



# Member Manual

Your guide to booking, driving, and sharing our cars



# Welcome to the club!

Thank you for choosing to join Co-wheels - the UK's only independent national car club.

We operate as a social enterprise, which means all our profits go back into improving and expanding the car club service for everyone.

Your membership gives you the freedom to travel where you live and work, and use over 500 cars within our network of 60 community car clubs across the country.

Happy driving!

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## Useful info

Helpline

**0191 375 1050**

Monday - Friday: 08:00 - 20:00

Saturday - Sunday : 08:00 - 18:00

24hr Emergency Helpline:

**0191 375 1051**

Email Support

[info@co-wheels.org.uk](mailto:info@co-wheels.org.uk)

Online booking system:

[co-wheels.org.uk/book](https://co-wheels.org.uk/book)

More questions?

[co-wheels.org.uk/faq](https://co-wheels.org.uk/faq)

## Booking

### Making a booking

The easiest way to book a car is to use our online booking system or our smartphone app.

You can also call the team during opening hours.

Cars can be booked from 30mins up to 7 days at a time. Longer trips can be arranged by contacting the office.

If a car is available, you can book it up to 15mins before you wish to start your journey.

### Getting our App

To use our smartphone app download it from the Apple App Store or Google Play Store, just search for Co-wheels.



### Changing a booking

You can cancel or change a reservation on the online booking system or using our phone app at any time.

During a reservation, you can use the on-board computer in the car, or call the Co-wheels team.

Existing bookings can be shortened or extended, subject to availability. You can cancel a booking at any time without charge up to two hours before the start time - after which it will be billed to your account.

# Driving

## Starting the car

At the start of your booking, find the car at your chosen location.

Hold your smartcard over the reader on the windscreen and the car will unlock.

Before starting your journey, check the car for damage. If you see anything, please report it by emailing [info@co-wheels.org.uk](mailto:info@co-wheels.org.uk).

If the car has an ignition key, it is kept inside the glovebox - use this to start the car as normal. Most hybrid and electric cars have a keyless system - just press the 'Start' button by the steering wheel. If the car is automatic, you will need to put your foot on the brake first.

Only lock and unlock the car with your smartcard during your booking - if the car has keys, leave these in the glovebox. If the car is automatic, make sure it is left in Park (P).

## On-board computer

The on-board computer tracks your booking information and distance travelled. You can find it on the windscreen next to the rear view mirror.

You can use the on-board computer on the windscreen to call the Co-wheels support team. Ensure the engine is off, then press the button below 'Call' on the screen.

## Auto log-out

When you turn off the engine, the system will automatically log off and immobilise the car. To re-start the car, simply put your smartcard on the reader.

## Refuelling

If the fuel drops below a quarter of a tank you should refuel the car. You don't need to pay for this yourself - a fuel card is located at the side of the on-board computer. If you need to use it in a Chip and Pin machine the PIN number is the car's current mileage.

## Arriving early

If no one is using the car, you can start the reservation early. The computer will ask you to confirm the early start time.

## Extending a booking

You can extend your booking using our smartphone app or from the car using the on-board computer.

Switch off the ignition and press the button beneath Res +/ Res - on the screen.

Add the new time and press OK. The system will check availability and confirm the change or tell you it is not possible.

If you are going to overrun your booking time and are unable to extend it, contact us immediately.

## Ending your booking

At the end of your allotted time, return the car to the bay where you picked it up.

**If the bay is blocked by another vehicle**, note the registration plate, find the nearest place to park legally, and call the Co-wheels team immediately.

**If you are bringing the car back early**, press 'End Now' on the on-board computer screen.

Lock the car with your smartcard.

## Billing

### Car hire costs

The in-car technology calculates how long you have had the car and the distance travelled.

The hire cost is automatically calculated on the duration of your booking in fifteen minute blocks, plus an additional cost per mile driven (excluding electric vehicles).

### How to pay

Payment for the hire cost will be taken two hours before your booking starts (or immediately within this time). Payment for your mileage, and any adjustments to the booking during will be taken up to 24 hours after your hire ends.

If you return a vehicle early you will still be charged for the full duration of the original booking made.

## Considerate Use

Remember the cars are a shared resource for other members too. Please be considerate and leave the cars how you would wish to find them:

- Smoking or transporting pets within a club car is not allowed.
- Do your best to leave the cars clean, free of litter, and remember to pick up your belongings.
- Remember to turn off all lights when you've finished using the car.
- Always leave automatic cars in Park.

Remember that you can be charged a £25 penalty if these conditions are broken.

## Emergencies

### If you have an accident

Contact us immediately so we can advise you what to do and make any of the necessary arrangements such as vehicle recovery.

If you are deemed to have been at fault for the accident, you will have to pay an excess as per our current terms and conditions. If the other party is at fault, Co-wheels' fully comprehensive insurance will cover the cost.

### In the event of a breakdown

All Co-wheels cars are covered by a roadside assistance policy, so if you break down, contact us directly and we will make the necessary arrangements. In this situation, make sure you stay with the vehicle.

## Family and friends

### Add additional drivers to your account

Anyone who lives at your address can be added to your Co-wheels account as a driver. Add a driver to your account by sending them an email invitation through the booking system.

You pay a discounted joining fee for each additional driver; they will receive their own smartcard and all bookings will be charged to the same account.

### Refer a friend

Recommend Co-wheels to a friend and you will both receive £20 driving credit each when they join. They just need to enter your name in the referrals box on their application.

**Co-wheels**  
carclub

[co-wheels.org.uk](http://co-wheels.org.uk)

