



# FAQ – KVV.MyShuttle

(Stand September 2021)

## Content

How to book a trip?.....	2
Why do I have to register in the KVV.easy app and enter my payment data in order to use MyShuttle? .....	2
What does MyShuttle cost?.....	2
Which payment methods could be used? .....	3
What are the operating hours of the MyShuttle?.....	3
I would like to book a ride. What does "There is no available ride" mean? .....	3
What does "Outside the operating area" mean?.....	4
What does "The product can not be booked at the desired departure time" .....	4
Possibility of taking children with you.....	4
Possibility of taking pets with you.....	4
Is it possible to book a trip for another person? .....	4
Can I reserve a specific seat when I book? .....	5
Why do I have to specify the number of people when booking? .....	5
What do I have to do after the booking?.....	5
Is it possible to see when my shuttle arrives? .....	5
Is it possible to take luggage or other items with me? .....	6
Trips beyond the operating area of MyShuttle .....	6
Trips from outside the MyShuttle service area.....	7
Is there a guarantee that I will get the shuttle I booked or subsequent connections? .....	7
Is it possible to cancel or revoke my booking? .....	7
I already have a KVV ticket, can I use this for my MyShuttle ride? .....	8
How do I recognize my MyShuttle? .....	8
Will my shuttle take me directly to my destination? .....	8
Why is my shuttle delayed? .....	8
I am late and can't get to the Shuttle in time? What should I do? .....	9
Information for persons with reduced mobility .....	9

# FAQ – KVV.MyShuttle

(Stand September 2021)

## How to book a trip?

In the KVV.easy and KVV.mobil app, enter your start and destination (address, station, city) as well as the time of the trip / arrival and the number of people. It is best to activate your tracking services so that your location can be located automatically. This simplifies the booking process. You can also select the start and destination by moving and selecting it with the pin on the map or by entering text. If you have a valid ticket or a BahnCard, you can deposit it under the number of persons to benefit from discounts or free travel. Once you have entered the required information, you will be offered an available ride after confirmation on "Next". After successful booking, you will see details and realtime information about the trip as well as any necessary walking distance to the pickup location. You can also view the trip details in the menu under "Booked Trips".

## Why do I have to register in the KVV.easy app and enter my payment data in order to use MyShuttle?

Registration in the app is necessary in order to identify passengers boarding the vehicle. In case you have no valid Ticket, the KVV.easy App and KVV.mobil app can be used for the ticket payment, which means you have to deposit your payment details.

## What does MyShuttle cost?

The MyShuttle is integrated into the KVV-tariff. Owner of a BahnCard travel for a reduced price of 1,70 €. Owner of a valid public transport ticket (e.g. subscriptions, education card, semester ticket, combined tickets for corresponding cultural or sporting events) travel free of charge if a valid ticket exists. The price for a single trip by shuttle corresponds to the ticket fare for one (2.20 € for adults). No ticket can be purchased in the vehicle.

### **Which payment methods could be used?**

Supported payment methods in KVV.easy are credit card (Mastercard, VisaCard or American Express) or direct debit. Offered options in KVV.mobil are credit card (Master Card, VisaCard or American Express) or PayPal.

### **What are the operating hours of the MyShuttle?**

#### **Ettlingen and districts**

The four electric shuttles do not run according to a fixed schedule. They only run if they are booked via the app or by phone. The service is available monday through saturday between 7 p.m. and 1 a.m. and sundays and holidays from 8 a.m. to midnight.

#### **Marxzell**

The electric shuttle does not run according to a fixed schedule. The shuttle only runs if it is booked via the app or by phone. The service is available monday through friday between 7:30 p.m. and 1 a.m., saturdays from 8 a.m. to 1 a.m.; sundays and holidays from 8 a.m. to 8 p.m.

#### **Dettenheim and Graben-Neudorf**

The three vehicles do not run according to a fixed schedule, They only run if they are booked via the app or by phone. The service is available monday through thursday between 7 p.m. and midnight, friday through saturday from 7 p.m. to 2 a.m., sundays and holidays from 8 a.m. to midnight.

### **I would like to book a ride. What does "There is no available ride" mean?**

Maybe there are currently no free seats available for your chosen route. Please wait a moment and try to request again or change the desired departure or arrival time.

MyShuttle trips are only available during business hours.

**What does "Outside the operating area" mean?**

MyShuttle can only be used in certain operating areas. A booking (start or destination of the route) outside the operating areas isn't possible. You can see the individual operating areas on the map view in the MyShuttle tab in your app or as a map for download at [www.kvv.de//service/angebote-aktionen/myshuttle.html](http://www.kvv.de//service/angebote-aktionen/myshuttle.html).

**What does "The product can not be booked at the desired departure time"**

Please note the operating times of the MyShuttle. Travel requests outside of these times and outside the pre-booking period (Trips can be booked a maximum of 24 hours in advance) are not possible. Please notice, that pre-booking is not provided in KVV.mobil. KVV.mobil just offers instant rides. For pre-booking please use the KVV.easy application.

**Possibility of taking children with you**

Children are allowed on board, provided that each child – regardless of age – is also indicated as a passenger when making the request in the app or when booking by phone. Children up to the age of 4 will only be carried if they are escorted by a person aged 6 years or older and the accompanying person guarantees safe accommodation including the provision of the necessary aids (e.g. child carrier, child seat).

**Possibility of taking pets with you**

Pets cannot be taken on MyShuttle trips unless they are legal companion dogs or smaller pets in suitable containers, provided they do not occupy their own seat and there is enough space available in the MyShuttle.

**Is it possible to book a trip for another person?**

No, unfortunately this is not possible. The booking is not transferable. If you book a ride, you have to get on it yourself.

### **Can I reserve a specific seat when I book?**

No, unfortunately it is not possible to reserve and book a specific seat in our MyShuttles. However, if several seats are free when you board your MyShuttle, you are free to choose between them.

### **Why do I have to specify the number of people when booking?**

To provide you a MyShuttle with enough seats for each person you booked, it is necessary to specify the number of passengers at the time of booking. In view of the current situation, please note that the number of seats is currently limited to 2 passengers in order to allow all customers as much distance as possible in the vehicle.

### **What do I have to do after the booking?**

- Please be on time at the departure point of your booked MyShuttle. You can follow the arrival of the shuttle in the app.
- After boarding, your driver will ask you to show the public transport ticket indicated and available in the app.
- In case the ticket was purchased by KVV.easy or KVV.mobil, it is not necessary to show the ticket to the driver. You will receive a receipt in the app after the trip. The Payment based on the stored payment method is only made after the trip has been successfully completed.

### **Is it possible to see when my shuttle arrives?**

Yes, you can follow your MyShuttle live in the app on the map. The estimated time of arrival is also displayed under "active bookings".

## Is it possible to take luggage or other items with me?

A limited amount of luggage can be taken along (e.g. suitcases or travel bags). When booking your journey in KVV.easy, please activate the "Pushchair / luggage" slider and indicate this. Please note that it is not possible to transport bicycles (with the exception of folding bicycles). As a general rule, objects may only be carried if this does not endanger the safety and order of the operation and other passengers are not endangered or inconvenienced. In case of doubt, the driver decides on the transport.

## Trips beyond the operating area of MyShuttle

### KVV.easy

In KVV.easy, tickets can only be purchased for the MyShuttle trip in the KVV zones 243, 230 and 250. For partial trips in the public transport system following the shuttle trip or the booking of a complete trip in the public transport system, the ticket must be purchased via other points of sale (e.g. regiomove or ticket vending machine) where the entire KVV-fare range is offered. Passengers who use one of the transfer points for the onward ride in the KVV area after the ride with the MyShuttle require a connection ticket for the onward ride that starts in the respective tariff zone. It is recommended to purchase the ticket for the entire public transport travel chain outside of KVV.easy and to indicate that a valid public transport ticket is available when booking the shuttle. This ticket must be shown to the driver when entering the shuttle. By booking an overall ticket for the complete public transport journey, the respective tariff zone will only be charged once.

### KVV.mobil

In KVV.mobil, tickets can be purchased for the whole KVV-area (for example day tickets for the whole KVV area) so that you can pay for pre-rides or additional rides to the shuttle-ride too.

## **Trips from outside the MyShuttle service area**

### **KVV.easy**

In KVV.easy, tickets can only be purchased for the MyShuttle trip in the KVV zones 243, 230 and 250. For partial trips in the public transport system, the ticket must be purchased before the shuttle trip or the booking of a complete trip in the public transport system via other points of sale (e.g. regiomove or ticket vending machines) where the entire KVV fare range is offered. Passengers who come by public transport from outside the service area and have a destination within the service area of MyShuttle do not need an additional ticket for the immediately following connecting ride with MyShuttle, as all transfer stops to MyShuttle are also within the respective zone for which the ticket is valid. When booking the MyShuttle, it is only necessary to indicate that a valid public transport ticket is available. This must be shown to the driver when entering the shuttle.

### **KVV.mobil**

In KVV.mobil, tickets can be purchased for the whole KVV-area (for example day tickets for the whole KVV area) so that you can pay for pre-rides or additional rides to the shuttle-ride too.

## **Is there a guarantee that I will get the shuttle I booked or subsequent connections?**

When travelling with the MyShuttle, there is no claim from the KVV mobility guarantee.

## **Is it possible to cancel or revoke my booking?**

Yes, your booking can be cancelled or revoked free of charge before the start of the trip. The fare will not be debited. If you are unable to start your trip with MyShuttle or your pre-ride is delayed, please cancel your trip in the app as early as possible to make it easier for other passengers and the driver to continue their trip.

### **I already have a KVV ticket, can I use this for my MyShuttle ride?**

Yes, an already purchased and valid ticket will be considered. This means that you do not pay an additional fare for the trip with MyShuttle. For this purpose, a valid ticket must be entered when booking the trip or specifying the number of passengers. An individual selection ("KVV ticket", "BahnCard", "child") can be made for each passenger. Instructions for entering the ticket in the app are available at [www.kvv.de/service/angebote-aktionen/myshuttle.html](http://www.kvv.de/service/angebote-aktionen/myshuttle.html).

### **How do I recognize my MyShuttle?**

Your MyShuttle is a dark vehicle with the typical "MyShuttle" branding.

### **Will my shuttle take me directly to my destination?**

MyShuttle combines different trip requests of several passengers to one trip if these passengers have similar destinations. Therefore, depending on how many passengers get on / off the shuttle on the way to your destination, there may be short detours.

### **Why is my shuttle delayed?**

There could be different reasons for a delay of the shuttle. Traffic jams, accidents and other traffic disruptions affect the travel time of your MyShuttle. In some cases, another passenger may make a booking with a similar destination while your MyShuttle vehicle is on its way to you. In this case MyShuttle combines these two trips. Therefore, your MyShuttle vehicle may arrive with a slight delay. The estimated arrival time of your MyShuttle vehicle is continuously updated. In the app menu under "Active bookings" you can check the expected arrival time of your MyShuttle. In addition, you can follow the current location of your MyShuttle live on the map in the app.



**I am late and can't get to the Shuttle in time? What should I do?**

Unfortunately, it is not possible to wait for you. Please cancel your ride free of charge. Afterwards it is possible to book the desired connection again and the next possible trip will be offered to you. Due to the cancellation and new booking you will not have to pay again. Even if you can't or don't want to take a ride, drivers and passengers are grateful for a cancellation of their ride!

**Information for persons with reduced mobility**

The carriage of passengers with "Rollators" is only possible if the passengers can safely enter and leave the vehicle without the mobility aid. "Rollators", like regular luggage, are transported in the luggage compartment of the vehicle and are not accessible during the journey. Unfortunately, wheelchairs can currently only be taken along in the LEVC vehicles (London Taxi) Ettlingen and the districts, as well as in Marxzell.