



### During the drop off the vehicle

- Be there at the appropriate time at the agreed meeting location
- Carry with you the car's registration papers and copy which will remain in the car during the booking and the insurance contract
- Have your phone fully charged and be sure there is internet coverage
- Log in Ridemind's app and click "bookings"
- Click "Reached meeting location"
- If the renter has also reached the meeting location and clicks the same button fill first the rental agreement
- Click the "fill rental agreement" button and write the mileage and upload 6 photos of the vehicle (4 sides, front and back right and left, the mileage and the car's vin number)
- Write some comments about the car and its condition and confirm that the renter has shown to his/her driving license and his/her ID or passport
- Do not leave and do not give the keys of the vehicle until the renter confirms the pick-up of the car.

### During the pick-up of the vehicle

- Be there at the appropriate time at the agreed meeting location
- Have your phone fully charged and be sure there is internet coverage
- Log in Ridemind's app and click "bookings"
- Click "Reached meeting location"
- If the renter has also reached the meeting location and clicks the same button fill the rental agreement
- Click the "fill rental agreement" button and write the mileage and upload 6 photos of the vehicle (4 sides, front and back right and left, the mileage and the car's vin number)
- Write some comments about the car and its condition and indicate possible damages
- In case of a severe damage click the "Claim" button and report the damage and upload photos of evidence. Do not neglect this step!

Otherwise you will not be compensated if you just confirm the delivery of the vehicle

- Do not leave and do not give the keys of the vehicle until the renter confirms the drop off of the car.