

# FIRST RESERVATION TIPS

# KINTO



Familiarize yourself with the [FAQ article](#) for your location. It will have important info such as the address, hours of operation, where the KINTO cars are parked, and gate codes, if applicable.



You will not receive keys with your vehicle. The KINTO app allows you to lock, unlock and start your vehicle.



At time of pick-up text our customer support if the vehicle is dirty, has an odor, damaged, or with a fuel tank level less than full (range less than 150 miles for EV) immediately as you don't want to be responsible for fees.



Manage your mileage used as you are allowed 200 miles per day which will be calculated at the end of your reservation,



Toll Roads - if the vehicle has a toll tag you will be charged the toll post reservation return. If there is not a toll tag installed you will be charged for the toll and a processing fee.



Roadside assistance is available 24/7, text our customer support team.



Traffic and Parking Citations - if you receive a citation during your rental period you are responsible for paying it promptly or we will charge you the fine and a processing fee. Please be aware this could take up to 180 days to process.

To prepare for picking up and returning your reservation we recommend reviewing the [RENTAL PICK-UP](#) and the [RENTAL RETURN](#) resources.



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