

HEY YUKŌ MEMBERS! ARE YOU READY TO YUKŌ?

YUKŌ,
YOUR CAR,
WHEN YOU
NEED IT.

YUKŌ SHARE MEMBER MANUAL

Your guide to booking, driving and sharing our cars.

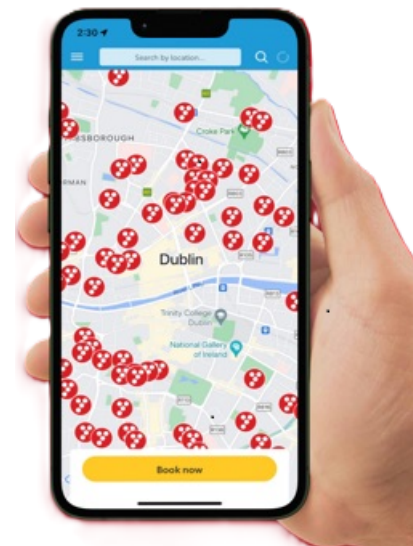
Please note the information in this manual only applies to YUKŌ
Share bookings



YUKO.IE

BOOKING YOUR YUKŌ

- Enter your pick-up and drop-off times.
- The available vehicles will appear on the map, unavailable vehicles are faded out. The red icons are for YUKŌ Share and the blue icons represent the various Toyota dealers across Ireland.
- Click **Search Options** to filter the type of vehicle you need.
- Select your vehicle by tapping on the red icon.
- Review the cost and confirm your booking.



YOUR READY TO YUKŌ...

HITTING THE ROAD WITH YUKÖ

Find your YUKÖ!

Click on the **Current Journey** section of the app and tap **Start Journey**. Click the **Find My Vehicle** button and Google maps will open and it will walk you to your car.

Open Your YUKÖ

Lock / unlock your YUKÖ by clicking on the **Green Unlock** button or the **Blue Lock** button. Our YUKÖ's are powered by Bluetooth. They do not require internet connection. Please make sure your Bluetooth and Location Services are both turned on.

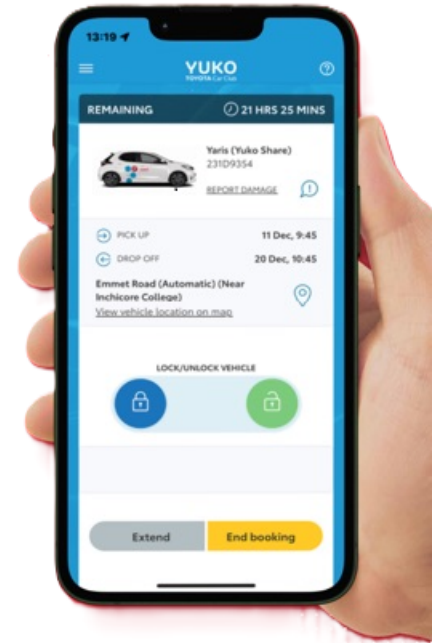
Damage

Report any dirt or damage on the app by clicking on the ? button in the top right-hand corner

Drive

Every YUKÖ is hybrid and key-less. Press the Power button by the steering wheel while pushing on the break to start and you're set to go!

Always remember to leave the vehicle in (P) park and switch off all lights. Click **End Journey** once you have finished your booking.



RUNNING LOW ON FUEL?

All YUKŌ cars take petrol, all vans take diesel

You can find the fuel card located in the sun visor or glovebox.

YUKŌ Fuel Cards

The Pin code can be found in the current journey section of the app. Please note the registration and mileage when you are paying as you will need this. Please leave for the next customer at least 1/4 tank of fuel

Finding a Garage

Fuel cards can only be used in Circle K garages

Can't find your Fuel Card?

In the rare occasion that you cannot find your fuel card or that it doesn't work - please contact our customer support team and they will advise you on next steps.

If you put incorrect fuel in a vehicle you will be subject to drainage fee + €200 penalty.

Fraudulent use will be reported and will be prosecuted.



EMERGENCIES

If you have an accident

Please take photos of damage on your vehicle and third party vehicle if applicable. Exchange insurance details with third party. Please do not admit liability.

We're here for you to contact between 8am – 10pm, 7 days a week on [016 918 816](tel:016918816).

Please let our support team know if you are involved in any incident and they will advise you next steps.

In the event of a breakdown outside office hours

All YUKŌ Toyota Car Club cars are covered by a road assistance policy, so if you break down, contact road side assistance on [016 373 632](tel:016373632) and they will sort everything out. Should this happen, please stay with the vehicle & let our support team know by sending them an email.

Road Side Assistance: [016 373 632](tel:016373632)

Email: support@yuko.toyota.ie



TO AVOID PENALTIES

- Vehicles must always be returned to their designated street, if you cannot find parking don't worry, simply park on a nearby street no more than a 5 minute walk away.
- Always leave the vehicle in (P) at the end of your booking, switch off all lights and click **End Booking** on the App. Ensure car is returned on time to avoid €25 late return fee.
- Report any dirt/damage on the App. This can be found when you go into the **Current Journey** section and click on the question mark.
- Always think of the next driver and leave the vehicle with at least a ¼ tank of petrol and clean out any dirt.
- Please do not leave the car on a one way trip to avoid a €150 fine + recovery charge.



THINKING OF THE NEXT DRIVER

YUKÖ is a community and our cars are shared amongst all members. Please always leave the vehicles as you would like to find them.



NO SMOKING



NO PETS



CLEAN UP
LITTER



RETURN VEHICLE
ON TIME



TURN OFF
ALL LIGHTS



LEAVE VEHICLE
IN (P) PARK

	Automatic Penalties
Putting wrong fuel into the car	€200 Penalty + recovery cost
Return vehicle with less than 1/4 tank fuel	€25 penalty
For late return	€25 penalty
Leaving light on / not leaving vehicle in park	€50 penalty
If vehicle is excessively dirty after your trip	€50 penalty
For unreported damage before/after your booking	€100 penalty + repair cost
If car is left on a one way trip	€150 penalty + recovery charge
For smoking in the vehicle or transporting pets	€200 penalty
Allowing unauthorised driver to operate a YUKO	€500 penalty

LET'S TALK MONEY

Car Hire Costs

The card on your account is charged for your booking 24 hours prior to your start time. If you bring a vehicle back early you will still be charged for the full length of your booking.

Distance Charge

You get 50km free per day, after that you will pay €0.25 for every kilometer. Distance travelled will be calculated automatically and you will be charged after your booking has finished. Please find all related hourly, daily and distance prices on the pricing section of our website: www.Yuko.ie/pricing.

Promotional Codes

If you have a promotional code already entered onto your account, it will be used automatically towards your next booking. You can also enter a code when making a booking if you have not entered it already.

Tolls

This will be invoiced to your account after the booking has finished.

Clamps

If a vehicle is clamped from where you have parked it, we will re-charge this to your account along with a €25 admin fee.

Late Return

If you are late returning a vehicle without informing our team, you will be charged for the additional time you have the vehicle along with a €25 penalty. If you are running late please extend your trip on the App or contact our support team if you cannot do so. Remember to hit **End Journey** when your booking finishes to avoid the late return penalty.

Speeding Fines & Parking Fines

Speeding fines and parking fines will be re-issued in the member's name and forwarded to the driver with a €25 admin fee.



INSURANCE

YUKŌ members are covered by comprehensive insurance.

There is an insurance excess of **€1850** if the member is at fault for damaging the vehicle during their booking.

Any questions on insurance? Feel free to email: support@yuko.toyota.ie

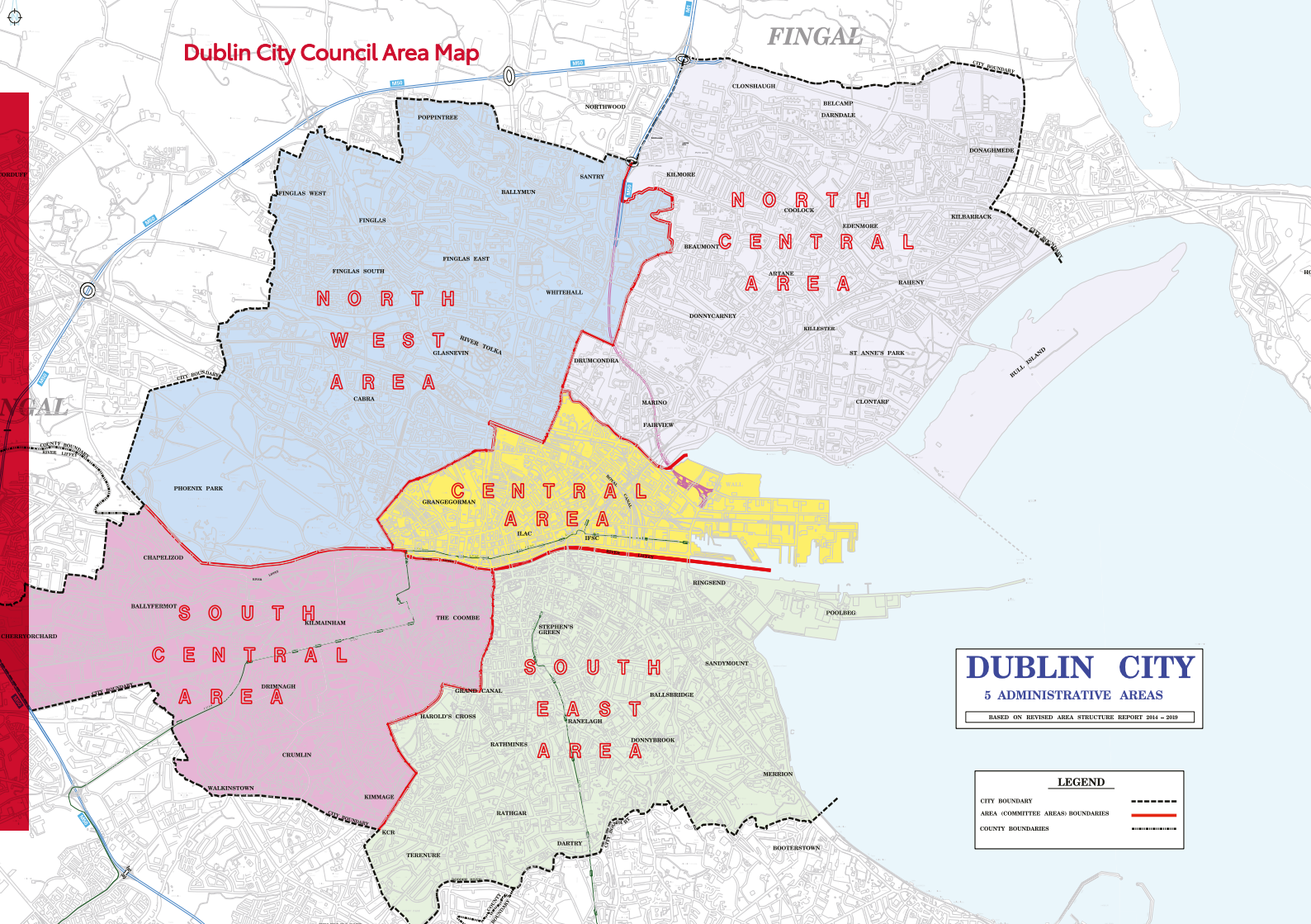


PARKING IN DUBLIN

- Your YUKŌ can be parked for free in any public parking space in the Dublin City Council Area only if you collected the vehicle from a designated street in Dublin City Council. Check out the map on the next page highlighting areas that are part of Dublin City Council.
- Beware not to take up 2 spaces, park in taxi ranks, loading bays (regardless of the time), clear ways, or private spaces.
- In the event of your YUKŌ being clamped due to any of the above, you will be charged immediately for the removal of the clamp plus a €25 YUKŌ admin fee.



Dublin City Council Area Map



DUBLIN CITY
5 ADMINISTRATIVE AREAS
BASED ON REVISED AREA STRUCTURE REPORT 2014 - 2019

LEGEND	
CITY BOUNDARY	-----
AREA (COMMITTEE AREAS) BOUNDARIES	—————
COUNTY BOUNDARIES	

YUKŌ CORPORATE AND RESIDENTIAL

Want to use YUKŌ for your business?

We offer a special programme for corporate customers. YUKŌ makes staff travel as hassle free and cost effective as possible! Simply book & go to appointments. YUKŌ will take care of your insurance, maintenance and fueling. Feel free to drop our team a message for more information on yukosales@yuko.toyota.ie

YUKŌ Subscription

If you would like your own Toyota, flexible, all inclusive, delivered to your door, then YUKŌ Subscription lets you do just that. You will need to make a minimum booking of 3 months. For more information on YUKŌ Subscription visit www.yuko.ie/subscription.

YUKŌ Community

If you want a YUKŌ placed in your apartment complex, please ask your property management company to contact us. You will need a community access code to have membership in a YUKŌ Private Community.

More Information

Visit our website www.yuko.ie for more information including our Locations Map, FAQ section, Pricing, Corporate or to Log Into your account.



App

Download the YUKŌ Toyota Car Club app available on Google Play and iTunes Store.

Social Media

Follow YUKŌ on Social Media! Show us where you YUKŌ'd using the hashtag #LetsYuko



@yuko_toyota_car_club



@yuko_toyota_ireland



@YukoToyotaCarClub



CONTACT US



Office Hours

8am - 10pm Monday – Sunday

Breakdown

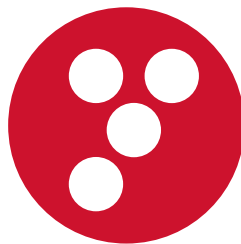
24 / 7 Roadside Assistance:

016 373 632

Email: support@Yuko.toyota.ie

YUKŌ support phone: 016 918 816





YUKO
TOYOTA Car Club

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