D: drive, N: neutral, R: reverse).

10. Making a Stop
During the course of your trip, you can park the Bluecar in any legal parking spot or loading zone. You will be responsible for any ticket, legal infraction, or external fee incurred during the rental period. Remember that your trip can only end at a BlueLA station!

C. USING THE BLUECAR
For detailed instructions and safety warnings, please read the Bluecar User Manual booklet and Audio GPS Guide booklet located either in the glove compartment or a side door compartment of the Bluecar.

Calling Customer Service from the Car
To contact the Customer Service helpline, press the blue button located on the console of the Bluecar.

Locking from the Outside
Always lock the Bluecar after exiting by tapping your card on the sensor located next to the driver’s side mirror. If you fail to lock the Bluecar after exiting, the vehicle will go into security mode as to prevent anyone other than the member from driving. While the Bluecar is in this mode, upon re-entry you will NOT be allowed to drive until you re-tap your card on the sensor twice: once to lock and again to unlock the vehicle.

Locking from the Inside
Use the key button on the console to lock the Bluecar from the inside.

Opening the Trunk
To open the rear tailgate of the Bluecar, pull up on the lever located underneath the driver’s seat and on the right-hand side. Close the door manually.
Adjusting the Seat
The lever that controls the forward-backward seat motion is located beneath the front of the driver’s seat. Pull up while sliding the seat forward or backward to the desired position. Release the lever to lock the seat position.

To tilt the seat back backward, turn the adjustment wheel backward and lean back. To return the seat to an upright position, turn the adjustment wheel backward and lean forward.

Menu Screen
Your Bluecar is equipped with a multi-functional on-board computer and touch screen. From the main menu you can access:

① GPS navigation function
② Radio settings
③ Help screen
④ Display settings
⑤ Return to default home screen displaying map and radio controls

D. ENDING YOUR TRIP

1. Reserve a parking spot
It is recommended that you reserve a BlueLA Parking Space prior to arriving at the station.

2. Locate a Station
To locate a station to return the Bluecar, you can use the navigation feature from the GPS menu in your Bluecar or the BlueLA app from your Android or iPhone. You may also press the blue button located on the console of the Bluecar in order to request assistance in locating a station or available charge point.

3. Park at an Available Charge Point and BlueLA Parking Space
If you have reserved a BlueLA Parking Space in advance, park at the charge point that has been allocated to you and indicated by the blue light. If you do not have a parking spot reservation, you can park at any open green charge point. A red charge point indicates that the charge point, and accordingly, the parking spot, is unavailable.

4. Prepare to Exit the Bluecar
Shift into neutral, engage the parking break, roll the windows up, turn off the headlights, remove the key from the ignition and remove all personal property from the Bluecar.

5. Tap Your Card
Tap your membership card on the charge point where indicated until it flashes green. Then take the charging cable as indicated.
6. Plug in the Bluecar
Grip the connector plug securely and pull the cable from the charge point, until there is slack in the cable. On the Bluecar, open the rear charging port flap and insert the connector plug into the port. You will feel a slight click as the plug connects to the port. Close the charging port flap. The Bluecar must be plugged in before you lock it.

7. Lock the Car
Lock the car by tapping your card on the sensor located next to the driver’s side mirror.

8. Trip Completion
Upon completing your trip, you will receive a text message or push notification indicating that your ride has ended. In addition, the charge point will flash a green light. If you do not receive this text message or push notification or if the charge point flashes a red or blue light, the Bluecar has not been returned correctly and you must repeat steps 3-7 as set out above. If you still are unable to return the vehicle correctly, please contact the Customer Service helpline for assistance. Failure to return the Bluecar correctly will result in the penalty set forth in the Schedule 1 to the Terms and Conditions.

3. HOW TO MANAGE YOUR BLUELA ACCOUNT

A. ON THE BLUELA WEBSITE

Step 1: Visit BlueLA.com and Log In
Go to BlueLA.com and click on the “My Account” tab on the homepage. Enter your username and password and click OK.

Step 2: Your Personal Information
In this section, you can view and update your personal information.

Step 3: Your Services
In this section, you can, among other things, reserve a Bluecar, a BlueLA Parking Space or view pending reservations. You can also view the BlueLA Stations closest to your location and destination.

Step 4: Your Account
In this section you can view your subscription(s), reservation and trip history, credits and promos, invoices and receipts, and messages. You can also send a message to BlueLA Customer Service by clicking “My messages”, then “Create a message”.

Step 5: Updating Payment Information
If you need to update your payment information, navigate to “My Account”, and click “My Subscriptions”. You will see information for each subscription including type, start and expiration date, payment mode, and status. Under payment mode, click “edit” and enter your updated payment information.

B. ON THE BLUELA MOBILE APP

Step 1: Download and install the BlueLA app for iPhone/Android
The BlueLA app is available for download on all iOS and Android devices at the Apple store or Google play.
Step 2: Sign into Your Account
Open the BlueLA app and click the three-bar menu icon, then select “My Account”. In this section, select “I have an account” and sign in with your username and password.

Step 3: Information Available
The BlueLA app provides access to membership information, reservations, trip history, receipts and personal information.

Step 4: Options Available
You have the option to change your PIN, reserve a Bluecar and BlueLA Parking Space. You can also update your address, however you can only amend your payment card information on the BlueLA website under “My Subscriptions” tab.

4. HOW AND WHEN TO CONTACT CUSTOMER SERVICE

1. Call Customer Service from the Bluecar
To contact the Customer Service helpline, press the blue button located on the console of the Bluecar:

The blue button allows you to contact a Customer Service representative who is trained to assist you with any questions or problems related to the service. The blue button is connected to a hands-free communication system enabling you to give your full attention to driving your Bluecar.

A dedicated screen is then displayed on which you can 1) increase / decrease the volume; OR 2) end the communication.

Note: A Customer Service representative can call you in the Bluecar at any time. Calls will be automatically answered and you will hear the representative over the hands free communication system.

2. Call Customer Service from your Phone
In the event that you experience technical difficulties, notice damage to the interior or exterior of the Bluecar, need directions, or need help locating a charging station, you have the option of calling the Customer Service helpline directly from your phone to speak to a representative at 1-800-212-1079.

3. Contact Customer Service through the BlueLA Website
You can send a message online to us through your BlueLA account. Start by visiting BlueLA.com and log into your account by clicking on “My Account” button. From there, click on “My Messages” in “My Account” column. At the bottom of the following “Messages” page, click on the button “Create a message”. Select a category from the drop-down menu, then type your message. When finished, click “Preview”. If you are satisfied with your message, click “Send”.

4. BlueLA Contacting You
If BlueLA needs to contact you for any reason, we will do so by leaving a message in your Account page on the BlueLA Website. This will automatically generate
an email to your provided email address, informing you that you have a new message. We recommend that you check your Account page on the BlueLA Website frequently.

5. When to Contact BlueLA Customer Service
In addition to contacting Customer Service for any general questions relating to the BlueLA Service, you may also contact the Customer Service Center in case of:
- any injury sustained;
- any property damage occurring;
- Bluecar malfunctioning;
- Kiosk or charge point malfunctioning;
- an accident; or
- Bluecar is stolen, vandalized or damaged during your Rental Period.

5. IN CASE OF AN ACCIDENT OR INCIDENT

In the event of a traffic accident, theft, vandalism, or other damage to or loss of a Bluecar, while you are in possession of it, you must:

1. secure the Bluecar and immediately call 911 or otherwise inform the police and emergency services of any potential injuries to You or anyone else involved;
2. provide immediate notification to BlueLA by calling the Customer Service Center from your mobile phone (at 1-800-212-1079) or by pressing the blue button located in the console of the Bluecar. You will be requested to provide your and the Bluecar’s location, the exact circumstances of the accident or incident, its known or presumed causes, and, when applicable and possible, the names and addresses of the persons involved and any witnesses. You must fully cooperate with any requests for information or instruction from the Customer Service Center and BlueLA.
3. assist BlueLA’s Insurer, legal personnel, Customer Service Center, and counsel assigned by the Insurer to investigate, defend or prosecute Your claim, if any, and supply accurate and precise information; and
4. cooperate with BlueLA at all stages of any investigation, litigation or claim that may result.

You should obtain information regarding witnesses, other vehicles involved and their drivers, owners and relevant insurance whenever possible. You should also take photos of the scene of the accident or incident and vehicles involved whenever possible and promptly provide those photos to the Customer Service Center upon request. You must promptly provide any papers or reports that you receive relating to the incident to BlueLA. You must fully cooperate with BlueLA’s investigation and defense of any resulting claim.

FAILURE TO COOPERATE FULLY MAY VOID ALL LIABILITY PROTECTION AND CONSTITUTES A BREACH OF THE TERMS AND CONDITIONS. By agreeing to the BlueLA Terms and Conditions, you authorize BlueLA to obtain any records or information relating to any incident.

6. CODE OF CONDUCT

A. CODE OF CONDUCT FOR BLUELA MEMBERS

You must, at all times, abide by the restrictions on use of the Bluecar as set out in section 4.6 of the Terms and Conditions including, but not limited to, the following:

(i) you must operate the Bluecars responsibly and with all due care and attention;
(ii) the Bluecars can only be operated by you and no other person;
(iii) you must maintain the cleanliness of the Bluecar;
(iv) you must ensure that the Bluecar remains locked, secure and parked in a safe location when it is not being driven, with all windows fully shut and the trunk closed;
(v) you and all passengers must use seat belts;
(vi) you must drive with headlights turned on when visibility is poor;
(vii) you must not operate the Bluecar when under the influence of alcohol, drugs, medication, or any other legal or illegal substance that might alter or impair Your ability to safely and lawfully operate the Bluecar; and
(viii) you must not operate the Bluecars while smoking, eating, drinking or illegally using drugs in the Bluecar.

For an exhaustive list of restrictions, please refer to section 4.6 of the Terms and Conditions.

B. EXAMPLES OF PENALTIES

You shall be liable to pay BlueLA penalties for certain violations, acts or omissions or other failures to comply with the Terms and Conditions. For example:
- leaving the BlueLA Zone: $500 plus towing fees;
- Bluecar is returned in an unclean state at the end of the Rental Period: $50.

For an exhaustive list of penalties, please refer to Schedule 1 of the Terms and Conditions.