

## General Questions

### 1. Do I need a smart phone to use the Smart Mobility Hub?

Yes. The GTS booking platform is a SmartPhone based app. Apart from using the app to make bookings, in order to initiate bookings, a smartphone is required.

### 2. What happens if you are held up on a site visit?

If you are delayed for some reason, please use the “Current Journey” function in the app and press the “Extend Journey” link and select how long you wish to extend your journey by, the system will only allow this behaviour if the extension will not clash with another users booking on that vehicle. In the event that the system will not allow you to do this, please contact the relevant customer service team (for e-cars: Nifti Business Leasing and for all bikes: Bleeperbikes) at the numbers provided on/in the vehicle and in the app and they will be able to help you.

### 3. Will e-scooters be available?

No, e-scooters will not be available until there is legislation in place nationally for them.

### 4. What's the deal with insurance?

Once you have provided a full EU driver's licence, you will be included on the DCC IPB insurance policy for driving the e-cars. Bike users will be covered under the same insurance for personal liability.

### 5. Are the vehicles accessible at weekends or in the evenings?

Vehicles are only accessible from 08:00 to 17:30 from Monday to Friday (though some location hours may be different)

### 6. Will I get a reminder about their booking?

The GTS app sends out a reminder (email and an app notification) to remind you of your booking.

### 7. Can I cancel my booking last-minute if needs be?

Yes, absolutely, if you need to cancel last minute, you can use the booking platform to do so.

### 8. Can I book a vehicle last-minute if one is available?

Yes, absolutely, you can use the booking platform to do so.

### 9. Will I be offered alternative transport if my booked vehicle is late or if there is a problem with it?

If the vehicle you have booked is not visible at the base station, please contact the relevant customer service team who will be able to help you. Their details can be found on the app.

## Car Questions

### 10. Where are the e-car keys kept?

All e-car keys will be kept in the dashboards of cars. Keys must be left in the dashboards when the e-cars are at their base station. Cars are unlocked at the beginning of the journey using the app. Cars are locked at the end of the journey using the same app. Please see familiarisation video for more information.

### 11. Do I need to pay for parking?

You must cover the cost of your own parking, or take that up with your own line manager.

### 12. How will the battery be charged, and how often?

Each time an e-car is returned, it is plugged in, and will always get an overnight charge.

### 13. How long does the battery last?

The duration of the battery depends on how the e-car is being used, however a guideline range is 200 – 250Km.

### 14. What do I do if the e-car breaks down?

If the e-cars break down, please contact the Nifti Business Customer Care Team at the number provided in the e-car and on the app.

### 15. What happens if I have an accident/collision in the car?

If you have an accident, please contact the Nifti Business Customer Care at the number provided in the e-car and on the app.

### 16. I've never driven an e-car or an automatic car before – I don't know where the controls are?

Please see Nissan's familiarisation video that will take you through all the controls you need to know how to use in the e-car.

### 17. What type of driver's licence do I need to be able to drive the e-cars?

You need a full driver's licence from an EU country in order to be insured to drive the e-cars.

## Bike Questions

### 18. Will locks be provided for the bikes?

All bikes are fitted with an IoT lock that can be unlocked using the app. They communicate with your Smart phone using Bluetooth, so please make sure to turn Bluetooth on before attempting to unlock your bike.

### 19. Is there any sort of storage provided on the bikes?

Not necessarily. Some bikes may have a basket or panniers attached. The app will indicate what is available at the time of booking.

### 20. Is a driving licence necessary to use the bikes?

No, you do not need to have a driving licence to use the bikes.

### 21. Are we insured on the bikes and e-bikes?

Yes you are insured on the bikes (please see question 4 above).

### 22. What happens if you get a puncture?

If your bike gets a puncture, please call the Bleeperbike Customer Care Team at the number provided on the e-bike and follow the instructions given. If you can get the bike back to its base station without too much difficulty, that would be appreciated.

### 23. Will the bikes be registered with the guards?

That is a decision for the companies supplying the bikes to make, and the suggestion has been made to them.

### 24. What happens if the e-bike battery dies?

You will never get stuck anywhere as you'll always be able to use your leg power alone to power the bike.

### 25. Can the helmets be adjusted for different head sizes?

The helmets in place should have some adjustment features.

### 26. Can you sign up for just the bikes/e-bikes, and not the cars?

Yes, you can.

### 27. Are all bikes foldable?

No, the bikes are not foldable.

### 28. Where can I lock bikes?

You can lock the bikes in all legal bike-parking areas of the city.

### 29. Do the bikes have lights front and back?

Yes, all bikes have front and rear lights that come on when you press and hold the + button on the handle-bar console of the bike. Pressing and holding the + button a second time will turn the lights off.

**30. Do the bikes have carriers?**

Some of the bikes have carriers. The options will be made available to you at the time of booking.