



# User Manual





Combine cambio with **train, tram, bus**  
and **bike**.

Your cambio subscription is your  
access to **all cambio cars in Belgium**.

More about our stations:

**cambio.be**



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You can reach our  
call centre 24/7 at:

**+32 2 505 40 40**

Please keep your customer number  
at the ready.

Contact the call centre for free if  
you have a problem during your  
trip. Call the number above or press  
the yellow button on the onboard  
computer.

The call centre can also make  
or change reservations for you,  
at a small additional cost. Of  
course, you can easily manage  
your reservations via the App or  
Mycambio for free.






## Introduction

This manual contains all necessary and practical information about cambio carsharing. This booklet explains how to book a car, how to pick up your cambio car, how to drive it and what to do when on the road.

Please watch the **instructional video** and read this manual carefully before using a car for the first time.

Tutorial video: [infosession.cambio.be](https://infosession.cambio.be) 

## Onboard book



Every car has an onboard book where you can find all information about the vehicle and the station. Refueling, technical information about the car, board documents and accident report, instructions about the parking badges (where applicable), etc.

Every time you see **this icon**, you will find more info in the onboard book.



## Checklist before you leave

- Did you **check** the car for possible **damages**?
- Did you **answer all the questions** on the onboard computer?
- Did you secure the parking spot with the **parking barrier**?

## Checklist when you return

- Is the fuel tank **at least a quarter full**? Did you connect the e-cambio to the **charging station**?
- Did you put the **key** and the **fuel card** back in **the onboard computer**?
- Did you **remove all traces of use** (crumbs, pieces of paper, etc.)?
- Did you put the **handbrake** on and is the gear put **into neutral**?
- Are all **lights** turned **off**? Are all **windows** and the **car boot** closed?
- Did you close the car **with the cambioApp** or with your **cambio- or MOBIB-card**?
- **Parking ban**? Park your vehicle somewhere else. See page 20.






# 1. Booking a cambio car

You need to make a reservation before you can use a cambio car.  
This is possible 24/7:



- with the [cambioApp](#):
  - on the internet: [cambio.be](#) - [Mycambio](#)
  - over the phone\*: call the call centre at  02 505 40 40.
- \*reservation fee: € 0,25.



In the case of **pool card contracts**, the company or organization will manage the reservations.



You choose:

- the station from which you would like to book a car;
- the type of vehicle;
- date and time, both for the start and the end of your reservation (a reservation is minimum 1 hour).

If the car does not fully match your preferences, you can choose from a list of **alternatives**.

A reservation can be changed afterwards as long as it does **not interfere with the reservations of other users**.



## IMPORTANT



If you want to travel outside of Belgium or if you need a GPS or automatic transmission, you have to indicate this as equipment when you book.



Make sure **to bring the car back in time and at the same station** from which you picked it up.

## TIPS



Always contact the customer service if you want to make a reservation for a longer period or for a long vacation. We will look for the most advantageous formula for your trip.



Do you regularly need a car on the same day at the same time? Ask for an abo-reservation. The car will be automatically booked for you (if certain conditions are fulfilled) at a lower rate.



The **hourly rate is not charged between 11pm and 7am\***. However, it is still necessary to book that period, so the car is not available for other users.

*\*with the exception of the Campus rate.*



## 2. Picking up the cambio car

To pick up a cambio car you need the following:

- your **cambio- or MOBIB-card** or the **cambioApp**;
- your **pin code**;
- Look for your **booking details** that you can obtain via **Mycambio**, the **cambioApp** or from our **call centre**.

**1** Open the car with the **cambioApp** or hold your **cambio- or MOBIB-card**, close to the **card reader** behind the windscreen of the car.

**2** **Check** the car for damages, dirt and the level of the petrol tank.

**3** **Enter the pin code** on the **onboard computer** (more info on page 9).

**4** **Follow the instructions** and answer the questions appearing on the screen.

**5** **Take the car key out** of the onboard computer.

**6** **Start the engine.**





# TIPS

You do not need the car anymore? You can cancel your reservation for free until 24h beforehand. When you cancel your reservation less than 24h in advance you only have to pay 30% of the hourly rate for the cancelled period. Cancelling (or shortening the reservation) always pays off.

When the station is located in an underground or secured parking, you have to enter/leave the parking with the parking badge. Make sure the parking badge stays in the car at all times, ready for the next user.

If you book a car at a station where you have not been before, check the website for its exact location. The cambioApp can also help you find the station.

If you receive a new MOBIB-card, email us a photo of both sides so we can activate it.





### 3. Damages and scratches

Did you notice a scratch on the car? No worries, it happens. **Contact the call centre and report the damage**, no matter the size. This way you will not be held responsible.

**It is essential to check the car for any possible damage before you drive.**

- If you see a sticker 🧐 next to a visible damage or the damage is already listed on the damage list? **You do not need to do anything.**
- If the damage is not marked with a sticker, you need to **follow the procedure** described in the onboard book. 📖



**You should always inform cambio if a car is not clean.**

Our technical support makes sure the cars are maintained on a regular basis, but the technicians do not always see the cars after every reservation. That is why you should always let us know, via the cambioApp, if the previous user has left a car dirty at the station. We will clean the car as soon as possible and we will contact the previous user about this.



**You can call the call centre at all times using the onboard computer.**





## 4. The onboard computer

You can find the onboard computer in the glove compartment of the cambio car:



The **car key**: starting the engine is only possible after you have followed the instructions.

The **fuel card** and the associated pin code (the onboard computer will show the PIN after you have turned off the engine).



You can use it to **contact the call centre 24/7**.

The screen of the onboard computer is **not a touchscreen**.

1. Press the yellow button on the bottom of the computer.
2. The computer will ask you if you want to make the call. Press "Yes".
3. You can end the conversation by pressing "No".





## 5. The parking barrier

Every parking spot is reserved for cambio, but to prevent people from parking there without permission, you need to secure the parking spots with a parking barrier.

You need to raise the parking barrier when you leave the parking and when you return you can just put it down. Some barriers need to be put down **with a key**, which you can find on the key ring of the car key. Others do not need a key at all.

Looking for  
quick instructions  
on how to use our  
parking barriers?

 YouTube



Check our Youtube  
video.



When the station is located in an underground or a secured parking, you need to exit and re-enter the parking with the parking badge that you will find the car.

**Never take a ticket from the machine.**

**Make sure the parking badge stays in the car, otherwise you could create problems for the next user.**



## 6. On the road

**A reservation is always linked to a user.** Book in your own name and not in the name of your partner. Only if you are also in the car, someone else may drive. This person should of course have a valid driving licence and be capable to drive. Never let someone else drive the car when you are absent. **You always remain responsible for the car.**

You will find all technical information about the car and an explanation about the different procedures in our onboard book.



### Some tips for on the road



**Always close the car with the car key during your reservation, never with the cambio/MOBIB card or the App.** Because if you do so, the reservation will be ended automatically and you will not be able to get in the car anymore.



It is strictly forbidden to smoke in the car.



It is strictly forbidden to transport animals in the car.







In some cambio cities you do not have to take a parking ticket when parking outside the cambio parking spot (only in the city of the cambio car itself).



## In the glove compartment you will find:

- 1 The **onboard computer**.
- 2 An **envelope** with:
  - **Certificate of registration.**
  - **Insurance card.**
  - **Certificate of conformity.**

## In the onboard book you will find:

-  A **short explanation** of how to start the car, what to do in case of an accident or breakdown and the fuel procedure.
-  General **technical information** about the car.
-  A **European accident statement**.
-  **Damage list**.







## 7. Refueling

**Fuel is included** in the kilometre rate. You need to use **the cambio fuel card** of the car whenever you have to refuel. It is also possible to refuel when abroad with this card.

### General guidelines:

- You only have to refuel when **the fuel level is less than 1/4th**.
- You can find the **fuel card** in the onboard computer.
- The **pin code** (of the fuel card) appears on the screen of the onboard computer once you turn off the engine.
- You need to **enter the mileage** at the payment terminal of the petrol station.
- Make sure you take **the right fuel**. It is written on the fuel card and on the fuel cap.
- You can also use the fuel card **abroad**.
- **Important: put the fuel card back in the onboard computer after use!**





**You can only use the petrol stations of the fuel company that are mentioned on the fuel card.** This can be different from town to town. Take a closer look before you refuel where the gas stations are located.



Make sure the tank is **always filled for at least 1/4th when you return the car.** You are free to refuel whenever you pass a gas station of course. It is a small gesture that could improve the experience for other users.



**If there really is no other way,** you can refuel at your own expense (max. €20). In that case you should always contact the call centre. Just send your receipt to the customer service and cambio will reimburse you on your next invoice.



## 8. Issues

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### What if you cannot open the car?

On very few occasions it is possible that the car will not respond when you hold the cambio chip card in front of the card reader. There is usually a logical explanation:

- You made **a last minute reservation**. The car possibly did not receive the order yet. Just wait for a few moments and try again.
- You are a bit **too early at the station** and your reservation has not begun yet. Again, just wait for a few moments and try again.
- The **reservation is registered on the partner card** and not on yours. A quick phone call to the call centre will solve the problem. You can also change the registered user **via the cambioApp**.
- Are you sure **you are at the right station and/or car**? Check the details of your reservation to make sure.
- Worst case scenario, there is a **problem with the battery** of the car. Contact the call centre. They will help you.

You can open the car with **the cambioApp**.



## What if the car is not at the station?


You cannot find the car at the station? **There are 2 possibilities:**

1. The car has not been parked at its normal parking spot (because of roadworks or maybe a parking offender). If the previous user informed us about the “new” location of the car and if cambio knows your mobile number, you will get a text message before the beginning of the reservation with the “new” location. If you do not get a message, you should call cambio so we can find a solution for you.
2. The previous user has not returned the car yet. Cambio has usually been notified about the delay and has tried to contact you. But maybe we could not reach you or maybe the previous user forgot to warn us or was not able to contact us. Call the call centre so we can find out where the user is.

On p. 20 you will find more information on parking bans.



## What to do in case of an accident?


1. Immediately **contact the call centre** on  **02 505 40 40** or by using the onboard computer.
2. Fill in the **accident statement** with the counterparty. You can find the document in the onboard book.
3. **Inform the police**, no matter the cause or the seriousness of the accident.
4. Never sign a confession of guilt and do all you can to limit the damage. **Take note of the names and addresses of witnesses**, if possible.
5. Provide the customer service with **the accident** and **police statement** as soon as possible. Cambio will take care of the follow-up.

Only use the car after the accident once you have received a clear permission from cambio.

Lower your liability to € 200 with the **Safety Pack**. Without this extra insurance your personal risk is max. €1.000. Further information is available at the customer service.



## What to do in case of breakdown?

All cambio cars have a **breakdown service**. If you have a flat tire for example, you will always be helped. But always **contact the call centre** on  **02 505 40 40** or by using the **onboard computer**.

### Stay with the car!

Make sure you have **all necessary documentation** of the car by hand (licence plate, chassis number, etc.).

The cambio staff member will ask for **detailed information about the damage** and will, if necessary, get in touch with the breakdown service.

**Keep cambio informed** about the situation!





## 9. Returning the car

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Please **close the car properly**.

Do as follows:

1. If the parking spot is **secured with a parking barrier**, you have to put it down first (with or without a key). Drive the car in the parking spot.
2. Put the **handbrake** on and the **gear in neutral** (or, in case of an automatic transmission, in (P) park mode).
3. Put the car key **back in the onboard computer**.
4. Check if **all lights** are out and if the **trunk** and the **doors are closed**. Do not leave any personal items in the car.
5. Is all the **equipment** left **in position** (fuel card, parking badge, etc.)?
6. Make sure the car is **clean**.
7. Close the car with the cambioApp or by holding the **cambio-or MOBIB-card** in front of the card reader on the windscreen.
8. **Parking ban?** See page 20



## 10. Parking ban



**Is a parking ban announced at the station?** Please let our call centre know.

**Does a parking ban start within 48h?** You may no longer park here. If you choose to park on a spot with an upcoming ban and the car gets towed, all towing costs will be added to your invoice (all towing costs or an intervention by cambio will be charged to the user).



### What to do?

1. **Please find a different public parking space** where you are allowed to park as close as possible to the normal station.
2. **Do not leave the car until you have informed our call centre** about the exact address where you parked it. We will inform the next user where to find it.

### ATTENTION

Another cambio station or private parking **is not allowed.**



## 11. Back too soon?


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Your reservation is automatically ended when you close the car **with the cambioApp** or **with the cambio- or MOBIB-card** when you are back at the station earlier than planned.

**The remaining time of your reservation is only charged for 30% of the original hourly rate.**

## 12. Not back in time?

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It may happen that you cannot return the car on time due to unexpected circumstances. **You have to warn the call centre**, by phone  **02 505 40 40** or via the onboard computer, when you notice you will not be back before the end of your reservation.

- If possible the call centre will extend your reservation.
- If this extension causes problems for the reservation of the next customer, a compensation fee will be charged on your invoice.
- Calling us after the end of your reservation or not informing us at all will result in a fine.

**When booking a car, calculate enough time!** You'll avoid problems and the risk of a fine.

**Remember:** the hourly rate is not charged during the night but you still have to book those hours.



**Practical:**  
Extend your reservation by 15 minutes in 1 click via the cambioApp!



## 14. Do not forget!

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It is prohibited to smoke in the car or to transport animals.



Always check the car for damage before you leave.

## Respect your fellow users:



Make sure the tank is **at least ¼ full** when you return the car. Or make sure you connected the **e-cambio to the charging station** properly.



Bring the car back in a tidy state.



Bring the car back on time!  
If this is not possible, warn the call centre.





You can register your partner, a family member or a friend, in the same contract as yours via Mycambio. The partner pays a lower subscription fee, no additional financial contribution is charged and he/she gets a personal cambio chip card.



Make sure you have given your mobile number to cambio, so that we can contact you if necessary when a car is parked at a different location.



Having trouble starting the engine? Did you follow the procedure correctly (page 6)? The steering lock might be activated. In that case you should turn the car key and the steering wheel at the same time.







# Cambio card

## Info

With this chip card you receive a pin code. You will always need this pin code as well as the details of your reservation (which station and the hours of your reservation).



Cambio customer number:

Name of the chip card user:



cambio.be







# Contact

## Call centre 24/7

Only for reservations or in case of problems during your trip. Available 24/7.



**02 505 40 40**

## Customer service

For all your questions regarding your subscription, invoices, tariffs and other administrative matters.

**Brussels : +32 2 227 93 02**

[brussels@cambio.be](mailto:brussels@cambio.be)

Rue Thérésienne, 7 - 1000 Brussels

**Flanders : +32 9 242 32 17**

[vlaanderen@cambio.be](mailto:vlaanderen@cambio.be)

K. Maria Hendrikaplein, 65B - 9000 Ghent

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