

## Welcome to Teviot Electric Car Club

Thank you for joining us on our journey towards a shared, low impact 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 more info on our website and the user friendly Hiyacar app where, among other features, you can:

- Manage your bookings
- Read info on cars and locations
- Send us and Hiyacar your feedback.
- Find it at [hiyacar.co.uk](http://hiyacar.co.uk)

**Happy driving!**



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[www.hiyacar.co.uk/rent-a-car](http://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.**

# TECC

## TEVIOT ELECTRIC — car club — user guide



**Need urgent help?  
Phone  
020 3856 8900**

- 🖥 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, contact us. If you spot any damage, update the Vehicle Damage Register located in the car. In both cases, please send us photos wherever possible.

If the damage is significant, phone us immediately.

## How to start our electric cars

- Depress 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.

## 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 0800 420 420 and Hiyacar will transfer you; the AA contract BCASC505390. 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.