

Instructions

1. Stations and booking

Most scouter cars are parked at scouter stations, which are marked parking spaces, strictly reserved for our cars. This is where you pick up our car and return it to. A scouter quarter nearly works the same way, only the pickup and return area is bigger. A quarter could be a street, a resident parking lot or even a small part of a town. Our cars must be parked in this quarter but not at a certain point.

You can choose and book your car online at scouter.de or with the scouter app. You can also call us (06421 12 600) to make a reservation, but there is a cost associated with this service. Bookings can be made in advance or immediately before you start your trip. Minimum booking time is an hour, afterwards you can extend your booking by 15-minute intervals, also for days or weeks. You can cancel for free up to 24 hours before your booking starts. For cancellations less than 24 hours in advance you save 75 % of the price.

2. Checking for damages

Check your car before you start your trip. Known damages can be found in the scouter app via "Schaden / Problem". If there's a damage which is not marked in the app, please let us know immediately. We only care for damages which can be clearly seen from a 5 m distance. Small scratches for example are not of interest. Further information can be found in the scouter FAQ. Only if you do so, we can be sure that you're not the one who caused it.

3. Opening and closing of the car

You can easily open the car with the scouter app. There's a button called "ÖFFNEN / SCHLIESSEN". If you prefer to use the scouter card, just hold it in front of the card reader at the windshield until the car unlocks. The key can be found in the glove compartment and you're ready to go.

4. Refueling

You only need to fill up if the tank is less than ¼ full. Always fill up completely. Fuel costs are already included in the kilometer price, so there's a fuel card in the glove compartment that can be used for payment. Please make sure you fill up with the correct fuel type. You can find information about it on the keychain and at the tank cap. Don't use premium fuel! Further information can be found in the scouter FAQ.

What does scouter Carsharing cost?

1. Tariff

Our normal tariff includes a one-time activation fee of 29 € including 29 free kilometers. Other tariffs and special offers can be found at scouter.de/#registrierung

2. Price per ride

The total price consists of time price and kilometer price. The kilometer price already includes fuel costs. Our prices can be found at scouter.de/#preise. You can check your estimated price per ride with our "Preisrechner" (calculator) at scouter.de/#preisrechner

3. Limitation of Liability

You're always secured by scouter carsharing. Your liability for damages is limited to 1.500 € - without extra charge. The option "Verbesserter Unfallschutz" (improved accident protection) which costs 99 € / year you can reduce your liability to 150 € per accident. If you don't want an annual subscription you can also choose the "Verbesserte Unfallschutz" for each single trip - for 8 € / 24 h.

This information can also be found on our website.

4. scouter Carsharing network

scouter is a member of a large carsharing network containing around 200 carsharing companies. All of these partners' cars can be booked and used by you easily via your scouter account. Pricing for our partners' cars is the same as for scouter vehicles.