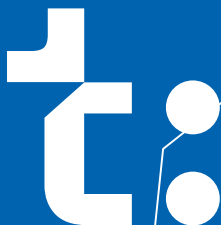
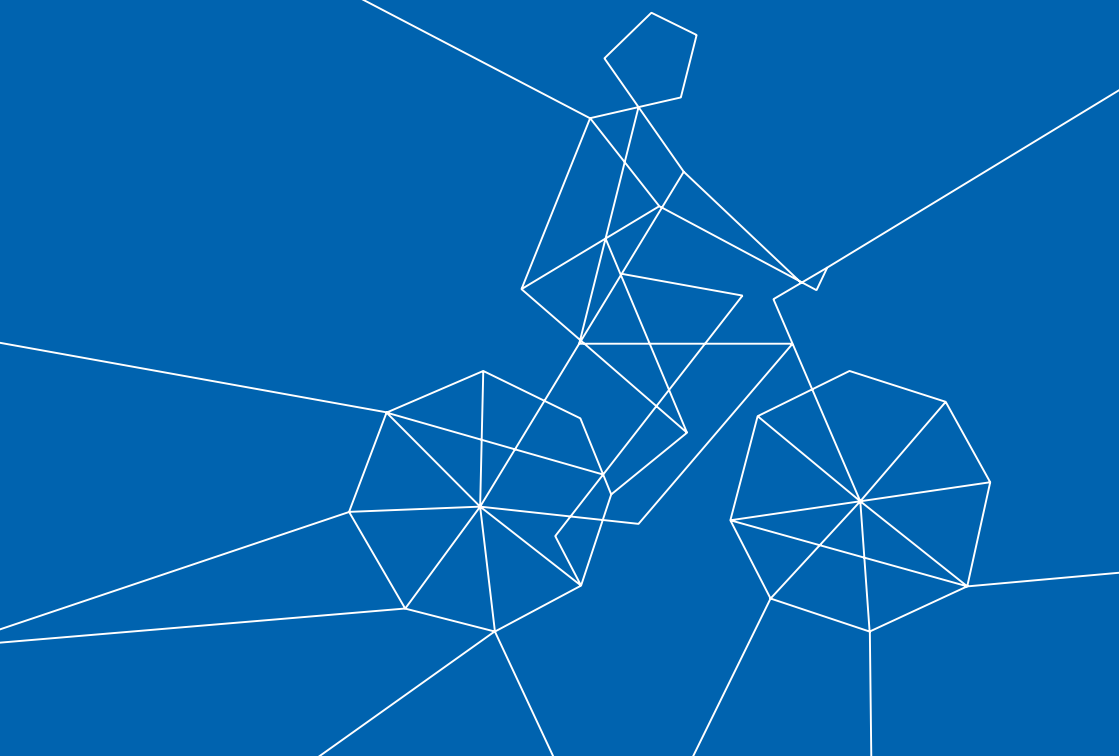


**TARK RATAS  
SMART BIKE**



# User instructions for Tartu Smart Bike Share





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## General information

Tartu Smart Bike Share is a convenient bicycle system which can be used for both shorter and longer rides in the city of Tartu as well as the surrounding areas. The 86 Tartu Smart Bike Share bike parks hold 795 bikes, of which 545 are electric bikes and 250 are regular bikes. Tartu Smart Bike Share uses new modern electric bikes, which have an electric motor and are able to communicate in real time with the entire Tartu Smart Bike Share system. This gives us information on the current location of each bike and, if something has happened to it, we will also be aware of this. Thanks to the software mounted on the bikes, users are able to gather statistics about their rides, check their travelling speed, the distance travelled as well as other information.

The city of Tartu's objective is to offer environmentally friendly urban mobility which takes into consideration all modes of travel. Soft traffic and public transportation are favoured in particular. The number of cars is reduced with the help of Tartu Smart Bike Share, individuals are encouraged to engage in physical activity and the ability to reach anywhere in Tartu in 15 minutes is retained.

**t:** You can use Tartu Smart Bike Share with your own bus card or via the Tartu Smart Bike mobile application. We have drawn up supporting material on how you can start using Tartu Smart Bike Share. Happy travels!



To start using Tartu Smart Bike Share, it is important that you register yourself as a Tartu Smart Bike Share user first. The instructions below will assist you with all the essential steps for creating a Tartu Smart Bike Share account.

## Joining Tartu Smart Bike Share

### 1. Configuring a bank card

The system will ask for your bank card details in order to use Tartu Smart Bike Share. Even though you may have a free bus ticket based on a period bus ticket, additional services may incur a fee.

**t:** Please note! The right to cycle for free only applies to rides up to 60 minutes. If you plan to store your bike for an extended period of time, a fee of one euro will accrue for every extra 60 minutes.

It is essential to know that the maximum allotted time for the use of a bike is **five hours** (one hour free + four hours extra charge). The availability of a bank card is therefore essential.





Make sure that your bank card allows you to make online payments.  
To do so, visit your bank, call them or verify this online.

#### Swedbank

613 2222 [www.swedbank.ee](http://www.swedbank.ee)  
branches at Tartu Lõunakeskus,  
at Eeden shopping centre or  
in the city centre at Turu 1

#### SEB

665 5100 [www.seb.ee](http://www.seb.ee)  
branches in the city  
centre at Ülikooli 1

#### LHV

680 0400 [www.lhv.ee](http://www.lhv.ee)  
branches in the city  
centre at Ülikooli 2a

#### Coop

669 0966 [www.coopbank.ee](http://www.coopbank.ee)  
branches in the city  
centre at Ülikooli 4 or at  
Tartu Lõunakeskus



## 2. E-mail

The system requires your e-mail address in order for you to successfully register as a Tartu Smart Bike Share user. You should create an e-mail address if you do not have one yet.

You can create e-mail addresses with various service providers and they are free for the most part. One potential place to create an e-mail address is online at [www.gmail.com](http://www.gmail.com), where you can click on the CREATE ACCOUNT button and fill in all the required information.

**t:** Please note! Be sure to remember your e-mail address and password because they will be necessary for you in the future.

### Create your Google Account

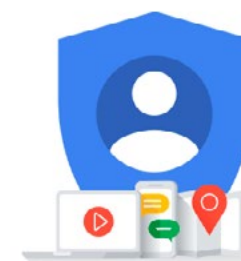
You can use letters, numbers & periods

[Use my current email address instead](#)

Confirm

Use 8 or more characters with a mix of letters, numbers & symbols

☐ Show password

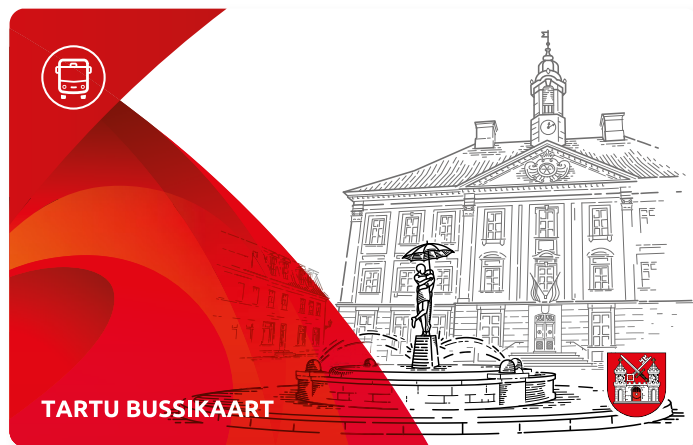


One account. All of Google working for you.

### 3. Bus card

You can use your personal bus card to create a Tartu Smart Bike Share account. Using Tartu Smart Bike Share is free for those who possess the right to free travel on Tartu city lines or have a valid 10-day, 30-day or 90-day ticket. Nevertheless, if you do not possess the right to free travel, you can still buy a Tartu Smart Bike Share ticket with your bus card and use it to ride one of the bikes.

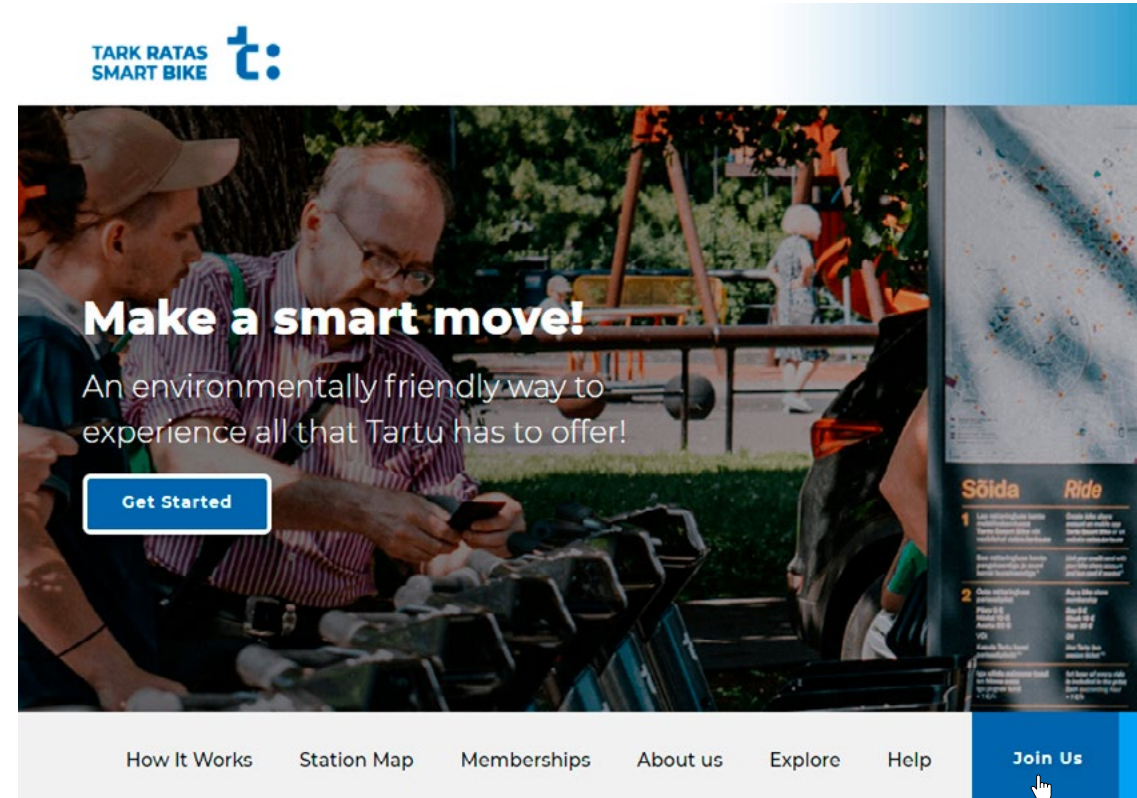
In addition, you can use a prior personalised bus card or buy one from various retailers across Tartu (<https://tartu.pilet.ee/pages/retailers>).



### 4. How to create a Tartu Smart Bike Share account online

#### 1) Tartu Smart Bike Share environment

Now we can move forward to create a Tartu Smart Bike Share account. In order to accomplish that, visit the website [www.ratas.tartu.ee](http://www.ratas.tartu.ee) and on the front page click on the Join Us button. We recommend using the Google Chrome web browser if you have it installed on your computer.

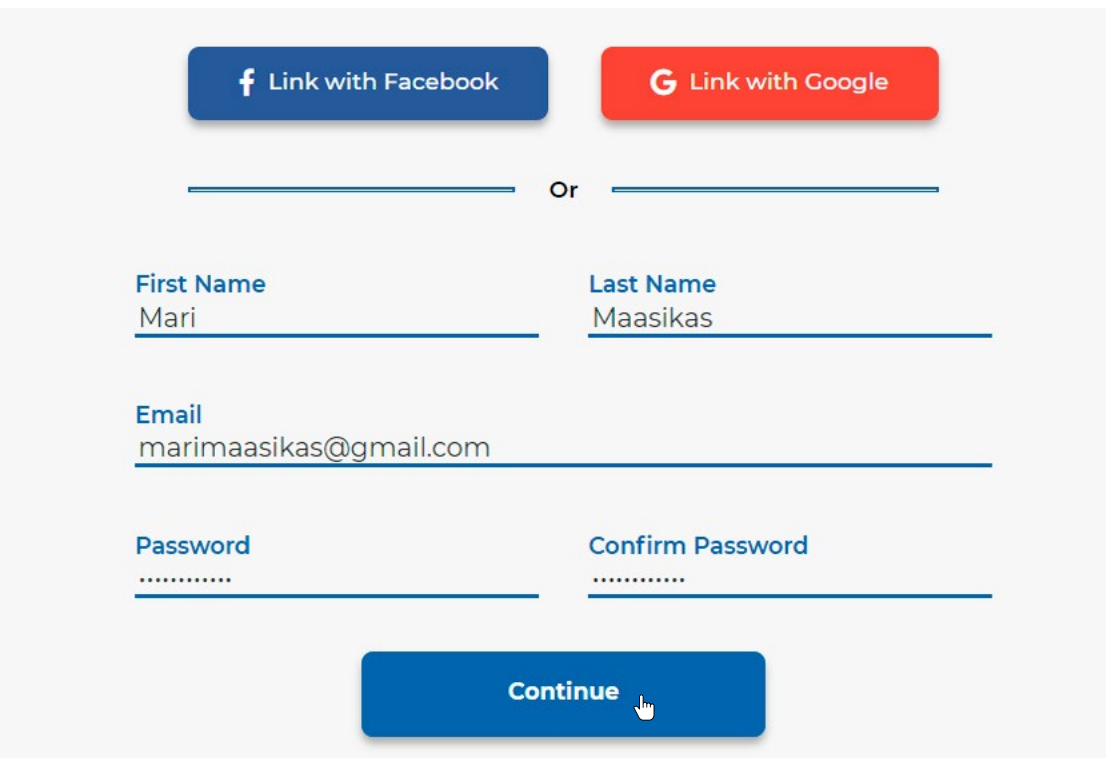


## 2) User information

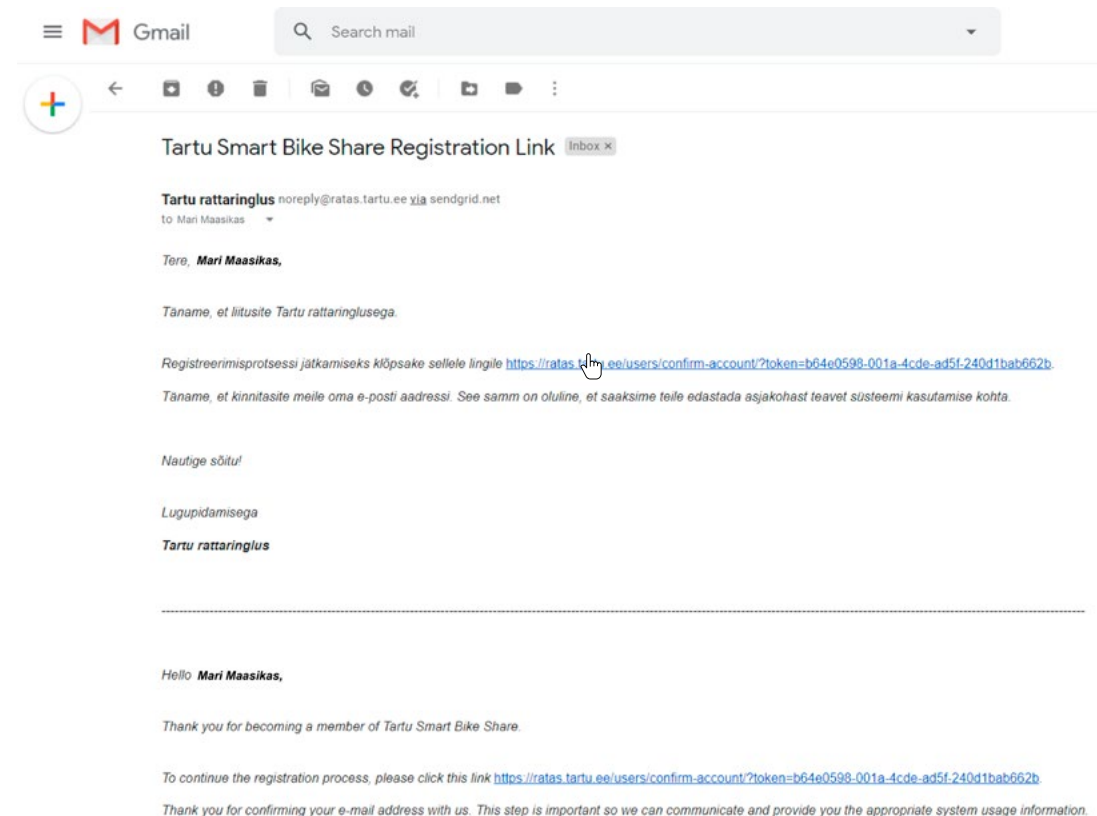
On the new page, type in your first name, surname, e-mail address and add a password that contains one capital letter, one number and one symbol (e.g. an exclamation mark or a question mark). The password must contain at least eight characters. Be sure to write down your Tartu Smart Bike Share password or memorise it.

## 3) Written confirmation

Go to your e-mail once you have completed the previous step. You should have received a message from Tartu Smart Bike Share. In the message, click on the [blue link](#). If you are unable to find the e-mail, you can also check the spam (*junk*) folders. Call the Tartu Smart Bike Share help line on **1789** if you cannot find it anywhere.



The registration form features two social login options at the top: 'Link with Facebook' (blue button) and 'Link with Google' (red button). Below these, separated by 'Or', are input fields for 'First Name' (containing 'Mari') and 'Last Name' (containing 'Maasikas'). The 'Email' field contains 'marimaasikas@gmail.com'. There are two 'Password' fields, one for the password and one for 'Confirm Password', both masked with dots. A large blue 'Continue' button is at the bottom, with a mouse cursor hovering over it.



#### 4) Confirm

The link which you opened from your e-mail account will forward you back to the Tartu Smart Bike Share website and you will once again be asked for your e-mail address and Tartu Smart Bike Share password. You have to enter your e-mail and password here, the same one that you entered in your user information phase.

**Welcome Back! Please Login to your account.**

**Email**


**Password**

[Forgot Password?](#)

Not a member yet? [Join Us here.](#)

#### 5) Private information

After that, a window will open which asks you to fill in your private information. Note down your date of birth, home address (choose ESTONIA as the country) and telephone number. Check the box in order to receive notifications and confirm with a tick that you consent to the user conditions (familiarise yourself with them by clicking on the link).

**Birthday**  
 

**Gender**

**Street**

**Postal Code**

**City**

**Country**

**Primary Phone**

**Secondary Phone** (Optional)



## 6) Bus card

If you wish to link your Tartu Smart Bike Share account to your bus card and use said bus card to unlock a bike, check the box 'link your personalised bus card', add your personal identification code and the long number on the back of your bus card and then click on the CONFIRM button. Click on the CONTINUE button after that.

If you do not wish to link your Tartu Smart Bike Share account to your bus card and you wish to use the Tartu Smart Bike mobile application instead, immediately click on the CONTINUE button.

**KASUTAJA**

Viibuta kaarti tuvasti juures igal kasutusel  
Kaarti ei ole pileet ega sõiduõigus  
Osta kaardile pileet, lae raha või aktiveeri sõidusoodustus  
Pileti ostmisel või raha laadimisel sisesta kaardi number või isikukood

Kaarti saad isikustada müügikohas või internetis  
Isikustatud kaart kehtib koos isikut tõendava dokumendiga  
Lisainfo ja üldtingimused internetis: [www.tartu.ee/bussikaart](http://www.tartu.ee/bussikaart) ja telefonil 1789

[www.tartu.ee/bussikaart](http://www.tartu.ee/bussikaart)  
Kontrollikood  
1234

Personal ID  
42345678901

Bus Card  
12345678901

Validate

Continue

## 7) Membership

If you linked your Tartu Smart Bike Share account to your bus card and you have a valid **right to free travel**, then, from the ticket selection, choose “free ticket (based on a period bus ticket) – €0”.

If you linked your Tartu Smart Bike Share account to your bus card but you **lack the right to free travel on the basis of the bus card**, then choose a ticket from one of four ticket types (annual ticket – €30, weekly ticket – €10, one-day ticket – €5 or one-hour ticket – €2). Also select whether you want automatic renewal of the ticket.

If you did not link your Tartu Smart Bike Share account to your bus card and you wish **to use the mobile application** Tartu Smart Bike, then choose a ticket from one of four ticket types (annual ticket – €30, weekly ticket – €10, one-day ticket – €5 or one-hour ticket – €2). Also select whether you want automatic renewal of the ticket.

Choose 'bus card' for the card type. Choose a credit card as the form of payment. Click on the CONTINUE button.

### Membership Option

Select option

- 1 Year Membership - 30€
- 1 Week Membership - 10€
- 1 Day Membership - 5€
- 1-Hour Membership - 2€

Discount Code (Optional)

Back Continue



## 8) Invoicing

Add the card holder's name (first name and surname), payment card number, expiration month, expiration year and CVC code and check the box to use the same address for billing. Click on the CONTINUE button after that.

The form contains the following fields and elements:

- Cardholder Name:** Mari Maasikas
- Card Number:** 1234567890123456
- Expiration Month:** 06
- Expiration Year:** 2021
- Validation code:** 123
- reCAPTCHA:** I'm not a robot (checked)
- Use the same address for billing:** ☒

Annotations from a credit card image below the form:

- Card number: 1234 5678 9012 3456
- Expiration date: 06/21
- CVC code: 123

## 9) Confirmation

Verify that all data were inserted correctly. Click on the CONTINUE button after that.

The confirmation screen displays the following information:

- Payment Type:** Credit Card
- Credit Card** (Section Header)
- Credit Card Number:** 1234567891234567
- Cardholder Name:** Mari Maasikas
- Validation code (CVC):** 123
- Use the same address for billing:** Yes
- Buttons:** Previous, Continue (with a hand cursor icon)

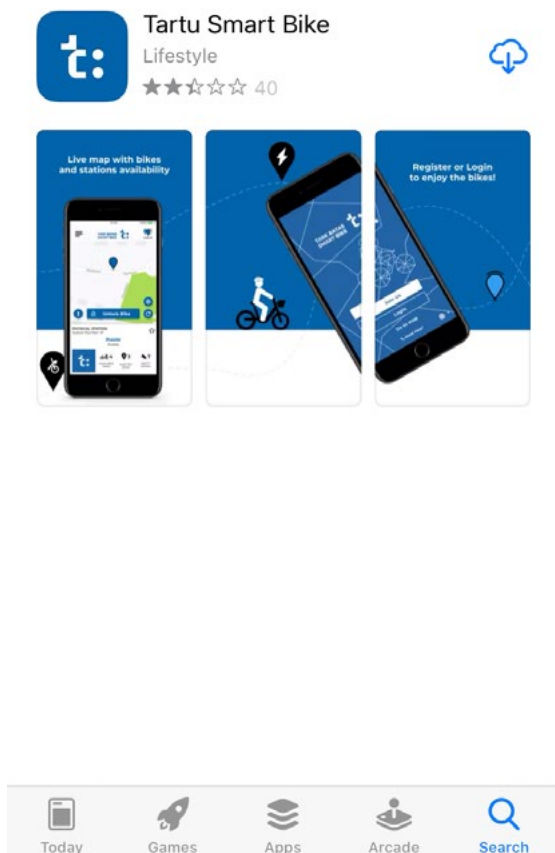
## 10) Final step

The process was successful. A written confirmation was sent to your e-mail address. You can now close the web browser and start using Tartu Smart Bike Share.

## 4. Creating a Tartu Smart Bike Share account on the Tartu Smart Bike mobile application

### 1) Mobile application Tartu Smart Bike

In order to use the Tartu Smart Bike mobile application, you must download the Tartu Smart Bike application to your mobile phone. Choose the App Store (Apple) or Google Play (Android) depending on your mobile phone and search 'Tartu Smart Bike'.



### 2) Log in or register

Open the Tartu Smart Bike mobile application and click on the REGISTER button. Fill in all the required fields and add your first name, surname, e-mail address and password, which contains one capital letter, one number and one symbol (e.g. an exclamation mark or a question mark). The password must contain at least eight characters. Be sure to write down your Tartu Smart Bike Share password or memorise it.

A screenshot of the Tartu Smart Bike app's login and registration screen. The background is blue with a white geometric pattern. The text 'TARK RATAS SMART BIKE' and the 't:' logo are at the top. Below this, there are three buttons: 'Join Us', 'Login', and 'Go to map'. At the bottom, there is a 'Need Help?' link and a globe icon. On the right side, there is a white form with the following fields: 'First Name' (filled with 'Mari'), 'Last Name' (filled with 'Maasikas'), 'Email' (filled with 'marimaasikas@gmail.com'), 'Password' (filled with '\*\*\*\*\*'), and 'Confirm Password' (filled with '\*\*\*\*\*'). Each field has a blue underline. At the bottom of the form, there is a blue 'Continue' button. Below the button, there is a link: 'Already have an account? Login'. At the very bottom, there is a section titled 'Or Join Us with' followed by three social media icons (Facebook, Google+, and Twitter).

### 3) Personal data

Fill in all required fields and add your age, address, postal code, city, country (Estonia) and mobile number.

The screenshot shows a mobile app interface for 'Personal Information'. At the top, there is a back arrow and the title 'Personal Information'. The form contains several input fields: 'Age' with the value '24', a text area for 'Street' with the value 'Rüütli', 'Zip' with '51101', 'City' with 'Tartu', 'Country' with a dropdown menu showing 'Estonia', and 'Phone Number' with '5255555'. A blue 'Continue' button is at the bottom.

**Personal Information**

Age  
24

For billing and security purposes, please enter your street address.

Street  
Rüütli

Zip  
51101

City  
Tartu

Country  
Estonia

Phone Number  
5255555

**Continue**

### 4) Bus card

The use of Tartu Smart Bike Share is free for those who possess the right to free travel on Tartu city buses or a valid 10-day, 30-day or 90-day ticket. If you wish to link your Tartu Smart Bike Share account to your bus card and use said bus card to unlock a bike, then check the box 'link your personalised bus card', add your personal identification code and the long number on the back of your bus card and then click on the VALIDATE button. Click on the CONFIRM button after that.

The screenshot shows a mobile app interface for 'Bus card'. At the top, there is a back arrow and the title 'Bus card'. The form contains a text area with instructions: 'Do you have right to free ride in Tartu buses or 10, 30 or 90 day ticket? Your active bus ticket gives you access to Tartu Smart Bike Share! Simply link your personalised bus card to your account as you enroll to Tartu Smart Bike Share.' Below this is a checkbox labeled 'Link your personalised bus card' which is checked. There are two input fields: 'Personal ID Code' with the value '4234567890' and 'Bus card' with the value '12345678901'. At the bottom, there are two blue buttons: 'Validate' and 'Confirm'.

**Bus card**

Do you have right to free ride in Tartu buses or 10, 30 or 90 day ticket? Your active bus ticket gives you access to Tartu Smart Bike Share! Simply link your personalised bus card to your account as you enroll to Tartu Smart Bike Share.

☒ Link your personalised bus card

Personal ID Code  
4234567890

Bus card  
12345678901

**Validate**

**Confirm**

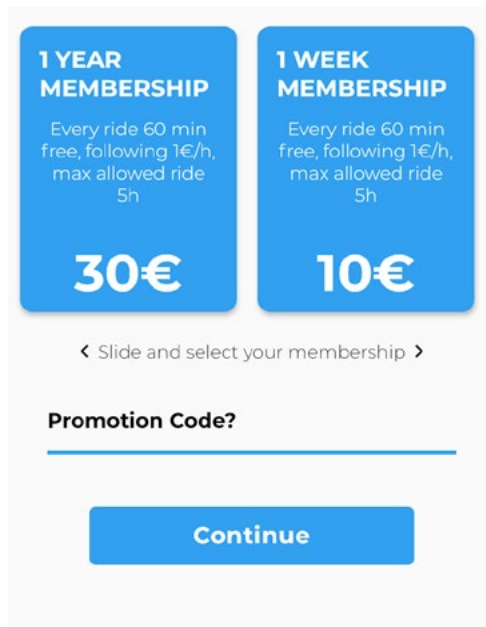


## 5) Ticket

If you linked your Tartu Smart Bike Share account to your bus card and you have the right to free travel on Tartu city buses or a valid 10-day, 30-day or 90-day ticket, then click on the CONTINUE button.

If you linked your Tartu Smart Bike Share account to your bus card and do not have the right to free travel on Tartu city buses or a valid 10-day, 30-day or 90-day ticket, then you must choose one of the four available tickets – an annual ticket, a weekly ticket, a daily ticket or an hourly ticket. After choosing, click on the CONTINUE button.

If you wish to use Tartu Smart Bike Share only via the Tartu Smart Bike application, then you need to choose one of the four available tickets – an annual ticket, a weekly ticket, a daily ticket or an hourly ticket. After choosing, click on the CONTINUE button.



**1 YEAR MEMBERSHIP**  
Every ride 60 min free, following 1€/h, max allowed ride 5h  
**30€**

**1 WEEK MEMBERSHIP**  
Every ride 60 min free, following 1€/h, max allowed ride 5h  
**10€**

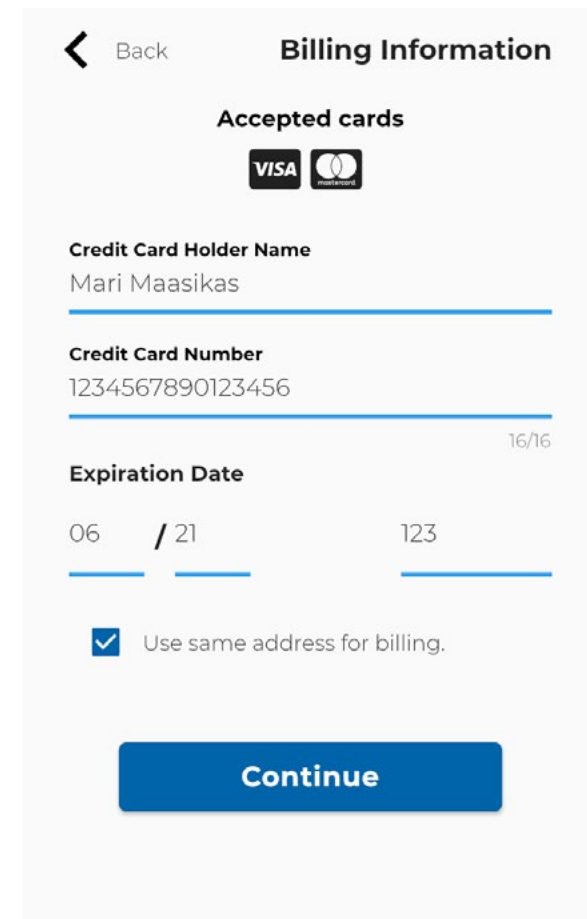
< Slide and select your membership >

**Promotion Code?**

**Continue**

## 6) Payment information

To the payment information, add the payment card holder's name (first name and surname), payment card number, expiration month, expiration year and CVC code and check the box to use the same address for billing. Click on the CONTINUE button after that.



**Billing Information**

Accepted cards

**Credit Card Holder Name**  
Mari Maasikas

**Credit Card Number**  
1234567890123456

**Expiration Date**  
06 / 21 123

☒ Use same address for billing.

**Continue**

## 7) Confirmation

Verify that all data were inserted correctly. Click on the CONFIRM button after that.

**Membership**  
1-HOUR MEMBERSHIP

<b>Original price</b> 2.00€	<b>Discount</b> 0.00€
<b>Hold Amount</b> 0.00€	<b>Final price</b> 2.00€

☒ I certify that I have read and agree to the conditions set forth in the **User Agreement & Privacy Policy**

**Confirm**

**Cancel**

## 8) Confirmation

The process was successful. A written confirmation was sent to your e-mail address. You may close the application and start using Tartu Smart Bike Share.





**t:** Congratulations! You have successfully joined the Tartu Smart Bike Share system. Next, we are going to describe how to start riding a bike and how to unlock one.

## Unlocking a bike

### 1. Before cycling

Make sure that before cycling, you have your bus card or a mobile phone to which your Tartu Smart Bike Share account is linked. [Please note! All tickets permit you to open one bike at one time.](#) In addition, remember that the bike has one small front-mounted bike basket with a maximum carrying capacity of 20 kg, therefore, when travelling with the bike, you should keep the items you take with you to a minimum. Wear clothing that is appropriate for the weather and take a personal helmet for your own safety.

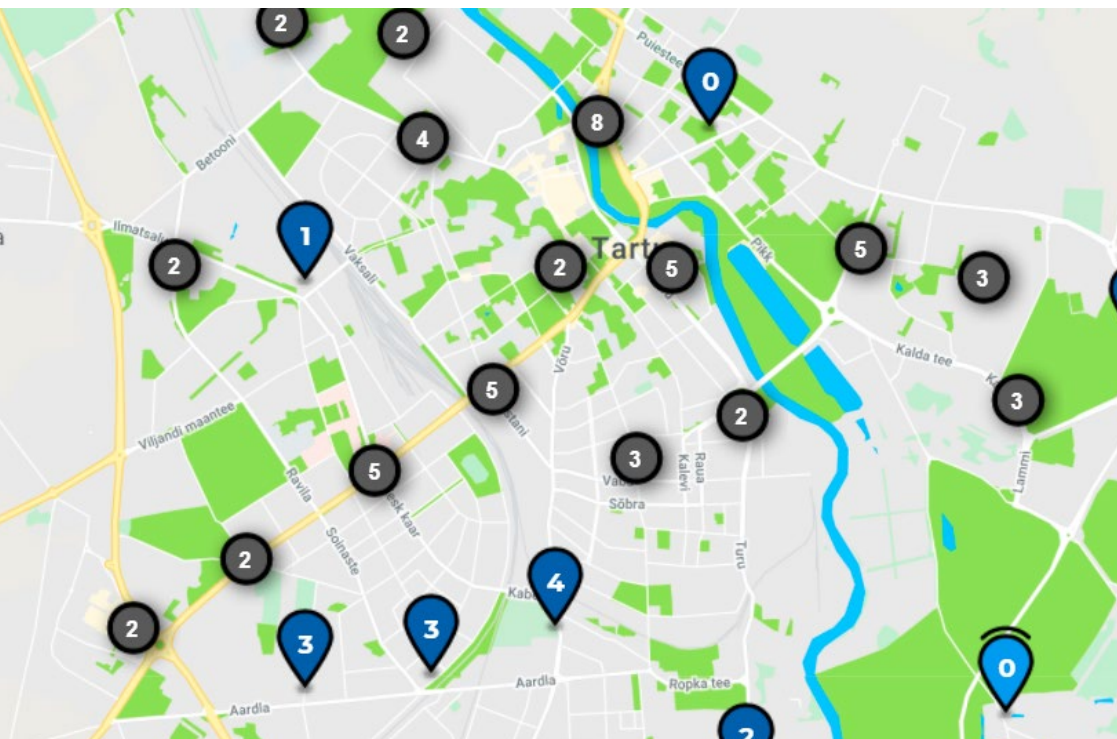
If you have any time-sensitive questions, please call us: Monday to Friday 7-20, Sunday to Saturday 11-19 on **1789**.





## 2. Find a station

The Tartu Smart Bike Share system has over 85 stationary or temporary stations. It is imperative that you find a suitable station from which you can start cycling a Tartu Smart Bike Share bike. Because the bikes are in continuous use, it is possible that a station may be empty. In these situations, you may look for the next suitable station. The locations of stations are listed on the information posts at each bike station. Furthermore, you are able to check the availability of bikes beforehand on the Internet at [www.ratas.tartu.ee/map](http://www.ratas.tartu.ee/map) or on the Tartu Smart Bike application menu.



**t:** The electric bikes are branded with a lightning bolt on the rear mudguard.

## 3. Select a bike

When you reach a suitable station, you must select an appropriate bike for yourself. You can select a classical bike or an electric bike depending on which one you need. The electric bikes are branded with a lightning bolt on the rear mudguard. Click the signal button on the screen to ensure that the bike's battery is adequately charged in order to start cycling.

If the bike's battery is not adequately charged, the screen will display that the bike is still charging. If that is the case, please select the next appropriate bike.

## 4. Unlocking a bike

Use your bus card or the Tartu Smart Bike application to unlock a bike.

If using your bus card, place it against the circular screen located beneath the handlebars. There will then be an audio signal and the screen will read: "Pull the bike. Remove the bike from the dock." At that moment, pull the bike out from the dock and move it to a suitable location and prepare to cycle.

When using the Tartu Smart Bike application, open it and click on the OPEN BIKE button located on the front page. Enter the bike's number located beneath the handlebars and follow the instructions on the screen in order to open the bike.

**t:** Please note! It is essential to know that you have 10 seconds to remove the bike from the dock after the audio signal has sounded. If you fail to remove the bike on the first try, you may repeat the process again.

An error code will be displayed if the bike is unable to be opened. A problem may have occurred with your bike or your ticket. Try again with another bike or examine your ticket. If you have any time-sensitive questions, please call us: Monday to Friday 7-20, Sunday to Saturday 11-19 on **1789**.



## 5. Start cycling

You are ready to start cycling. Nevertheless, before you start cycling, you should examine whether the bike is in good shape and whether all functions are working – more on this below. Your bike use period begins the moment you take the bike from the dock and ends when you return the bike. We will describe how to ride a bike in more detail on the following pages.

**t:** Do not hand over your bus card, your Tartu Smart Bike application account or the bike to anyone!



**t:** You have managed to successfully unlock a bike and can now use the Tartu Smart Bike Share bike. Before you start cycling, let's go through some details that you should bear in mind when cycling.

## Cycling

### 1. Length of journey

The first 60 minutes of every journey is included as part of the ticket price. Selecting a new bike will reset the 60 minute travelling time. This means that if you return the bike to a station before the 60 minutes are up and unlock the same bike or another bike from the Tartu Smart Bike Share station, you do not need to pay any additional costs. If the bike has not been returned to the station within 60 minutes, every additional 60 minutes will cost one euro. The maximum authorised cycling time is five hours (one free hour + four hours with extra charge).

### 2. Delay

If you have not returned the bike after five hours have passed, a late fee of 80 euros will be charged to your bank card. We will not do this provided that you have notified Tartu Smart Bike Share of a technical problem or another issue. If you have any concerns, call customer service on **1789** (Monday to Friday 7-20, Saturday to Sunday 11-19).

Please note! If the bike is not returned within 24 hours, the loss of the bike will be reported and an investigation will follow. If there is malice involved and the bike is not returned within 24 hours, you must pay compensatory damages to the Tartu Smart Bike Share system, which may be up to 2500 euros.



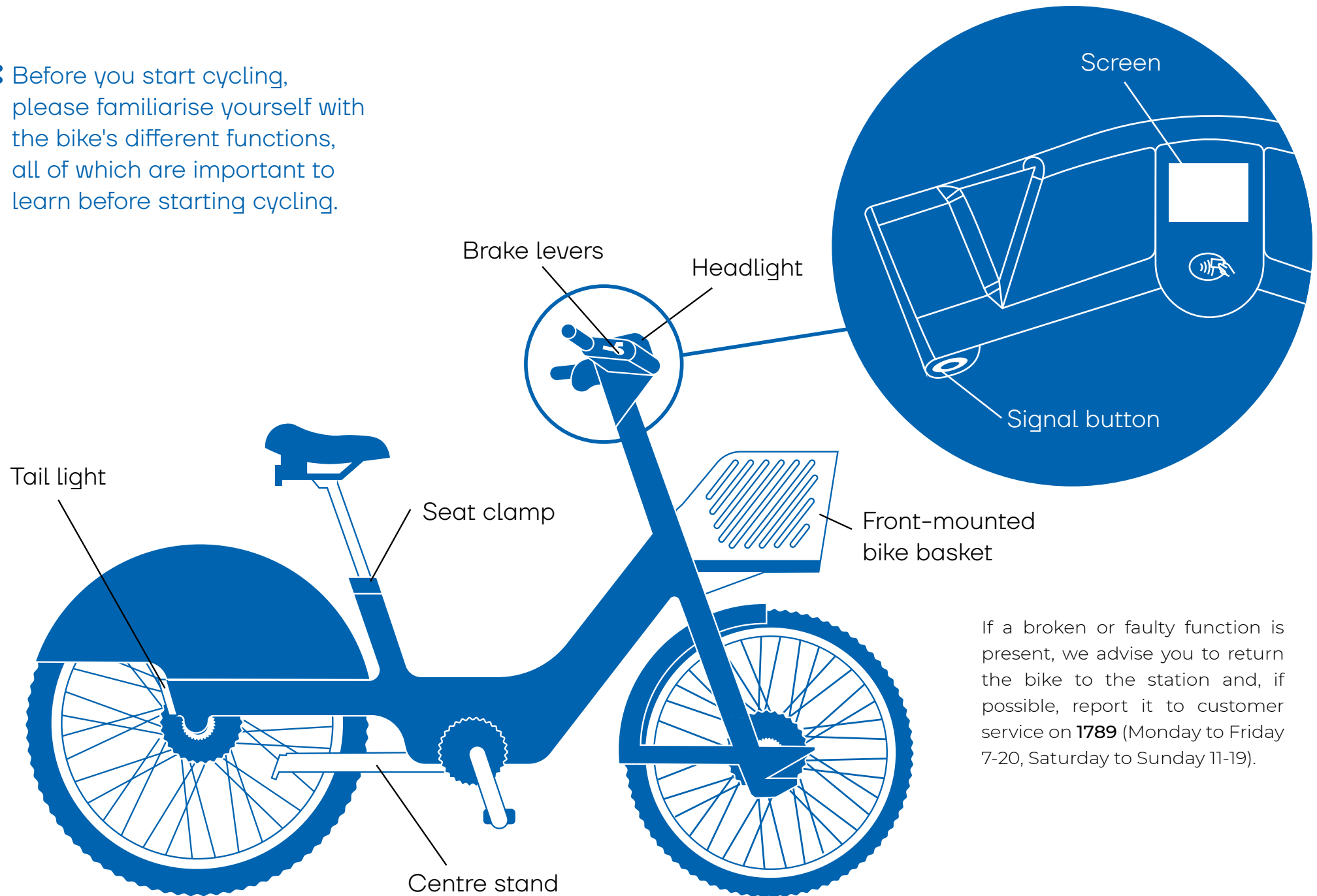
1 hour €0



2-5 hours €1 per hour



**t:** Before you start cycling, please familiarise yourself with the bike's different functions, all of which are important to learn before starting cycling.



If a broken or faulty function is present, we advise you to return the bike to the station and, if possible, report it to customer service on **1789** (Monday to Friday 7-20, Saturday to Sunday 11-19).



### 3. Cycling equipment

#### 1) Saddle

You can adjust the bike's saddle according to your height. Loosen the seat clamp, adjust it to your desired height and then tighten the clamp. The saddle's lengths are branded with a letter, therefore remember the letter for next time! [Please note! Do not hold the saddle post with your hand because it may stain.](#)

#### 2) Signal button

The signal button can be found on the left side of the bike's handlebars. If the bike is docked, clicking the signal button will display information about the condition of the bike (e.g. whether the bike is accessible and how long the bike's battery should last). From the moment the bike is removed from the dock, the signal button functions as an audio signal which you may use in traffic whenever necessary (to make your presence known etc.).

#### 3) Lights

Bike lights are also included in the bike's accessories; they switch on automatically whenever the bike is removed from the station.

#### 4) Centre stand


Every bike has a centre stand which you can use for parking the bike in spots where there is no available station. Use the centre stand every time you park and avoid placing the bike horizontally on the ground or against a building wall or utility pole. Please remove the centre stand every time before you take a seat on the saddle.

## 5) Brakes

The Tartu Smart Bike Share bike brakes are located as such: front brake on the left and rear brake on the right. We recommend that you test how the brakes work in advance for safety purposes.

## 6) Front-mounted bike basket

There is also a front-mounted bike basket on the front of the bike where you can store any necessary personal items. Please make sure that the front-mounted bike basket is unscathed and fastened properly before cycling. Make sure that you do not leave any personal items in the front-mounted basket after you are finished.

 Please note! The front-mounted bike basket has a load capacity of 20 kg

## 7) Extra lock

The front-mounted bike basket has an extra lock, which you can use to temporarily park your bike. In order to lock the bike with the extra lock (master lock cable), withdraw the lock from the front-mounted bike basket, place it around the object holding up the bike and attach the lock on the right side of the front wheel in the bicycle lock. If you are unable to position the lock around the fixed object then insert it from the left side through the spokes and attach the lock on the branded sticker bicycle lock which is located on the right side of the bike. Listen to the sound that confirms locking. In order to unlock the locked bike with the extra lock, use your bus card or the mobile application. Slide the lock slightly upwards when you hear the audio sound and then slide the lock out from its place.

## 8) Tyres

The bike's tyres must be adequately filled in order to prevent rupture. Make sure that the bike's tyres are not too soft before you start cycling. If you believe that the bike's tyres are flat, return the bike to the station and select another bike, if at all possible. Please inform customer service of flat tyres by calling **1789** (Monday-Friday 7-20, Saturday to Sunday 11-19).

If you get a flat tyre while cycling, call customer service to let them know about the flat tyre (or any other problem that prohibits you from returning the bike to a station) so that a technician can come and pick it up. You can then lock the bike with the extra lock (around a tree, a bike station, etc.) and a customer service representative will finish the journey themselves.

## 4. Devise a plan

We also recommend that you plan out your route before starting cycling. If you intend to keep the bike for no longer than 60 minutes, make sure that you reach your destination within that period. Wherever possible, use light traffic roads, bicycle paths or streets with calm traffic (below 50 km/h speed limit). Remember that cycling is not intended for pavements; cycling there may be unsafe for both yourself and other road users. Remember when you are cycling that the shortest route is not always the quickest or the safest option! Choose the safest and most comfortable option that is based on both your skills and needs. Also consider the fact that the city streets are busier at various times and days of the week. A street which may be dangerous or inconvenient during the peak hours of a workday because of vehicle traffic may be quite appropriate for cycling during other times.



## 5. Intermediate stops

During a Tartu Smart Bike Share journey, you can also make intermediate stops. You do not have to park your bike in a Tartu Smart Bike Share station in order to make those. When making stops, you must take into account that your rental time and travelling time are still active. You are allowed to make as many intermediate stops as you desire.

When making an intermediate stop, you must lock your bike with the extra lock and follow every rule given in the description near the extra lock.

## 6. Security

In order to avoid a traffic accident, it is necessary to be observant and mindful of others while in traffic. You must keep your eyes and ears open and observe what other road users (pedestrians, cyclists and motorists) are doing around you and take into consideration what they might do and where they might go. Choose your cycling speed in accordance with the road conditions and the other road users around you. It is important that you make your intentions known to other road users. A helmet is an important part of your safety equipment on every cycling journey as it minimises the likelihood of a head injury should an accident occur. Choose an appropriate model and size for your head. Take a moment to adjust your helmet, the helmet should not move forwards or backwards on your head. The helmet is comfortably on your head when no more than two fingers fit between the chin strap and your chin.

**t:** Only one person can cycle on one bike; you may not transport other people or animals on the bike.



## 7. Traffic

Follow traffic regulations by observing traffic lights and road signs. Cycle on a bike path wherever possible. If a bike path does not exist, favour the traffic lane for cycling. Keep a sufficient distance from other vehicles when cycling in traffic. Keep a metre away from parked cars so that you can take into consideration unpredictable exits people may make from their vehicles. Make yourself seen and do not cycle too close to the curb in order to allow yourself to manoeuvre and avoid hitting your pedals against the curb.

When turning, use appropriate hand signals and be a predictable cyclist. Do not perform sharp turns or stops and make your intentions known with appropriate hand signals. Indicate whether you intend to stop, slow down or make a turn. Make sure that other individuals understand your signal by establishing eye contact with the other road users. Look over your shoulder before turning to make sure that no vehicle is coming towards you. If you are using a zebra crossing, do so at pedestrian speed and make sure that motorists give way. Motorists do not have to give way to cyclists, which must be taken into consideration, and they may have a hard time spotting a cyclist nearing a zebra crossing. The safest way to cross a zebra crossing is as a pedestrian, walking with your bike next to you.

Be mindful of pedestrians and especially children in order to anticipate their intentions – they are more vulnerable compared with cyclists. A pedestrian should be passed at a low speed. Sound your bike bell, wherever necessary. Use the left side when passing another cyclist. Wherever necessary, let them know using your voice. Example: "On your left!" Pay attention to any obstacles that are blocking your way. Curbs, holes, sewer



grates, broken glass and railway tracks may all be hazardous. In order to prevent slipping, cross the railway tracks and curbs at a 90° angle.

**t:** You should not use the bike to travel on fields, landscapes, stairs, ramps, beaches and other terrains or for other purposes which are not essential for regular cycling.

## 8. Scope

Tartu Smart Bike Share bikes are intended for use on streets and pathways. Make sure that you return the bike to the station within the allotted time in order to avoid late fees.





If you have arrived at your destination or decide to cut the journey short, find the closest and most convenient station. You may return the bike to any station.

## Returning a bike

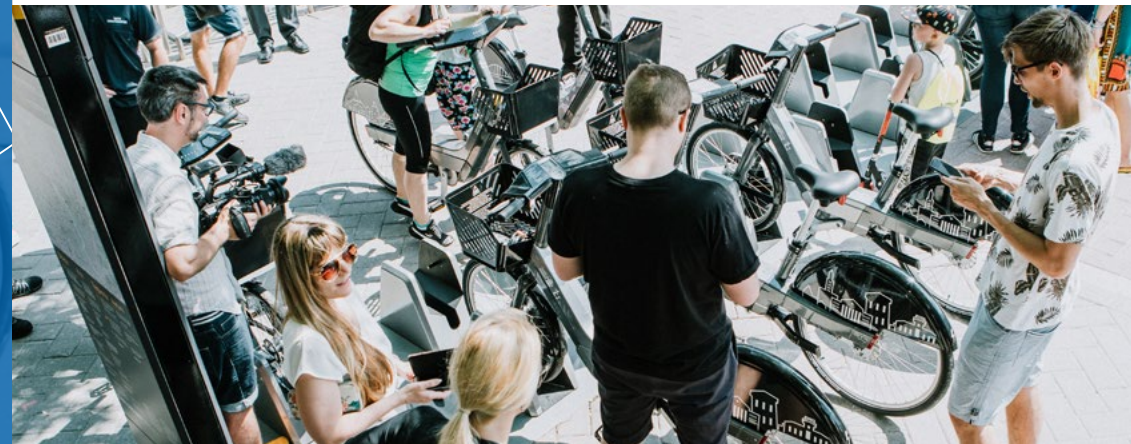
### 1. Find an appropriate station

Find an appropriate station for you. The bike can be returned to any station's system, it does not have to be the same station from where you started your journey. The bike can be returned to any station even if every last dock is full. The locations of stations are listed on the information posts at each bike station.

### 2. Docking in a free spot

When you reach the station, find a free spot in which to park your bike. To do this, use your hand to push the front wheel into an open spot so that you hear the bike's audio signal. This is the indication of the end of the journey.

**t:** Please note! Do not sit on the bike when you are at the dock!





### 3. If there are no free docks

If every dock is full, you may leave your bike in the surrounding area of the dock (within five metres of the station) and lock it with the extra lock. Lock the bike by putting the extra lock through the spokes on the right side of the lock (see instructions on the bike's frame). The bike's display will indicate that the bike is locked and an audio signal will sound. If the extra lock is used in the virtual area next to the station, the bike is considered returned and the journey will end.

### 4. End of the journey

After parking in the dock or locking the bike with an extra lock, an audio signal will sound and a message that confirms the end of the journey will appear on the screen. By pressing the signal button, you can confirm that the journey is over (the bike will also indicate that it may be rented once again). Make sure that you did not forget any personal items in the front-mounted bike basket.

### 5. Payment

If your journey was 60 minutes or less, no fee is charged from your bank account. If you surpassed the 60 minute limit, one euro will automatically be taken from your bank account for every additional hour.





