

Ko'a Kea™

RESORT ON PO'IPU BEACH
KAUAI

ENVOY

envoythere.com

FAQ'S & Emergencies

The most up to date information can be found in the SUPPORT section of the Envoy app and at envoythere.com/faq-users

ACCIDENTS ?

- * If you are involved in an accident that requires immediate medical attention, or if the vehicle is inoperable and it is unsafe to exit the vehicle, contact 911.
- * In the event of an accident and the vehicle is still drivable, pull the vehicle to a safe location and ensure all passengers are safe.
- * **Exchange insurance, driver's license and contact information** with any other drivers of vehicles involved. Envoy Insurance is provided in the glove box of vehicle
- * Take photos of damage on all vehicles & property involved and fill out the Accident Form: www.envoythere.com/accident-form
- * You must contact Envoy to advise of any accident. We can be reached at: (888) 610-0506 and info@envoythere.com

VEHICLE CHARGING ?

- * Charging an Envoy vehicle is always free at you hotel resort.
- * If you need to charge away from the vehicle's 'home-base', search "charging station" in Google Maps, use your phone's PlugShare App, or scan QR Code to find one nearby. (Use charger adapter inside door).
- * **Please Note:** public pricing varies per charging company and is the responsibility of the driver. Don't worry, it's a fraction the price of gas!
- * More information can be found here: envoythere.com/ev-charging

SCAN ME



VEHICLE TROUBLE ?

- * If you are in need of vehicle assistance, contact Envoy Support at (888) 610-0506
- * If you need further support, or your vehicle is stranded, please contact Roadside Service (see more info in FAQ in SUPPORT section of your app)

TESLA EV ROADSIDE SERVICE : (877) 798-3752

24/7 MAINTENANCE : (847) 330-6102



**PENALTIES FOR SMOKING,
EXCESSIVE SAND, DIRT OR TRASH**

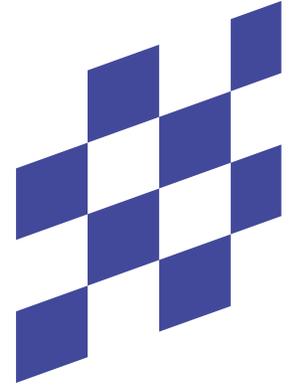
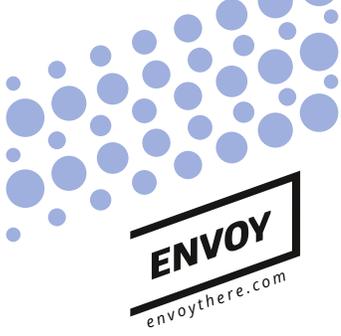
See list of fines: <https://www.envoythere.com/terms-of-service>



CONTACT ENVOY

info@envoyhawaii.com

(888) 610-0506



How To Envoy

Read below or watch quick video at envoythere.com/drivers For vehicle instruction videos, check out envoythere.com/tesla

GET GOING

1. START RIDE TO UNLOCK

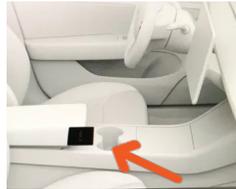
- * A key to the vehicle may be picked up with Valet
2. TO DRIVE THE CAR: Press brake pedal & shift into gear with the right drive stock:
- * For DRIVE, tap the right drive stock DOWN
 - * For REVERSE, tap the right drive stock UP
 - * For PARK, just PRESS the BUTTON IN towards the center of the steering wheel
3. DRIVE SAFE & ENJOY! Check dashboard for battery level and estimated range
- * LOCK/UNLOCK the vehicle from the Ride screen using the Digital Key in the app
 - * If you see "Tap Keycard to Allow Driving" Just press Unlock on your Envoy App

DRIVING YOUR TESLA

1. Lock & Unlock With Key Card



2. Tap Key Card on Center Console



3. Select DRIVE or REVERSE



4. Press the Button In to PARK



5. Lock & Unlock Using App or Key Card



6. End Your Ride Using the App



RETURNING TO THE HOTEL

1. RETURN VEHICLE TO VALET: Return vehicle to Valet where you picked it up
2. END RIDE: Grab your belongings & press "End Ride" in the Envoy App
3. ENJOY YOUR DAY!

Please Remember to End Your Ride after you drop off with Valet.

