



Welcome to **getaround**

Here's what you need to know for getting started
PLUS our top tips for carsharing success

IT'S GO TIME.



Tip #1: Get noticed



1. Take great photos

- This is the first thing drivers look at when deciding on a car, so make yours enticing.
- Not a photographer? No worries! Follow these [pro tips](#) to take perfect photos.

2. Optimize parking

- Guests often book the most easily accessible cars.
- Keeping your car near a popular area or within walking distance from public transportation is a good place to start
- For street-parked cars, be aware of street cleaning schedules in between reservations.

Remember: Check out the listings around you. Would you choose your car over them ? If not, it means there's still [room for improvement!](#)



Tip #2: Deliver a top-notch experience

Maintain a high rating for more bookings



1. Honor your commitments

- Always keep your calendar up to date in order to [avoid having to cancel any bookings](#). *Note: your car is set as available by default, so update the calendar ASAP.*
- Set your rental conditions, such as a minimum booking lead time of 24 hours or a maximum booking notice of 3 months.

2. Make it easy for guests

- Provide clear and detailed instructions for accessing and returning your car.
- Park your car at the address provided in your listing (or within a 400m radius for on-street parking).

3. Keep your car clean and safe

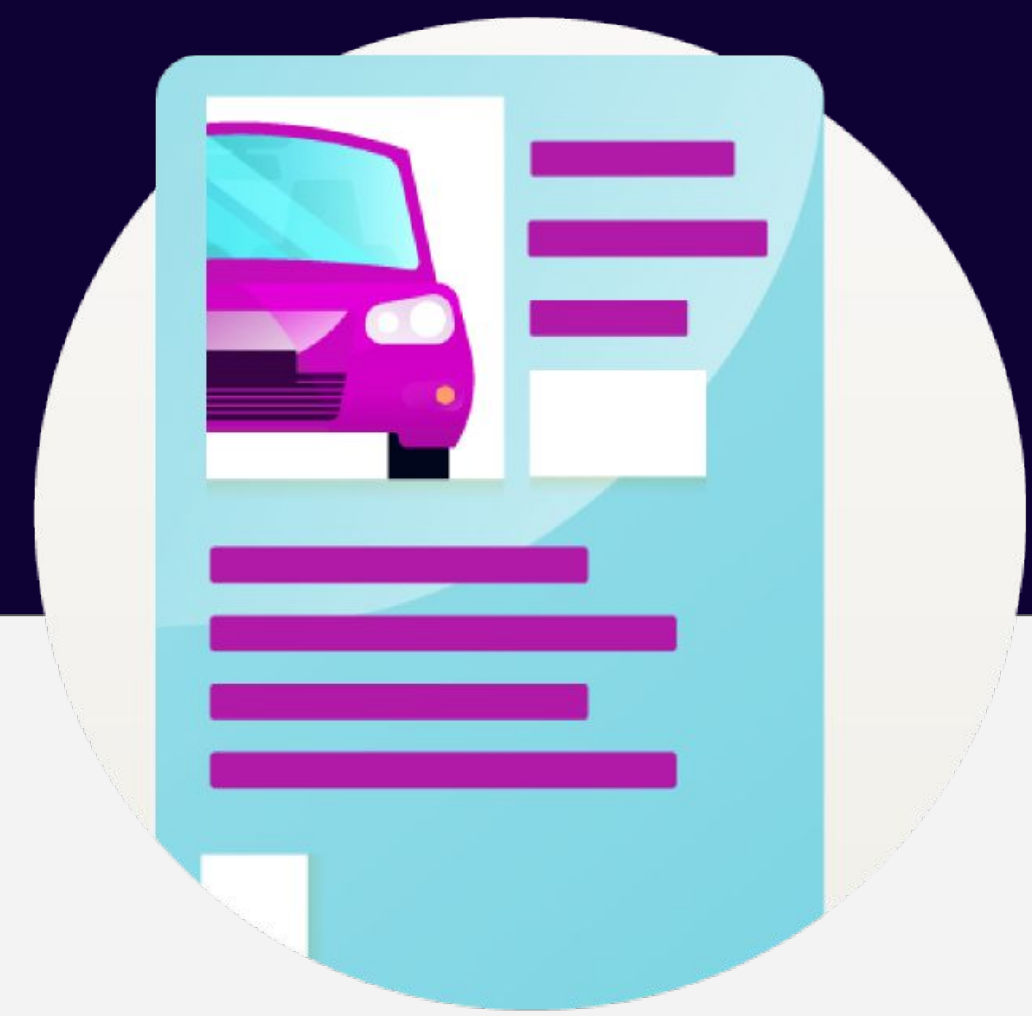
- If possible, check your car after each rental, and clean the interior as necessary.
- Use this time to do a quick maintenance check for safety (tire pressure, no warning lights on) and a fuel level check (at least 50% full).
- To ensure your car's battery remains properly charged, we recommend starting and driving your car at highway speeds every 4 – 5 days.

Remember: We pay attention to the quality of service provided by owners. Review and follow all the [owner quality rules](#).



Tip #3: Keep this checklist handy

So you won't forget!



1. Put the keys in the glovebox

- With Getaround Connect, guests will securely access your car using the app.
- They'll need the keys to drive your car during their rental.

2. Lock your car with your phone

- **DON'T** use your keys to lock your car.
- Guests can only unlock your car with the app if you locked it with your smartphone. If you use your keys, the driver won't be able to start their rental.

3. Unlock your car with your phone

- **DON'T** use your keys to unlock your car.
- If you need to use your car after a rental, you first need to unlock it with your smartphone to disable the immobilizer.
- You can use your keys after the initial app unlock. Just remember to lock it with the app again after!

Remember: Use the app to lock and unlock your car as much as possible to avoid any potential problems for drivers who book and rent your car.



Getaround Connect: effortless carsharing

For both you and drivers



App unlock

Drivers start and end their rentals autonomously, unlocking and locking your car via smartphone.



GPS location

Drivers get the exact location of your car one hour before their rental starts. After the rental, you'll know exactly where the driver parked your car.



Mileage tracking

Kilometers driven during each rental are recorded, so you get paid for additional mileage.



Fuel tracking

You get paid if the driver returns the car with less fuel than at the start of the rental.



Enhanced Security

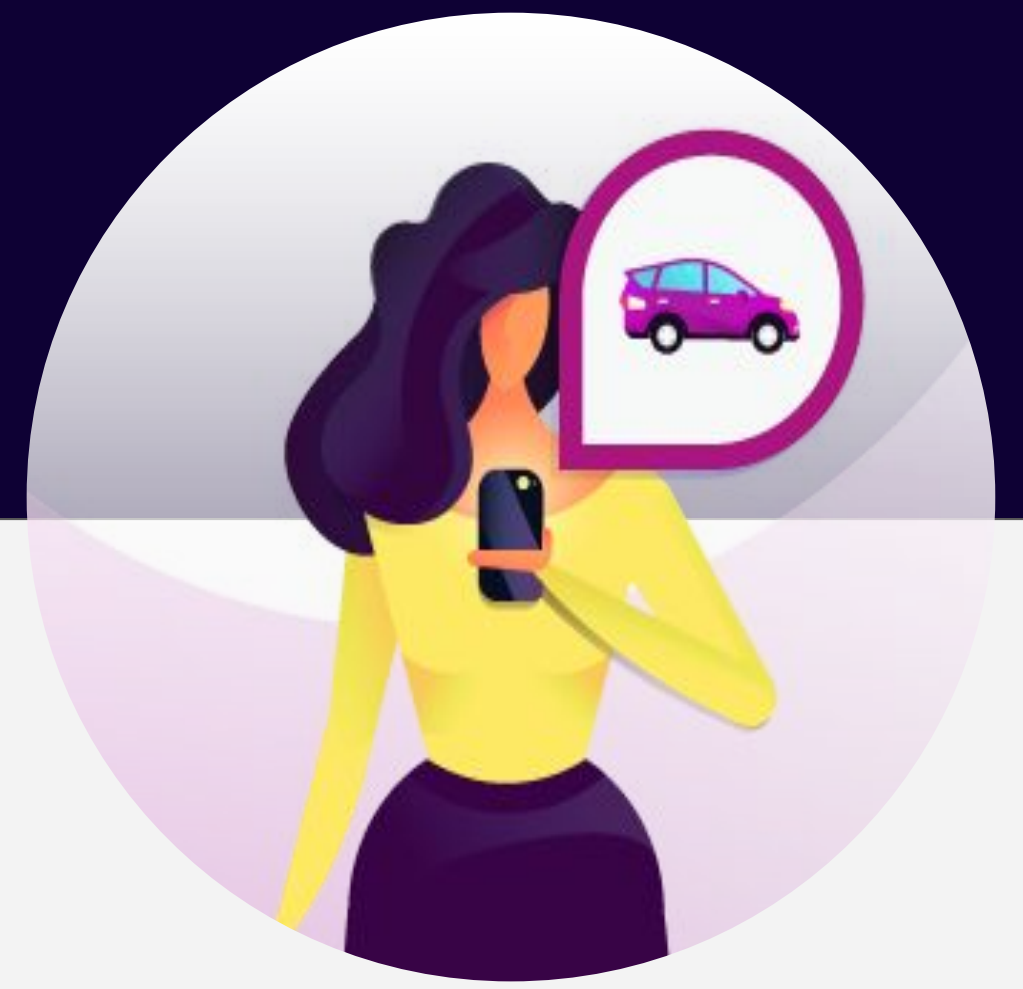
Your car stays safe, even between rentals.

Read more about [Getaround Connect](#).



The rental journey

Before the rental



When a driver books your car

- We carefully verify each driver's identity before their booking.
- Getaround Connect comes with instant booking: once verified, drivers can book your car instantly whenever you set it as available in your calendar.
- You'll receive a notification via email and an app message for every booking.

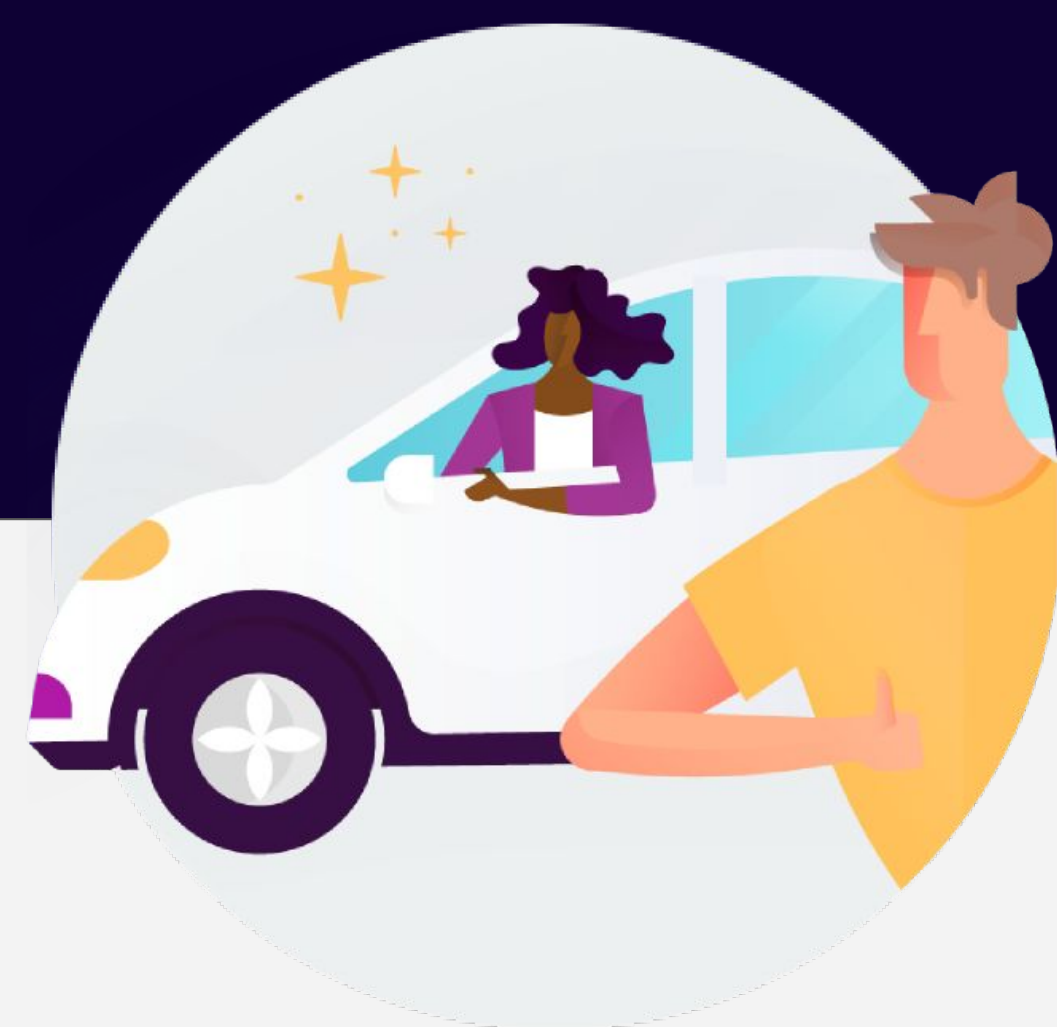
When the trip's about to start

- The driver can locate your car with the app up to one hour before the rental.
- Before unlocking your car, the driver needs to take photos of it, from all angles.
- Once they've uploaded the photos, they'll be able to unlock the car with their phone.
- With the key in the glove box, they're ready to go.



The rental journey

During the rental



⚠️ If something happens

- During rentals, your car and its occupants are covered [by our protection plan from AIOI](#)
- In case of an incident, the driver has to [contact our roadside assistance](#), reachable 24/7.
- Don't worry, we're here if you need help. Read more about how to handle [incidents](#), [breakdowns](#) and other [potential situations](#) that may arise.

🕒 When the trip's about to end:

- Drivers can [request to extend their trip](#). If your car is available, the extension request will be automatically accepted.
- The driver will follow your instructions to return the car and leave the keys in the glove box.
- To lock the car and end the rental, the driver will have to take the same photos as for the check-in.
- Excess mileage or less fuel? You get automatically paid for the difference. More fuel? The difference is deducted from your earnings of the rental to refund the driver.



The rental journey

After the rental



Getting paid

- First, make sure you've filled in your [billing information](#) so that you're set up for direct deposit.
- Payments to your bank account are automatic: The transfer delay is 3 days if you choose the daily payment or at the beginning of every month for the monthly payment.

Reporting damage

- You have **7 days** to [declare damage](#) and must be able to prove it using the check-in/check-out photos.

Compensation management

- You have **48 hours** to request compensation for cleaning fees, distance or late check-out (to be done in the rental page).
- If you request compensation for cleaning, make sure to clean the car before your next rental. If the compensation was for distant check-out, make sure to move the car back to the listing address before your next rental.



Contact Us

Support

Our team is available 24/7 to help. Here's how you can [contact us](#).

Call

For urgent support, call Customer Support by visiting the Help menu in the mobile app.

Message

To submit a message, write to our Customer Support team through this [contact page](#).

Resources

- Our [Help Center](#) has helpful guides and up-to-date information on how to resolve issues and tips for success.



Final tips

You now have all the tools to be successful on Getaround!



Join the community.

Visit our [owner community page](#) for product updates, events, and other owner news.

We're so excited to have you join the carsharing movement, happy carsharing!

Visit fl.getaround.com for more.