



## CONTENTS

### 1. HOW TO GET STARTED

- A. Registration
- B. Activation

### 2. HOW TO USE THE BLUELA SERVICE

- A. Planning Your Trip
- B. Starting Your trip
- C. Starting Your Car
- D. Using the Bluecar
- E. Ending Your Trip

### 3. HOW TO MANAGE YOUR ACCOUNT

- A. On the BlueLA Website
- B. On the BlueLA Mobile App

### 4. HOW AND WHEN TO CONTACT CUSTOMER SERVICE

### 5. IN CASE OF AN ACCIDENT OR INCIDENT

### 6. CODE OF CONDUCT

- A. Code of Conduct for Members
- B. Examples of Penalties

Version: June 2019

***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

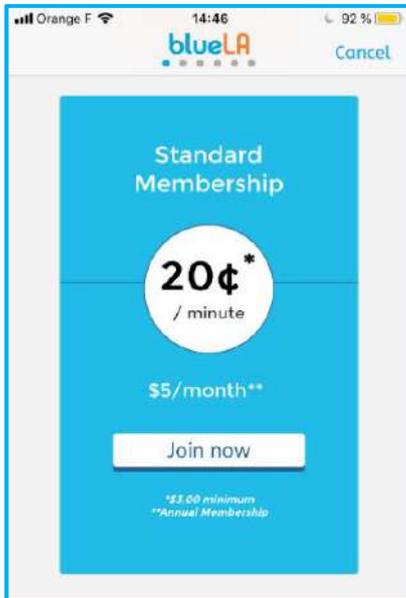
### A. REGISTRATION

#### REGISTERING ONLINE AT BLUELA.COM

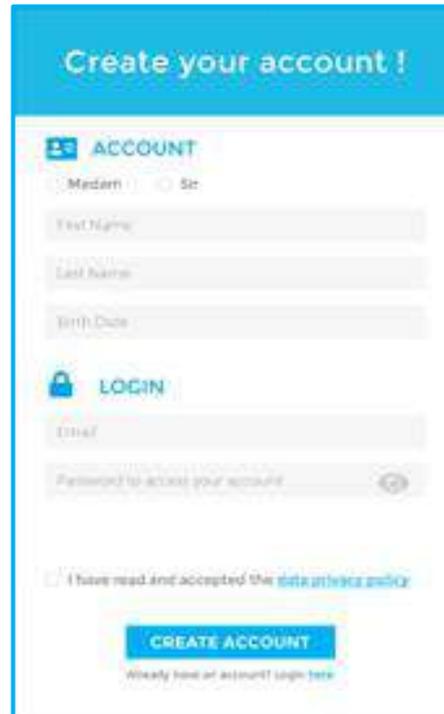
**Step 1: Visit the Website or Download the App**  
 Visit our website at BlueLA.com or download the app. The BlueLA app is available for download on all iOS and Android devices at the Apple store or Google Play.



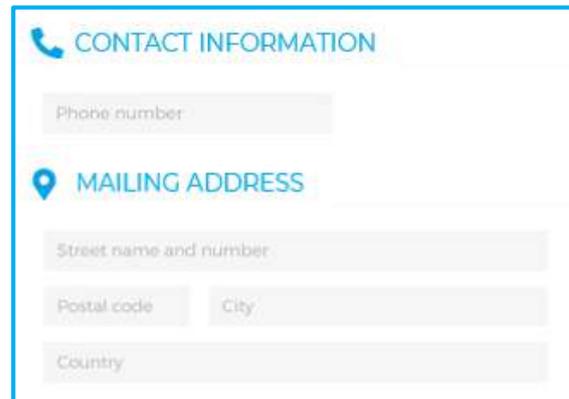
**Step 2: Select an Offer**  
 Choose from one of the available BlueLA membership offers by clicking "Join Now" to proceed. Prior to starting the membership registration process, please confirm that you fulfill the eligibility criteria as defined in Section 2 of the Terms and Conditions.



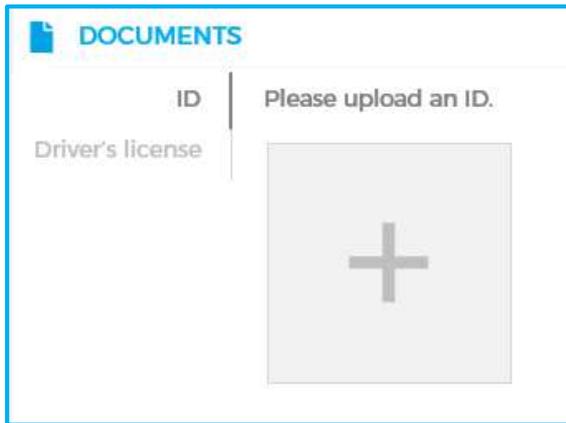
**Step 3: Create Your Account**  
 Enter your first name, last name, birthdate and email address. You will also choose a password for online access. Your email address and password will be used for account access on the mobile app and on the BlueLA website. You will then receive an email confirmation.



**Step 4: Enter Contact Details**  
 Enter your information including contact details and address.



**Step 5: 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.



### Step 6: Select a Card Type and Create a Pin

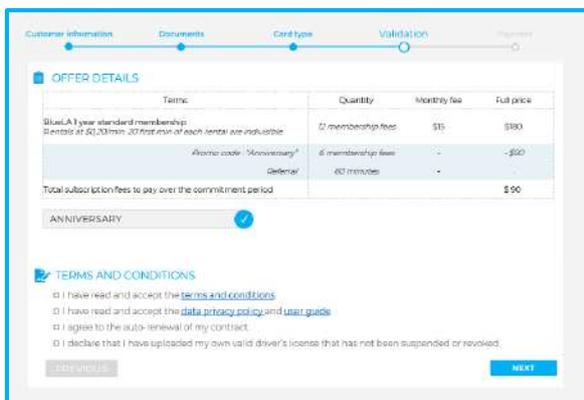
Select between receiving a new BlueLA card or using your existing TAP card. Next, create a 4-digit PIN code which you will use to verify your access to and use of the service at BlueLA stations.



### Step 7: Enter Promo Code and Review and Accept Terms

If you have a promotional code, enter it here and click to apply. The order summary will display the total amount of membership fees you will be charged over the term of your membership.

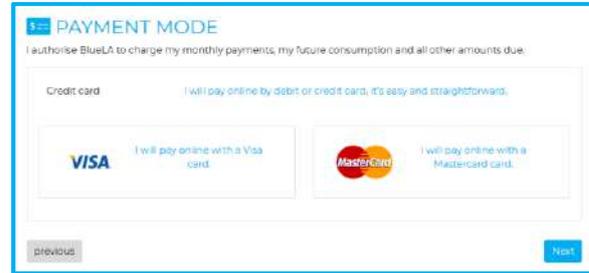
Next read and accept the legally binding documents including (1) the Terms and Conditions, (2) the Privacy Policy, and (3) this User Guide. Click "submit" when finished.



### Step 8: Enter Payment Method

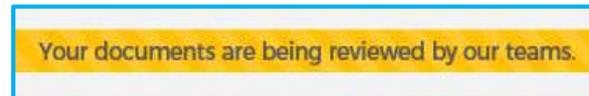
Select a payment method (Visa, Mastercard, American Express, Discover or Diners Club). Once you select your card type, you will be redirected to the secured payment providers page to enter your billing

information. You will then receive a payment mode confirmation email.



### Step 9: Membership Processing

After a successful application review, you will receive an email with your order summary and instructions for using the service. You will then 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!



## 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 subscription at a BlueLA rental kiosk.

### 2. User Card

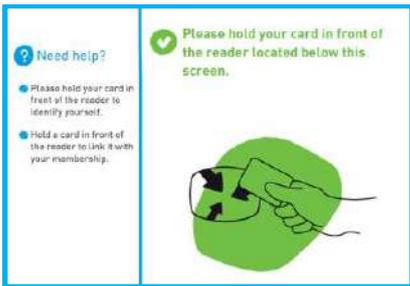
Your user card is your "key" to the BlueLA service; its purpose is to identify you in our system as a registered member and allow you access to the Bluecars and charging points. If you have elected during registration to be provided with a new BlueLA card, you must wait to receive the card in the mail 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.



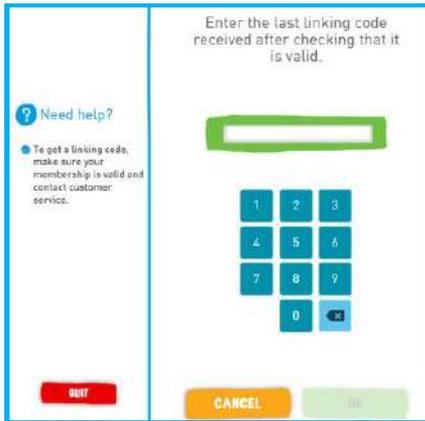
### 3. Pairing Card at BlueLA Rental Kiosk

Visit a BlueLA rental kiosk and tap your card on the card sensor.





Enter the 6 digit pairing code when prompted.



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 map displays both available Bluecars and 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. While most reservations are free, starting in December 2019, a reservation fee might be associated with reserving a Bluecar or a parking spot during particularly busy days/ times and/or at particularly busy locations. You will always have a choice to either accept the reservation fee and proceed with the reservation or reject the fee and give up the reservation.

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". 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". 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.

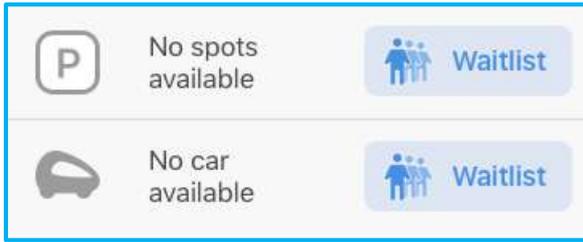
You can also call the Customer Service Helpline for assistance in making reservations for the Bluecar or BlueLA Parking Space from both your phone and from inside the Bluecars. We strongly recommend you reserve a car and a parking spot whenever possible.

#### 3. Waitlisting a Bluecar or Parking Spot

You have the option of putting yourself on a waitlist for a car if there are currently none available. Simply tap the Waitlist icon in map section of the app and select as many stations to monitor as you like. If a car becomes available in the next 45 minutes while you are first in line on the waitlist, it will automatically be reserved for 30 minutes.

You can also Waitlist a parking spot when searching the map for parking spots. Click on the Waitlist button and select at least one station to monitor for available parking spots. If a parking spot becomes available in the next 45 minutes while you are first in line on the waitlist, it will automatically be reserved for 45 minutes.





## 2. Select a Station

From the main map screen, select a station where you either have an existing car reservation, or where cars are available to rent.

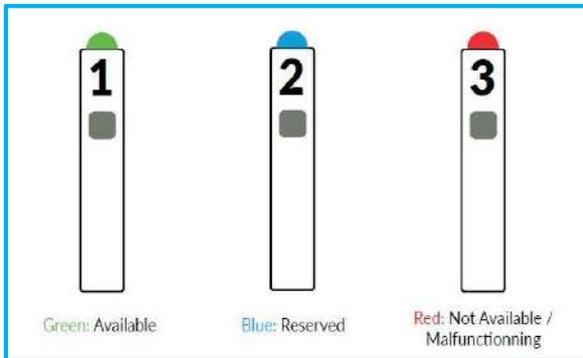
## 3. Start the Rental Process

Click the "Start Rental" button to start the car pick up process.



## 4. 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 charging point that it is plugged into. Cars parked at green charging 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.



If you have a Bluecar reservation, you will see the time remaining. You now have the option of starting your rental while you're walking to the station to avoid letting your reservation expire. As a reminder, there is a penalty for expired reservations and you must wait 10 minutes before reserving another car if you cancel your reservation.



## B. STARTING YOUR TRIP

### FROM THE MOBILE APP\*

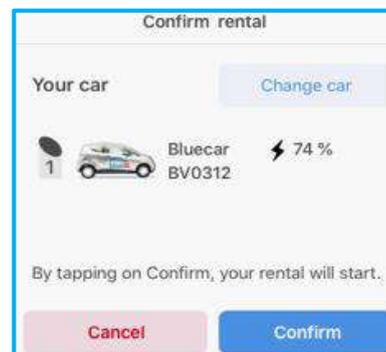
\* This option will become available in August 2019

### 1. Open the BlueLA App

You have the option of starting your trip directly from the BlueLA mobile app without interacting with the Reservation Kiosk. With this option, you can either reserve a car and then start your trip through the app as you arrive at the station, or you can start a trip without a reservation. The app will allow you to select the car of your choice among the available cars at the station.

## 4. Bluecar Assignment

You will be automatically assigned a car, but you may select a different car using the app at this step if any others are available to rent at your selected station.



## 5. Picking Up Your Bluecar

Simply follow the instructions in the app to begin your rental. After your trip has begun, you only need to unlock your Bluecar with your Tap card or BlueLA card and store the charging cable.

The rental kiosk will indicate at which charge point the Bluecar you have been assigned is plugged. As soon as you finish the rental process in the app, your rental billing begins. The assigned charge point will begin flashing a blue light.

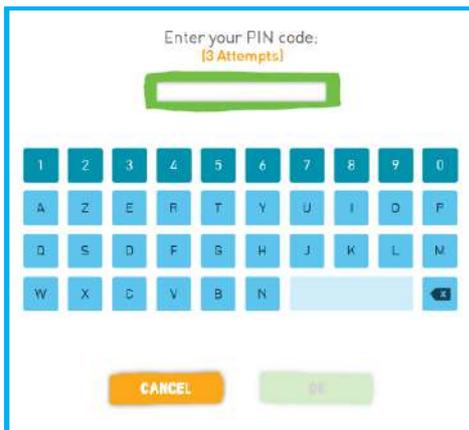
### FROM A KIOSK

#### 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 automatically assign a Bluecar to you and indicate at which charge point the Bluecar is plugged. As soon as you hit the FINISH button, your rental begins. The assigned charge point will begin flashing a blue light.

If you would like the ability to change your car assignment from the one that is automatically assigned, you must start your rental from the app.



## C. STARTING YOUR CAR

#### 1. 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 Relations Center or by pressing the blue button located on the console of the Bluecar. If you do not report damage or other visible concerns, you may be held responsible for them.

#### 2. Unlock the Bluecar

Unlock the Bluecar by tapping your card on the sensor located next to the driver's side mirror. You must first unlock the Bluecar to unlock and unplug the charging cable.



### 3. 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 it from the port. Close the car charging flap correctly.



Hold the connector plug securely as you guide the retractable cable back into the Charging Point as the cable has a strong pull.



Keep hands clear because once the retractable cable is back in, the lid to the Charging Point will automatically close.

Children should not use Charging Stations or remain near Charging Points. Please supervise your children at all times while at or near BlueLA Charging Stations.



### 4. Check the Bluecar's Interior Condition

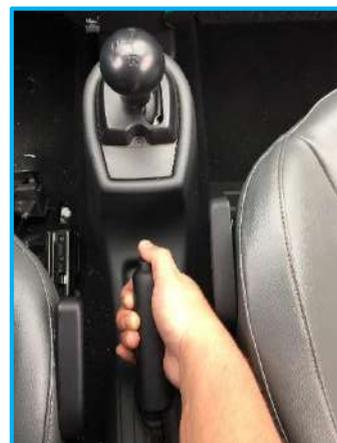
Check the Bluecar's interior condition. If you notice any damage or any missing items including, without limitation, the Onboard documents, please report by calling the Customer Relations Center or by pressing the blue button  located on the console of the Bluecar

### 5. 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).



### 6. 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! Remember to lock the Bluecar by tapping your card on the sensor each time you exit the vehicle.

## D. 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 Customer Service, 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 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.



### Restricted Hood Access

Do not attempt to open the hood or access the engine compartment or battery due to the risk of electrocution. If you suspect there is a mechanical issue with the car, call Customer Service directly at **1-800-212-1079**.

### 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



Tap your membership card on the charge point where indicated until it flashes **green**. Then take the charging cable as indicated.



## E. ENDING YOUR TRIP

### 1. Reserve a Parking Spot

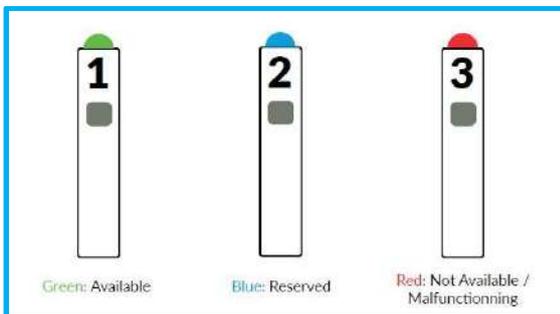
It is recommended that you reserve a BlueLA Parking Space prior to arriving at the station.

### 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 charging point.

### 3. Park at an Available Charging Point and BlueLA Parking Space

If you have reserved a BlueLA Parking Space in advance, park at the charging 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** charging point. A **red** charging point indicates that the charging 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. You can lock the car by tapping your membership card on the sensor located next to the driver's side mirror.

### 5. Tap Your Card

### 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.

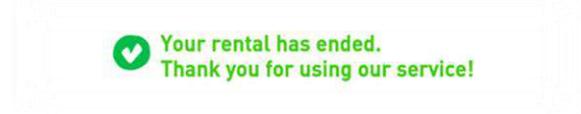


### 7. Lock the Car

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

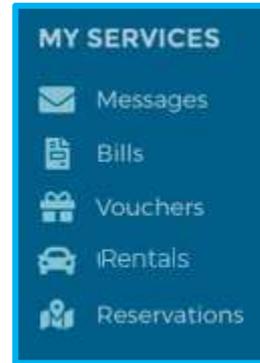
### 8. Trip Completion

Upon completing your trip, you will receive a text message or notification indicating that your ride has ended. The app also offers the option to rate your rental. In addition, the charging 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 for assistance. Failure to return the Bluecar correctly will result in the penalty set forth in the Schedule 1 to the Terms and Conditions.



The end of the rental and a trip completion confirmation does not necessarily mean that the Bluecar has been returned in accordance with the Terms and Conditions. In the event that you have failed to return the Bluecar in accordance with the Terms and Conditions, you are responsible for any incidents occurring subsequently to such return.

- i) view your messages and send a message to BlueLA
- ii) view your invoices and credits and make payments due
- iii) reserve a Bluecar, a BlueLA Parking Space or view pending reservations. You can also view BlueLA Stations closest to your location and destination.



## 3. HOW TO MANAGE YOUR BLUELA ACCOUNT

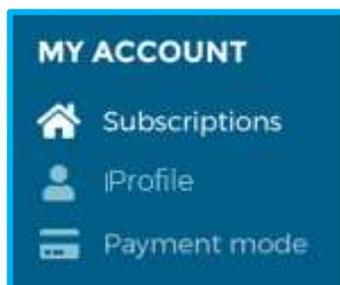
### A. ON THE BLUELA WEBSITE

#### 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 Account

In this section you can view your subscription(s), update your personal information and edit your payment information.



#### Step 3: Your Services

In this section, you can, among other things:

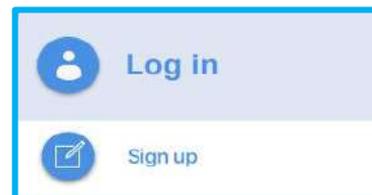
### B. ON THE BLUELA MOBILE APP

#### 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.

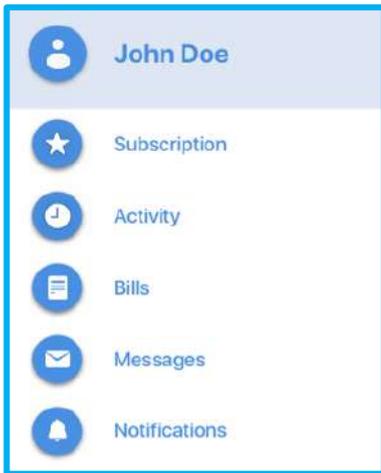
#### Step 2: Sign in to Your Account

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, personal information and messages from the customer service team.



#### 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 and payment information .

## 4. HOW AND WHEN TO CONTACT CUSTOMER SERVICE

### 1. Call Customer Service from the Bluecar

To contact Customer Service, 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 directly at **1-800-212-1079**.

### 3. Contact Customer Service through the BlueLA Website or Mobile App

You can send a message online 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”.

You can also view and send messages directly from the home screen on the mobile app.

### 4. BlueLA Contacting You

If BlueLA needs to contact you for any reason, we will do so by sending a message to 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. We can also call you directly to the phone number you provided.

### 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 Relations 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 Relations 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 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 Relations 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 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 4.7 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, there is a penalty for leaving the BlueLA Zone and a penalty for returning the Bluecar in a dirty condition at the end of the Rental Period.

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

