

Faqs- KINTO CAR-SHARING AT TME

26.02.2026

What is KINTO car-Sharing? Who can use KINTO car-Sharing at TME?

The right car whenever you want. An hour or a day, or why not a whole weekend or month? All you need is your phone (to book, lock, unlock, etc.) and a destination.

TME/TFS/TIS/KINTO employees, contractors, interns, interim employees are eligible to use our KINTO car-sharing services. Cross-country TOYOTA, TFS, TIS and KINTO employees/ contractors travelling to TME or TC are also eligible under certain criteria.

Important: As of January 1st, 2025, Cross-country TOYOTA/TIS or KINTO employees/contractors will need to create a business account for their business travel in order to use Kinto carsharing vehicles. Invoices will be sent to their accounting department at the end of every monthly cycle for payment. To register for business profile, they will need to email their access question to: support.share@kinto-mobility.be.

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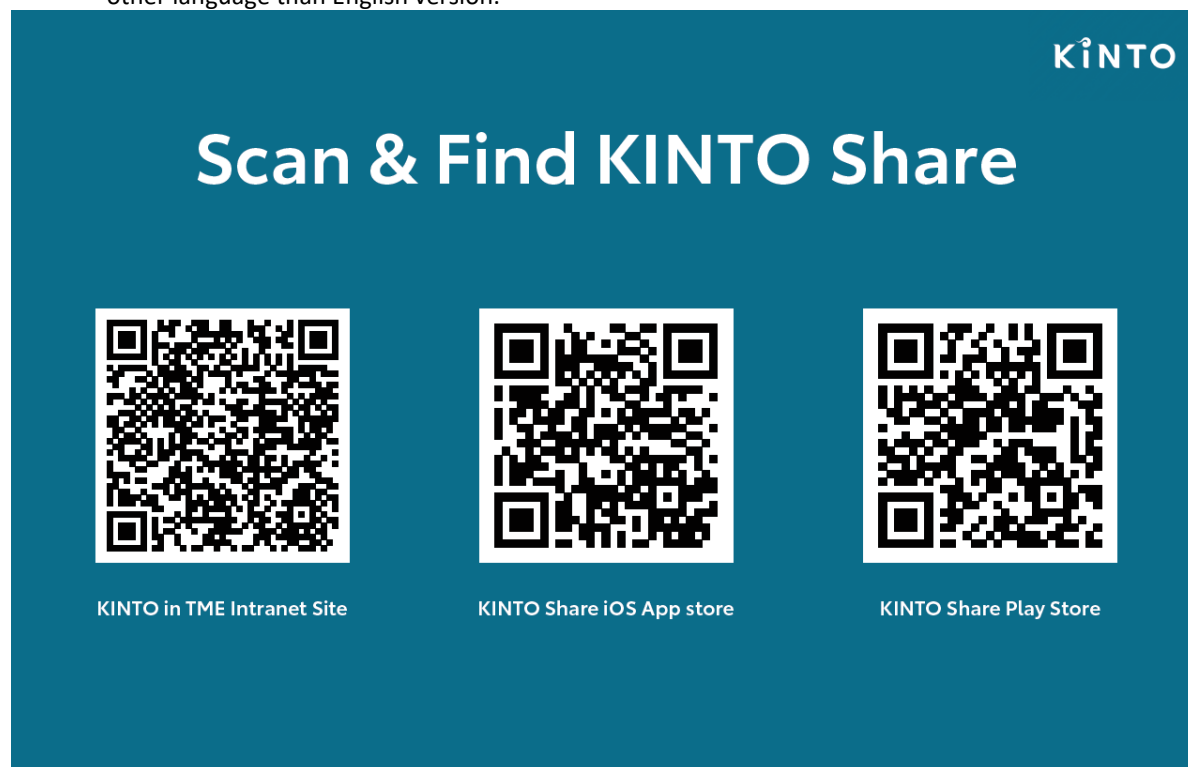
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1 Registration

How do I register?

Download the English version of the KINTO SHARE application via the app store or below links from your mobile phone:

Note: If you fail to download the English version, you won't be able to register correctly to KINTO SHARE TME HO (valid for TME HO, TC and TPCE Diest). Please do not try to download the apps in any other language than English version.



1.1 After downloading the apps what is next?

You will need to follow below instructions:

- Start doing the registration via the menu on the apps: login/register
- Please continue the registration process by clicking on 'New user?', create your account with your email address (Toyota email, TFS email, TIS email, KINTO email, other professional emails provided by Toyota, private email address). We may under certain circumstances request a proof that you are a TME/TFS/TIS/KINTO employees, contractors, interim, interns in case you provide a private email because you do not have for instance a professional email address.

By following the above instructions, you will be able to create your personal profile and account. In order to do so:

- a) You will need to choose a password
- b) You will receive a confirmation email to validate your email address
- c) You will be asked to provide a picture and front/back picture of your driving licence and ID card
- d) You will need to enter your credit card information

Once the registration completed and approved by KINTO Share Team, and everything validated, you will then be able to look for available vehicles at TME/TC and book them via the apps.

KINTO SHARE parking locations

- Head Office: 1st row of parking 3M side
- Technical Center: between visitor and carpool parking lot
- TPCE Diest: Close to security office and cafeteria

You are ready to enjoy the ride!

1.2 What documents do i need when registering ?

Remember to have your driving licence , your identity card or passport and a valid credit card (VISA, MasterCard, American Express) at hand.

1.3 I dropped out, can i continue my registration?

Yes, just click on Login/Register and “Create an account”. Fill in your login details again and continue the registration process.

1.4 I cannot add my payment method

Log in the app, go to “My Account” and update “Payment Details” section.

1.5 How much does a registration cost ?

There is no fee for registration for Kinto carsharing at TME.

1.6 How can i use a promo code ?

A promo code is a code that entitles you to driving credits or discounts applied to the service rates. Enter it in the appropriate field (menu-my credits- enter promo code-redeem) and the benefits will be automatically applied.

1.7 What should i do if my driving license is expired or suspended ?

You will need to change your licence information in your personal area of the KINTO carsharing App.

1.8 I am working for Alten Manpower or for any other employer on TME site (HO, TC, TPCE). Am i eligible to use Kinto carsharing vehicle ?

Yes, any contractor or interim employee is also eligible to use Kinto carsharing vehicle.

Do you still have additional question or clarification? Please send us email at:

support.share@kinto-mobility.be or call at (+32) 2 745 50 00 available 24/7.

1.9 Does my registration expire?

Registration for the service does not expire.

1.10 How can i change my personal data ?

You can change your personal data in your personal area of the KINTO carsSharing App. An operator, after checking the new data entered, will authorise the profile within 48 business hours (Saturday and Sunday not included). If you can't wait, contact Customer Service **(+32) 2 745 50 00** who will arrange this.

Note: Please be aware that if you change a data after a reservation this may affect your start trip. In this case you will need to call the customer support line at **(+32) 2 745 50 00 right away in case you receive an automated message about cancellation of your booking.**

1.11 How can i change my driving license data?

You can change your personal data in your personal area of the KINTO carsharing App. An operator, after checking the new data entered, will authorise the profile within 48 business hours (Saturday and Sunday not included). If you can't wait, contact Customer Service **(+32) 2 745 50 00** who will arrange this.

Note: Please be aware that if you change a data after a reservation this may affect your start trip. In this case you will need to call the customer support line at **(+32) 2 745 50 00 right away in case you receive an automated message about cancellation of your booking.**

1.12 Can my relative or family member eligible for registration?

Yes. Any relative or family member of eligible employee/contractor can exceptionally use Kinto Share car under certain circumstances. Eligibility will be determined based on certain criteria (employee or contractor does not have a valid driver's license or cannot drive for some reasons, access to TME premises, etc...)

However, the registration will be done by the eligible employee. Documents such as driver's license, identity card, name, email address of relative or family member will need to be sent by the eligible

employee/contractor via email to: support.share@kinto-mobility.be

Employee or contractor will need to accompany the relative or family member anytime he/she comes to pick up or drop-off car on TME premises/stations. For security or insurance reasons eligible employee or contractor will need to give us a written consent to follow the above instructions before approval of relative or family member registration.

1.13 Can i have a business account for my business trip?

Yes, if you wish to have a business-related trip, please send an email to: support.share@kinto-mobility.be. However, you will need to send us a proof that you are going on business trip and

cannot use your company car if you have one. We will send you all information in order to create a business profile.

1.14 I have downloaded Kinto Share on ios but can't open it. What should i do?

For IOS, you need to override the security parameter in order to download the apps
You have to go to settings on your phone and bypass the security parameter. Settings-General-VPN & Device Management-Enterprise app (or the device or app you just downloaded here it will be VULOG app KINTO SHARE EU)-please click on trust app and you should be able to open the Kinto Share EU app on your ios.
You can also try this link for a demo : <https://support.returnsafe.com/untrusted-enterprise-developer>

You can also watch this on YouTube to see how you can override the security parameter:

<https://www.youtube.com/watch?v=XNRnQ6v6uKw>

1.15 Can i change my professional email with a private email after registration?

Once you have been approved with your professional email, you cannot modify it. If you wish to use your private email, you will need to make a new registration with your private email. Once the registration is complete, it will be approved if we receive the required documents and proof that you are eligible to use our service. After the approval, you will be able to use our service with your new log in.

1.16 I have forgotten my password

If you have forgotten your password, use the password recovery function on the KINTO carsharing App and follow the instructions to obtain a new password. If you still don't have a solution and need immediate action, please contact Customer Service at **(+32) 2 745 50 00** and someone will be able to assist. If not urgent, please email us at support.share@kinto-mobility.be with your request.

2 Booking

2.1 How do I book a car?

Through the KINTO Share App, or alternatively by calling Customer Service **(+32) 2 745 50 00**.
In the apps, you can book car directly by searching in Brussels or Zaventem depending on your pickup location.
We strongly recommend that you do the booking via the apps directly.

2.2 Can I book a car from a station different from my place of work ?

Yes. If you are an eligible user, you can book the cars and pick it up at a station which is not your usual workplace. For example, you work at TC and you want a car based at TME HO station. You can book this car and when you arrive at TME HO, you will need to check with security whether your TC badge gives you access to KINTO SHARE parking lot. If not, a temporary badge or access will be provided. Same process is applicable to TPCE Diest as well.

2.3 How long can i wait to make my first booking after completing my registration ?

If the system detects consistency between the selfie, the photos of the documents and the data entered manually, your registration will be checked by an operator for approval within 48 business hours (Saturday and Sunday not included). However, sometimes if a further data check by the operator is necessary, this can take more than 48 business hours (Saturday and Sunday not included). If you cannot wait and need urgent approval, please contact Customer Service at **(+32) 2 745 50 00** and someone will be able to assist. If not urgent, please email us at support.share@kinto-mobility.be with your request.

Note: If you use a private email address other than your professional email to register, you will need to send us a mail to inform us accordingly (maybe with your professional email or simply send us proof that you are eligible to use or service).

2.4 I need a child seat

If you need a child car seat, please make sure to arrange and bring it along on your own.

2.5 I booked a car and realized when inside that car is dirty. How should i report it?

It is possible that rarely a car is returned dirty after a long trip for many days. If the agent responsible of cleaning our cars has already done his weekly shift, there may be delay in having car cleaned. We do apologize for any inconvenience!

However, if a customer chooses to have it cleaned, we will reimburse customer by adding the money spent as a credit plus 10 EUR credit extra to be used during or on his/her next trip. Concretely, if you spent 10 EUR for cleaning our car and you send us a proof (receipt), we will add 20 EUR of credit on your apps to be used. A receipt will need to be sent to: support.share@kinto-mobility.be

2.6 Can i cancel or change booking ?

You can change and cancel your bookings via the KINTO carsharing App, or by calling Customer Service **(+32) 2 745 50 00**. Remember, if you cancel your booking at least 30 minutes before departure, you will not be charged.

3 Starting of rental

3.1 My booking has been cancelled

The easiest way to cancel your booking is through your app. Right now, they can be cancelled up to the last moment before your booking starts. Once you started your booking, you can only end the trip. If you wish to choose another available car you can always do so by searching available vehicles in the apps. Otherwise, please call Customer Service at **(+32) 2 745 50 00**.

3.2 I cannot find the car I booked

By clicking on "Directions" in the App you will receive directions to your assigned car.

3.3 Can I start my booking later than the start time?

You can start your booking whenever you want, for the entire booked time.

3.4 The car does not open

In this case, contact Customer Service **(+32) 2 745 50 00**. We will support you in opening the car, or the reservation will be transferred to another car. Please make sure to have 90 minutes waiting time between

your first trip and your next trip in case you made two bookings which will follow each other . For instance, if your first booking is ending at 10 am, please make sure your next trip with another car will start at 11:30 am on the same day. Otherwise, you will receive automated message about failed allocation.

3.5 What should I do if the car I booked is damaged at the time of collection?

You can report any damage through the KINTO carsharing App or by contacting Customer Service **(+32) 2 745 50 00** who will support you at anytime.

3.6 Where can I drive Kinto carsharing TME vehicle?

You can drive KINTO carsharing vehicles freely within Belgium and other European countries including Turkey. Exceptions countries are the following (art 26.2 of our terms and conditions): Albania, Bosnia and Herzegovina, Israel, Macedonia, Morocco, Moldova, Montenegro, Russia, Serbia, Tunisia, and Ukraine

3.7 How do I start the rental?

After approaching the car you can open it via the KINTO carsharing App. From then on, you can turn on the car and start your rental.

3.8 Where do I get car keys?

You don't need a key to start or end your rental, everything is done on your phone. You will see an electronic key which will prompt you from starting your trip then follow the instructions.

You can lock and unlock the doors directly from the App.

3.9 I have booked a hybrid car; how do I start the car?

- Check that the gear lever is in position P (Park).
- To start the car, place your right foot on the brake and press the POWER button.
- Wait until the green READY signal is displayed next to the speedometer.
- When READY is displayed, you can start driving.
- Don't worry if you don't hear the engine: your car always starts in electric mode.
- Move the gear lever from P (Park) to D (Drive).
- Use only your right foot for acceleration and braking. Remember that there is no clutch.
- You can start.

3.10 Where can I find charging cable? How can I charge an EV vehicle?

After charging how do I unplug the cable?

For the proaces vehicles or any other EV vehicles, please check either the back of the vehicle or underneath passenger seat.

Please plug the charger to the pole charging and another one on the vehicle.

After charging the vehicle, please click on “**resume trip**” on your app if your trip started already in order to unplug the charger. You can also check the unlock button on the charger plugged to the car outlet to click on it and unplug the charger. In case, you have difficulties charging or unplugging the charger, please call the customer service at **(+32) 2 745 50 00**. You can also check any other available vehicles on the apps for booking in case you encounter difficulties and send us email to inform us about the issues. Otherwise, please send email to support.share@kinto-mobility.be for non-urgent matter. We cannot guarantee a quick answer via email outside of office hours.

Please note that all EV cars have shell recharging cards located in the glove box passenger side.

EV recharging cards :There are two EV recharge cards in every EV and plug in car. Shell recharge card and mobiflow card. You can use both everywhere they are accepted. However we recommend to use mobiflow cards on TME premises by scanning them on EV recharging pole. For Shell cards, we highly recommend to download Shell recharge app in playstore. Once downloaded, you will be able to find available recharge stations where Shell recharge cards are accepted. Please note that Shell recharge cards are accepted in many EV recharge stations (not only in Shell). You can also download mobiflow app in playstore to see locations of accepted mobiflow cards EV recharge stations across Europe.

It is also the responsibility of every customer to return the car fully charged. However, the duration used to charge EV car will be deducted from the final billing and refunded to the customer. Another option is to charge the car when brought it back to the station where it has been picked up. Please make sure to take your belongings before ending your trip (make sure that car is correctly locked after plugged in).

3.11 My booking has been cancelled

Through the KINTO carsharing App, or alternatively by calling Customer Service **(+32) 2 745 50 00**. In the apps, you can book car directly by searching in Brussels or Zaventem depending on your pickup location.

We strongly recommend that you do the booking via the apps directly.

4 During rental

4.1 Can I extend my rental?

If there are no future bookings on the car you are using, you can extend your rental through the KINTO carsharing App or by calling Customer Service **(+32) 2 745 50 00**.

4.2 Is my family member or passengers covered when riding with me?

Yes. Your family members or passengers riding with you are insured during a booked trip.

4.3 Can I let my family member or friend drive Kinto carsharing vehicles?

Yes. Please make sure that the car is handled appropriately.

- Allowing a second person to drive: Only if he/she has a valid driver's license. Please schedule enough breaks on longer trips.

4.4 How long can I keep the car?

For as long as you need it, within your booking.

4.5 Is it allowed to smoke in the car?

No, out of respect for other customers, smoking is not allowed. If, at the end of your rental period, we are notified of smoking in the passenger compartment, we will charge you a cleaning fee (see penalty table for details-[cf](#)rt our terms and conditions).

4.6 How do I refuel?

You will find a fuel card inserted in our cardholder. The latter is in the glovebox of all our cars. You can use it when you need to refuel during your trip. When you're done refuelling, replace the card in its initial location. Should you forget to do so, you will not be able to finish your trip. Please always return the car with more than half a tank.

The fuel card is internation Shell card which will give you access to multiple service stations in Belgium (DATS24, SHELL, ESSO) and in other European countries. **Please note that you should give priority to Shell station or any other station bearing the logo of Shell.**

In case you are about to run out of fuel, you can refuel the car in the country where you are during your trip. If for some reasons, you are encountering issues refuelling the car, you will need to buy the fuel out of pocket and send us the receipt(s) to support.share@kinto-mobility.be. An operator will refund you with driving credits via voucher after checking. Make sure you refuel with the correct fuel and not with special or premium fuels.

Please check in different Shell stations or any fuel station holding Shell logo when you are on trip outside Belgium to make sure that you cannot refuel before paying out of pocket.

4.7 How do I get the fuel card code?

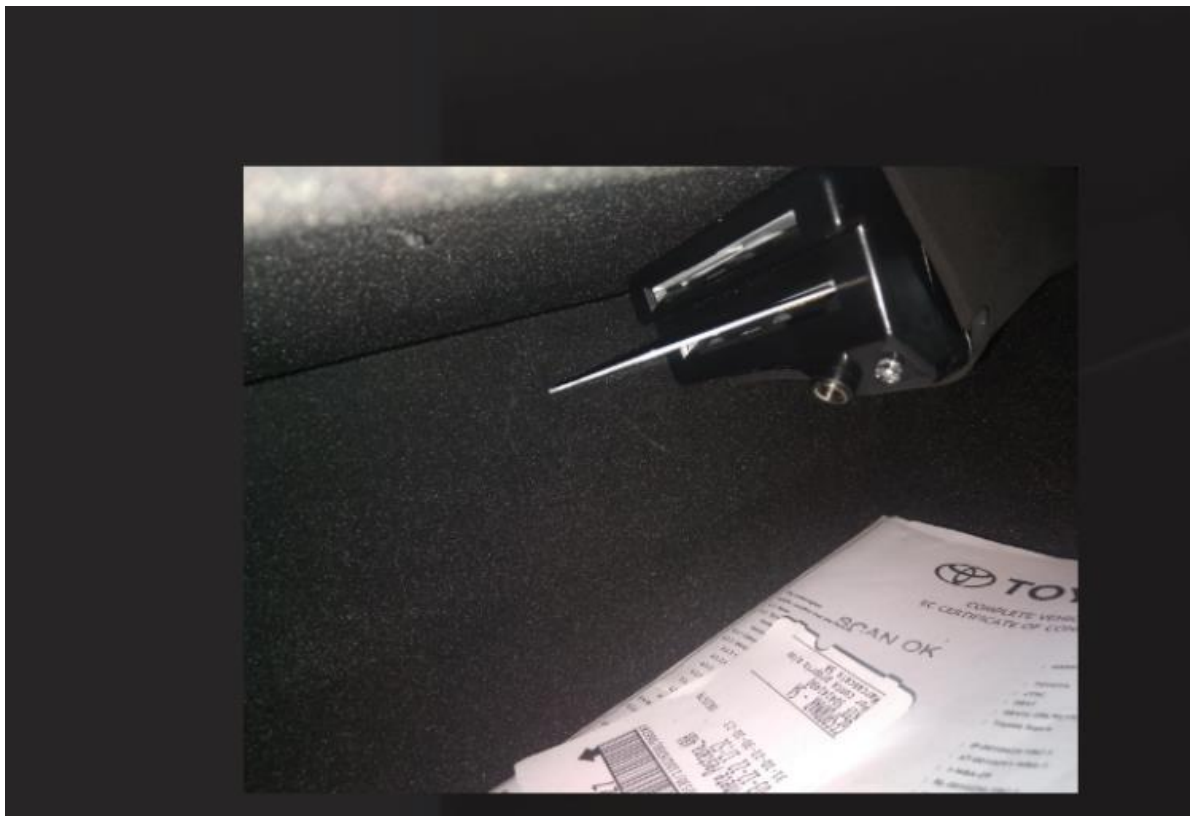
The fuel card code can be found in your app during the booking. It is the last 4 digits that appear next to the vehicle's licence plate. You can also scan QR code in the glove box to see it (please check the correct the car along with the code). This code is also sent to a customer in the booking confirmation mail. You can also find the codes on intouch via the link/ [intranet site](#)

below:

toyotaeu.sharepoint.com/sites/InTouchPeopleInnovation/SiteAssets/Forms/AllItems.aspx?id=%2Fsites%2FInTouchPeopleInnovation%2FSiteAssets%2FSitePages%2FKintoShare%2FFuelcardnumbers%2Epdf&parent=%2Fsites%2FInTouchPeopleInnovation%2FSiteAssets%2FSitePages%2FKintoShare

4.8 I looked everywhere and cannot find the fuel card in the supra

Please find below image for the fuel card in the glove box on the top corner.



In the BZ4x, please push slowly up the glove box in between driver and front passenger seat:





4.9 How will I be charged in case I pay the fuel out-of-pocket?

Fuel cards are now international and can be used in all European countries including Australia, Turkey. In case, you are encountering issues refuelling outside Belgium in a shell station or in any station holding a Shell logo such as DATS24, Esso. Please refuel it yourself and send us receipt (s) accordingly. We do encourage you to make an effort to refuel in station where our fuel cards are accepted. If your card is not accepted in a Shell station for any reason, please try another station. If problem persists, please take picture of the error and send it to us . In any case, you can call us.

4.10 How do I refuel a plug-in hybrid?

For plug-in hybrid cars, such as the latest Rav4 and C-HR PHEV, you have two options:

- a. You can refill the ICE tank using the fuel card located in car's glovebox.
- b. You can use the charger located in the boot and plug it to a power outlet.

If you use the charger. The procedure is quite simple, the charger can be plugged and unplugged into the port as long as the vehicle is open. So make sure you use your app to unlock the vehicle before you do this (in case your trip is ongoing).

You can charge the car at any Shell recharging station (recharge card is located in each EV vehicle in their glove box)

Remember to bring the car fully charged or charge it before you end your trip at our stations.

If you are having issue with a fuel card or cannot find a pin code, please call customer support at (+32) 2 745 50 00.

4.11 Can I bring animals on board?

It is not permitted to transport animals. You can be charged a fine (cf our terms and conditions)

https://toyotaeu.sharepoint.com/sites/InTouchPeopleInnovation/SiteAssets/Forms/AllItems.aspx?id=/sites/InTouchPeopleInnovation/SiteAssets/SitePages/KintoShare/Terms-and-conditions-KINTO-Share-TME_Final-ENG.pdf&parent=/sites/InTouchPeopleInnovation/SiteAssets/SitePages/KintoShare

4.12 Do we have diesel or normal fuel cars?

All our cars are hybrid with normal fuel, EV or hydrogen cars.

The only car which uses diesel is Proace verso (1 PNE 523).

*For the mirai, please check available stations on

<https://www.tealmobility.com>

There are several stations across Europe. For example, in Belgium, there is a station in zaventem

TTE H2 ZAVENTEM

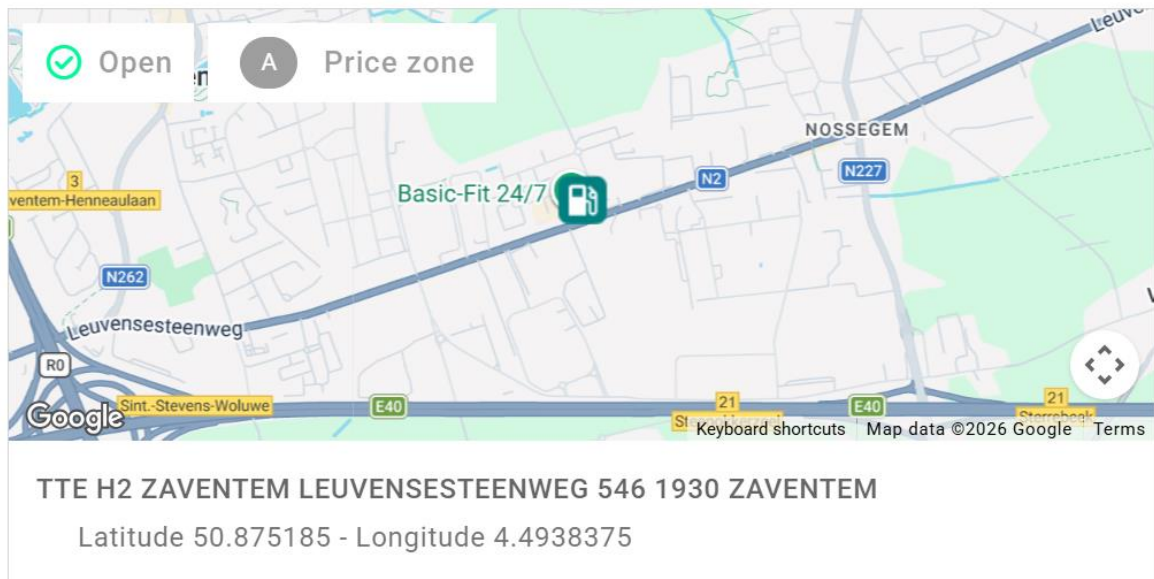


Station number H009

Info

Nearby sites

Activities



Before you put fuel in your car, please verify correctly on car document to see the type of fuel which is needed to refuel the car. Any misfuelling will be considered as a responsibility of the customer/driver.

5 Parking or end of rental period

5.1 I cannot end my booking

Check that you are parked at the appropriate station, you have a connection and that all doors are closed. If it still does not work, please call helpdesk at [\(+32\) 2 745 50 00](tel:+3227455000).

You can also send email to: support.share@kinto-mobility.be during office hours. **However we strongly encourage you to call us to avoid any additional charge after your trip has theoretically ended.**

5.2 Where can I park?

You can park anywhere your car following local road regulations .We are not responsible for parking or stickers costs.

We do not have dedicated parking lot outside picked up or dropped-off stations where cars can be freely parked.

Please note that you can also park underground. As soon as you lose connection, the app will switch to Bluetooth mode. In weak areas you might have to turn off your mobile data and leave only the Bluetooth mode on.

5.3 Can I leave my car in a different place where I picked it up?

At the end of the rental, you will have to leave the car in the Kinto carsharing parking station where it has been picked up from.

5.4 How do I make a stop?

If you want to pause the trip you can lock and unlock the doors directly from the App by selecting "Suspend journey" and "Resume journey".

5.5 How do I lock the car?

- When you get out of the car always make sure you switch off the engine by moving the gear lever back to P (Park) and pushing the POWER button.
- For your own safety, don't forget to apply the handbrake.
- To make a stop or end your rental, use the special feature on the KINTO carsharing App, then you will hear the door locking mechanism operate.

5.6 What should I do if I forgot something in the car?

Contact our Customer Service **(+32) 2 745 50 00** or email to us at support.share@kinto-mobility.be. We will help you find the forgotten items. In any case, KINTO Share does not assume any responsibility for objects left in the car at the end of the rental period.

Please remember to take your luggage with you before you end your trip. **Also remember to put the fuel card back to its glove box whenever you have completed the refuelling of the tank.**

5.7 I am at the station where I picked up the car but cannot end my trip. What should I do?

Contact our Customer Service at : **(+32) 2 745 50 00**.

5.8 How do I end my rental?

Once you have reached the drop-off car park (original pick-up station) to end your rental, simply close the windows, switch off the engine, get out of the car taking care not to leave any personal items inside it and then use the end of rental function on the KINTO Share App. If you encounter any problems, contact Customer Service **(+32) 2 745 50 00**.

Ending the rental: Unless otherwise, you cannot end your trip abroad. You must return the car to its original spot where it has been picked up before ending your trip.

6 Rates and payments

6.1 How much does Kinto carsharing TME cost?

Please find our pricing chart below:

6.2 Is Kinto carsharing offering affordable prices compared to other competitors?

We offer the most affordable pricing on the market across Europe. Please find below our pricing chart :

Pricing  Pricing for extra mileage = 0.5EUR	Car model	1 Hour	1 Day	1 Week	1 Month
	Km Included without extra charge	150km	300km	1750km	5000km
	Fuel	Included	Included	Included	Included
	Yaris cross	5€	39€	199€	599€
	Aygo X	4€	35€	175€	500€
	CH-R	6€	49€	249€	649€
	Mirai	5€	39€	199€	599€
	RAV4 plug in	7€	59€	299€	849€
	proace verso	7€	59€	299€	849€
	Corolla HB/TS	5€	39€	199€	599€
	Supra	N/A	199€	599€	1299€
	BZ4x	6€	49€	249€	649€

6.3 When does payment take place?

At the end of every trip final payment is taken from your credit/debit card.

Please note that payment via sepa is no longer accepted. All sepa set up should be updated with credit/debit card information menu-account-payment details. In case you are asked to confirm with a card reader, please do so. You can then securely link your new credit card. 

6.4 What should I do if I get a fine?

If you receive a fine, you may make an appeal, if you feel it is appropriate, to the competent authorities or, for any clarification or explanation, you may email to us at: support.share@kinto-mobility.be.

In any case, Kinto carsharing is not responsible for payment of any fine. We strongly encourage our customers to contact the right persons listed on the letter received.

6.5 What are the penalties?

You can consult the table of penalties in the General Terms and Conditions in the "Useful Documents" section of the website, web portal and app

toyotaeu.sharepoint.com/sites/InTouchPeopleInnovation/SiteAssets/Forms/AllItems.aspx?id=/sites/InTouchPeopleInnovation/SiteAssets/SitePages/KintoShare/Terms-and-conditions-KINTO-Share-TME_Final-ENG.pdf&parent=/sites/InTouchPeopleInnovation/SiteAssets/SitePages/KintoShare

<https://www.kinto-mobility.eu/eu/en/documents/one-app?nocache>

7 Car features

7.1 How are the cars equipped?

The models and fittings may vary depending on the pick-up point.

7.2 Which documents are inside the car?

- a. copy of the vehicle registration document.
- b. copy of the insurance certificate.
- c. car use and maintenance booklet.
- d. one or more accident declaration forms (model of friendly report in case of accident).
- e. Emergency guidelines.
- f. QR code on fuel cards pin codes.

7.3 The police pulled me over

In that case, show your driving licence and registration document. A copy of the registration document is in the right-hand side compartment. Please inform police that we cannot put original documents in the cars because we are running carsharing business. Original documents are kept with us in the office.

8 Break down, accident and theft

8.1 Am I covered while using Kinto carsharing TME vehicle?

Yes, employee, intern, contractor, TFS, TIS, any eligible user or family member is covered while driving our car. Insurance will cover expenses related to an accident or death. This can include medical expenses or death capital.

8.2 What do I do in case of breakdown?

In case you need roadside assistance, please call TOURING at (+32) 2 286 33 52 and mention that you are calling for a TME car, provide the license plate number and the policy number 300.125. **Please stay on the spot with the car until assistance shows up and follow their instructions accordingly.** Report all delay in their intervention to us via email .

8.3 Where do I send accident declaration form?

In case of accident, please fill out correctly the accident declaration form and send it to: info@and-e.com .

For more information, you can also call them at: (+32) 2 745 43 85.

8.4 What do I do in case of accident?

Please call police immediately and follow necessary instructions.

Remember that you have to fill in with the other party involved in the accident, the accident report form (CAI form) in all its parts and indicate all the following information

- date of the event.
- time and place of occurrence.
- mode of occurrence.
- number plates and details of the insurance coverage of the vehicles involved.
- personal data of the drivers and any witnesses.

If the car can no longer continue its journey, contact Touring at (+32) 2 286 33 52 which will provide you with the necessary assistance.

Remember that within 3 days of the accident, you must send the following documentation to

support.share@kinto-mobility.be and info@and-e.com

- the claim report, by filling the accident declaration and signed by both parties involved if applicable.
- any report from the authorities intervening at the scene of the accident.

8.5 What if i damage a car?

If it is a small damage to the car like a scratch, you should always use the damage report available in the app.

If it is an extensive damage, please call us, prepare the accident report and in the case of an injury, please call 112 immediately.