



YOU'RE GOOD TO GO

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Welcome to GoTo

Just read this manual and **you're good to go!**

GoTo cars can be found
all over the island in more than 450 reserved
parking spots.

Payment is calculated by the minute, and the
drive must start within 15 minutes of
booking.

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1.

Before you start.

First, download the GoTo One-Way app on Google Play or the App Store.

Then, familiarise yourself with our rules:

- Only someone who is a registered driver with us **can drive our cars.**
- Keep the car **clean and do not smoke** while in the car (a cleaning fee applies to drivers who return a dirty or smelling-of-smoke car).
- We love our furry friends, however, due to severe allergies that other users or passengers might have, **we strictly forbid anyone to bring animals** into GoTo cars.
- Return the vehicle to one of the designated parking spots charged for **at least 15 additional kilometres.**

2.

Steps to follow.

1. Book a car

In the GoTo app, you can see a map with all the available cars near you.

Clicking on a car will enable you to reserve it free of charge; you then have 15 minutes to start your journey. If these 15 minutes expire before beginning your drive, you can extend the holding time for a fee of €0.14 per minute. Just click on 'Extend reservation' on the app.

2. Start driving

Once at the car, press the 'I am at the car' button and enter your pin number, or simply hold your membership card against windshield sticker to open the door.

Before you start the engine, check the car for damages. It is essential to inform us of any damages, bad odours or issues before starting your drive. To report them, use the damage report section of our app.

On the app, you will find the damages reported by previous drivers. If the damage you noticed has been already registered you are not required to add it again.

If there is severe damage, please call our customer service team on **+356 2226 8000**. Please note, starting the engine is a sign that the car is in good condition, clean and damage-free.

We continuously and consistently strive to offer good service, so we rely on you, our users, to let us know if there are any issues and we will sort them out as soon as possible.

Once you complete a damage check, press the 'Start' button (there is no key). Charges apply **5 minutes** after you press the 'I am at the car' button on the app or after you start the car's engine (whichever comes first). This initial five-minute period is intended to let you complete the damage report.

Attention: Our electric cars are very quiet. Please note that pedestrians may not hear you coming, so be extra careful.

3. Parking and ending your trip

GoTo has more than 450 reserved parking spaces marked with a GoTo road sign. At the end of your drive, park in any spot reserved for GoTo. You can use the app to navigate your way to the available parking space near your destination or to the closest parking spot.

Before leaving the car, please check that:

- The car is **clean**
- The car is parked in a **GoTo parking spot**
- The car engine is **turned off**
- The lights are **turned off**
- The mirrors are **folded in**, and the windows are **closed**
- None of your **personal items** are left in the car.

Once you are out of the car, **lock the doors** by using the app or a **membership card**.

Lastly, press the 'End the trip' button in the car or using the app. Pressing the button stops the meter and releases the car to other users.

It is important to remember to follow all of these steps even if another customer is waiting to use the car.

3.

Important Notes.

1. Cancelling an order

In order to have cars readily available for customers, we have set up a system to prevent users from cancelling their orders often and at the last minute. Every user can **cancel up to 5 times for free**, but from the sixth cancellation onwards **a fee of €5** will apply.

2. Accidents and Damages

Did the bumper get scraped on the pavement?

Did another driver bump into you?

These things happen to everyone, and we're here to help.

All we ask is that **you stay put and give us a call**. We will give you clear instructions on how to proceed. **Fill out the accident report** that is inside the car and send it to us within 24 hours. Pictures and videos will help everyone involved to understand what happened.

Please note, it is **your responsibility** to get all contact information from the involved parties.

3. Insurance

All our cars are **insured with a comprehensive policy**, offered at an excess fee of €250 (or €350 if you are younger than 25 years old or have less than 2 years of driving experience). In the case of an accident, you are only liable for charges up to the excess amount.

4. Credits and Charges

To make it as easy as possible for you to understand our charges and fees, you can find everything on our website:

www.goto.com.mt/standard-fees.

5. Additional Drivers

Individual members are permitted to register **one additional driver** on the same GoTo account, while business accounts can have up to **15 drivers**. Add additional drivers' details by logging into your account via our website.

6. Driving Violations

All driving rules apply when using a GoTo car. Be sure to drive within the **speed limit** and **park in the legal spots** during stop-overs.

You are **responsible for all the violations** and fines incurred while using a GoTo car. If you get a fine/ticket for improper parking or speeding, you will incur the cost of the ticket, as well as additional processing charges.

Detailed fees can be found on our website:

www.goto.com.mt/standard-fees.

Please note that you are permitted to **drive on bus lanes** should you wish.



Any Other Questions?

Consult our FAQs on our website:

www.goto.com.mt/faqs

or contact us by calling:

+356 2226 8000

Our customer service representatives will be happy to answer any questions you may have.