



ASTYBUS Ridesharing service | Service information

Welcome to ASTYBUS ridesharing service!

The use of the service is subject to usage regulations which you must, as user, obey to.

Please read the **service terms & conditions** to avoid any sanctions & penalties.

Our **Customer Service** is happy to assist you. Need help? Then click on "Contact us".



Service hours

Low & mid seasons (September to June):

from Monday to Sunday and from 7:00 to 20:00

High season (July & August):

from Monday to Sunday and from 7:00 to 2:00

How does the service work?

Step 1:

Choose the wished pick-up & drop-off destinations.

Check on the zone map (below) in which zone they are located (zone 1 to 5).

Step 2:

Count the number of zones you are travelling.

Example 1:

You are at the airport (zone 5) & you would like to travel to Chora windmills (zone 2). You travel through zones 5-4-3-2 (4 zones in total) to reach your destination. Thus, you need to buy a 4-zone ticket.

Example 2:

You are at Chora windmills (zone 2) & you would like to travel to Livadi bridge (zone 1). You travel through zones 2-1 (2 zones in total) to reach your destination. Thus, you need to buy a 2-zone ticket.

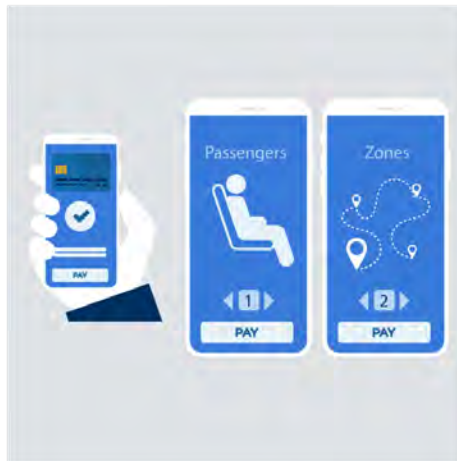


How to buy zone tickets for your upcoming trips

Under the **“wallet”** section of your app, choose & buy **tickets** according to the **zones** you will travel to & the **number of passengers** you will travel with.

The acquisition & use of individual single tickets & special tickets &/or passes are subject to particular terms & conditions.

In principle, it is **not possible** to **exchange** or **refund** a purchased ticket/pass.



Attention: all tickets & passes are individual & for personal use. Their misuse by other individuals is prohibited & subject to penalties.

All tickets & passes are **valid** until **31**.

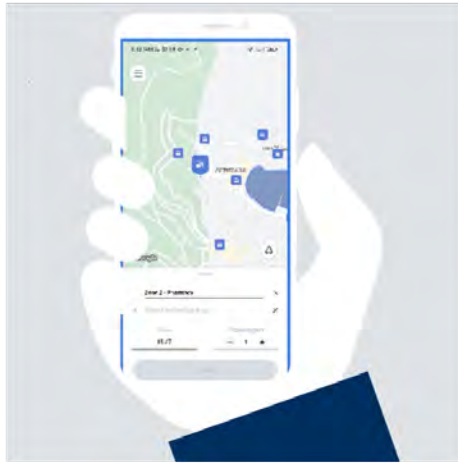
How to book a trip

Select wished **pick-up & drop-off destinations** in the service area.

Select a wished **pick-up time** in the operating hours (earliest 15 min. & max. 4h from the trip booking time).

Select the **number of passengers** for the ride.

Click on **“reserve ride”** & wait for the **booking confirmation**.



Your trip with ASTYBUS

Off you go!

Your shuttle awaits you at the time & pick-up destination mentioned in the booking confirmation.

Note: these are non-binding estimates.

Delays can occur, especially in summer.

Please wait for your shuttle in case of delay.

Hold your **booking code** ready to enter your shuttle.



Enjoy your ride with ASTYBUS – the smart & sustainable

ridesharing service on Astypalea!



- English -



Service information | astyGO-eScooters

Service hours:

Monday – Sunday 09:00 – 21:00

IMPORTANT user account and requirements

In order to use the astyGO services, the user must first download and register on the astyMOVE application. For the astyGO-eScooters service, the user should be **23 years old or more** and be holding a **driving license for at least 2 years**.

Useful information for booking a vehicle with the astyGO-eScooters service

Payment methods

1. Choose
 - PayperMinute (PmP) for short time rides, or
 - Prepaid packs of 2 or 6 hours



Put on your helmet

1. Push “START” on your smartphone
2. Push together the 2 brakes (left & right). Seat just unlocked!

Start driving

3. For driving, pull left brake & press “MODE”
4. For reverse, push green button + gas



Parking

In order to finish the trip and the rental period

1. You have to park the vehicle **ONLY** at the predefined areas on the map
2. Then push the “FINISH” button on your smartphone to end your trip

Vehicle check

1. Before you start riding and/or end the trip, you are asked to check the vehicle

condition and report any damages

Thank you for contributing to the good condition of the vehicles and astyGO services!



Service information | astyGO-eCars

Service hours:

Monday – Sunday 24hrs

IMPORTANT user account and requirements

In order to use the astyGO services, the user must first download and register on the astyMOVE application. For the astyGO-eCars service, the user should be **23 years old or more** and be holding a **driving license for at least 2 years**.

Useful information for booking a vehicle with the astyGO-eCars service

Payment methods

1. Choose
 - PayperMinute (PmP) for short time rides, or
 - Prepaid packs of 2 or 6 hours



Start driving

1. Push the “UNLOCK” button on your smartphone.
2. Pull the joystick clockwise to “D”. A “START” sign appears on the dashboard. Push the gas pedal.

Always push the “LOCK” button

3. Always push the “LOCK” button after exiting the car.



Parking

Before you finish the rental period and release the vehicle

1. You have to park it **ONLY** at the predefined areas on the map
2. You are not allowed to park on the charging spots
3. Push the “P” button on the joystick
1. Leave the car and push the “FINISH” button on your smartphone



Vehicle check

1. Before you start riding and/or end the trip, you are asked to check the vehicle condition and report any damages

Thank you for contributing to the good condition of the vehicles and astyGO services!



Service information | astyGO-eBikes

Service hours:

Monday – Sunday 09:00 – 21:00

IMPORTANT user account and requirements

In order to use the astyGO services, the user must first download and register on the astyMOVE application. For the astyGO-eBikes service, the user should be **23 years old or more**.

Useful information of booking a vehicle with the astyGO-eBikes service

Payment methods

1. Choose
 - PayperMinute (PmP) for short time rides, or
 - Prepaid packs of 2 or 6 hours
2. Helmets are available in the lockers at the parking zones



Start riding

1. Push the “START” button on your smartphone. The lock on the rear wheel is automatically released. If not, check if a wheel spoke is blocking the lock
2. Push the battery button. Turn on the monitor
3. Choose between functions on the menu (e.g. turn on lights). Press the two vertical buttons to increase/decrease electric boost mode (OFF, ECO, TOUR, BOOST)



Parking

Before you finish the rental period and release the vehicle

1. You have to park it ONLY at the predefined areas on the map
2. Pull manually the lock on the rear wheel. Then push the “FINISH” button on your smartphone to end your trip
3. Put the helmet back in the locker



Vehicle check

1. Before you start riding and/or end the trip, you are asked to check the vehicle condition and report any damages

Thank you for contributing to the good condition of the vehicles and astyGO services!