

Welcome to Teviot Electric Car Club

Thank you for joining us on our journey towards a shared, zero carbon future ... and all while saving you time, hassle and money.

This leaflet gives you the basics you need to get on the move quickly and easily. For everything else, there's our user friendly booking site where, among other features, you can:

- Manage your bookings
- Watch instructional videos
- Read info on cars and locations
- Send us your feedback.
- Find it at bookings.co-cars.uk

Happy driving!



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020 3856 8900

tecc@gmx.com

tecc.coop
<https://www.hiyacar.co.uk/rent-a-car>

@CarTeviot



IMPORTANT

It is illegal to use a handheld device while driving. Please only use when safely parked with the engine switched off.

TEEC

TEVIOT ELECTRIC
— car club —
user guide



**Need urgent help? Call:
020 3856 8900
(24-hr)**



Join



Book



Unlock



Drive

Our booking page

Manage all your bookings in one place with the user-friendly hiyacar app. You can also use the hiyacar website.

<https://www.hiyacar.co.uk/rent-a-car>.

QR code overleaf.

Before you set off

Check the inside and outside of the car for any damage and to make sure it is clean. Unplug the charge cable and plug it into the holder on the charge unit.


If the car is dirty, email us. If you spot any damage, update the Vehicle Damage Register located in the glove compartment. In both cases, please send us photos wherever possible.

If the damage is significant, phone us immediately.

How to start our electric cars

- Hold down the brake pedal
- Press the POWER/START button
- The car is ON and ready for moving
- Select a 'gear' and release the parking brake
- Move your foot from the brake to the accelerator.

Recharging

Please make sure the car is plugged in at the end of your booking. The light on the charge point will turn TECC blue. 

You'll find a card explaining how to unplug and plug in the charge cable in the driver's door pocket. This information is also on the booking site./app

Returning the car to the bay

Please ensure:

- All windows are closed
- All lights, radios, fans and AC are turned off (or in 'auto' position)
- Car is in 'P' Park
- Parking brake is on
- Charge cable is plugged in
- Car is clean and tidy for next member.

Extending your booking

To extend your booking go to the "Extend your booking" link in your active booking screen.

If this is not straightforward, please call us; there may be another booking immediately after you.

If necessary, use the in-app online chat to ask hiyacar to intervene or phone the number overleaf.

If the bay is occupied

In the unlikely event that there is another vehicle parked in a club bay, please make a note of the registration number of the offending vehicle. Park in the adjacent bay and plug in if at all possible.

If you can't connect the car to the charge point or if you aren't sure what to do, please give us a call.

Breakdown assistance

We have 24-hour breakdown recovery cover with the AA. Phone 08000 481 740 and quote contract: BCASP271450. If there is a fault with the car please call us straightaway:

- Do not drive a car you feel is unsafe
- Do not attempt any repairs yourself—even if it's a flat tyre

Road traffic incidents

Above all, keep calm and stay safe.

If someone is in danger and you need immediate support, call the emergency services (999).

When able, call the claims helpline on 020 3856 8900 and complete an incident form (located in the glove compartment).

Please do not admit liability under any circumstances.