

BOMPORTO

HOTELS

MOKE®

Guest Handbook



The Lumiares (LIS) The Vintage (LIS) The Rebello (OPO)

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Please read before driving.

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WELCOME TO YOUR ELECTRIC MOKE

Your MOKE is a fully electric, open-top leisure vehicle - iconic, nippy and zero-emission. This guide covers everything you need to know to get on the road safely and make the most of your time exploring Lisbon or Porto.

i BEFORE YOU DRIVE

Before you head off, take a moment to read through this guide - particularly the charging and video walkthrough.

WHAT'S IN YOUR MOKE

Before you drive off, check that all items are present and report anything missing to the Front Office.

VEHICLE INVENTORY CHECKLIST

01. Keys with immobiliser FOB
02. Charging cable and pouch (Type 2, domestic plug)
03. Car cover and cover bag
04. Emergency puncture repair kit (in rear compartment)
05. Warning triangle and basic tool kit (in rear compartment)
06. This guest handbook
07. Reflective vest

⚠ LOST OR DAMAGED ITEMS

Replacement charges apply for missing or damaged charger cables, car cover, or keys. Please see the deductible schedule provided at check-in.



GETTING STARTED

STARTING THE VEHICLE

The MOKE starts with a key - not a button. Follow these steps:

- 01. Insert the key into the ignition.
- 02. Turn to Position 1 - you will hear a click. This unlocks the steering column and initialises the car.
- 03. Turn to Position 2 - the dashboard and instrument panel come live. The car is now ready to drive.
- 04. Important: do not turn to Position 3, as this prevents the car from going into gear. If you accidentally reach Position 3, turn the ignition off and start again from step 1.

i SILENT START

Electric vehicles make no engine noise - the car is live when the speedometer illuminates. You may notice a low-speed sound from the Acoustic Vehicle Alerting System (AVAS), which alerts pedestrians and cyclists nearby. This is completely normal.

THE IMMOBILISER

The MOKE has a Thatcham-approved immobiliser. The FOB on your keyring deactivates it automatically when you approach within 5 metres. A flashing red LED on the dashboard means the immobiliser is active - simply approach with the key FOB and it will deactivate.

SELECTING A GEAR

The MOKE uses automatic electric transmission. Select your gear using the lever, always with your foot on the brake while stationary:

- D — Drive
- N — Neutral (vehicle always starts in Neutral)
- R — Reverse (never select while moving)

DRIVE MODES

Select your driving mode using the Drive Mode Switch on the dashboard. The active mode is shown on the instrument cluster:

MODE	WHAT IT DOES
CRUISE (NORMAL)	Default mode. Full torque, limited top speed, mild regenerative braking.
COAST (ECO)	Recommended for longer trips or when battery is below 40%. Limited torque, stronger regeneration. Best for range.
BEACH	Limited torque and reduced top speed. Ideal for low-speed areas and scenic drives.

CHARGING YOUR MOKE

i RANGE

Your MOKE has a range of approximately 70 km on a full charge. We recommend staying within 30 km of the hotel (60 km round trip). Always return with at least 20% battery remaining.

HOW TO CHARGE

- 01. Ensure the ignition is off and the vehicle is in Neutral with the handbrake applied.
- 02. Open the charge port cover - located in the rear-right side pod compartment.
- 03. Remove the charging cable from the boot.
- 04. To finish: turn off the power supply, remove the plug from the vehicle, replace the port cover, and return the cable to the boot pouch.

CHARGER LIGHT	MEANING	ACTION
GREEN — SOLID (POWER)	Mains power connected	Normal — proceed to connect vehicle
GREEN — FLASHING (CHARGE)	Charging in progress	Wait until solid
GREEN — SOLID (CHARGE)	Fully charged	Disconnect and store cable
RED (FAULT)	Charging fault	Call Front Office immediately

CHARGING ON THE ROAD - PRIO CARDS

A PRIO charging card can be arranged for your booking - ask at the Front Office team for more information or add this during your booking through the app. This gives access to public charge points at supermarkets, car parks and service areas across the Lisbon and Porto regions. Pricing of 20 EUR per card applies.

- Connect the cable from the car to the charging point, then tap the Prio card (blue) on the charger - it will begin automatically.
- If charging doesn't start, check all connections are secure; if the issue persists, the point may be out of service - move to an alternative nearby.
- Note: public charging sessions are chargeable and will be added to your bill.

NEVER LET THE BATTERY DROP BELOW 10%

Keep an eye on the SoC gauge on your dashboard. If it drops below 30%, switch to ECO mode and head back to the hotel or find a nearby charge point. Please do not let the battery drop below 10%.

FITTING & REMOVING THE CAR COVER

The cover protects the interior when the vehicle is parked. It is your responsibility for the duration of your rental.

FITTING THE COVER

01. Ensure the vehicle is parked, ignition off, handbrake applied.
02. Remove the cover from its bag and unfold over the vehicle from front to rear.
03. Secure all corner fixings and ensure the cover sits flush -it should not flap or hang loose.
04. Store the bag in the boot compartment.

REMOVING THE COVER

01. Fold the cover carefully from rear to front to avoid dragging it on the ground.
02. Return it to the bag and store in the boot.

LOOK AFTER THE COVER

The cover must be returned in the same condition as received. Damage or loss will incur a replacement charge.



SUGGESTED DAY ROUTES

Each route below has been selected to stay within the 30 km one-way / 60 km round-trip range of a full charge. Use ECO mode on longer stretches to maximise range, and do not exceed 50km/h.

LISBON

→ *Cascais*

~30 km via the coastal Marginal road. Stunning sea views, waterfront dining and beaches.

→ *Belém / LX Factory*

~10 km. Historic riverside — Mosteiro dos Jerónimos, Torre de Belém, street food. Easy half-day.

→ *Marvila*

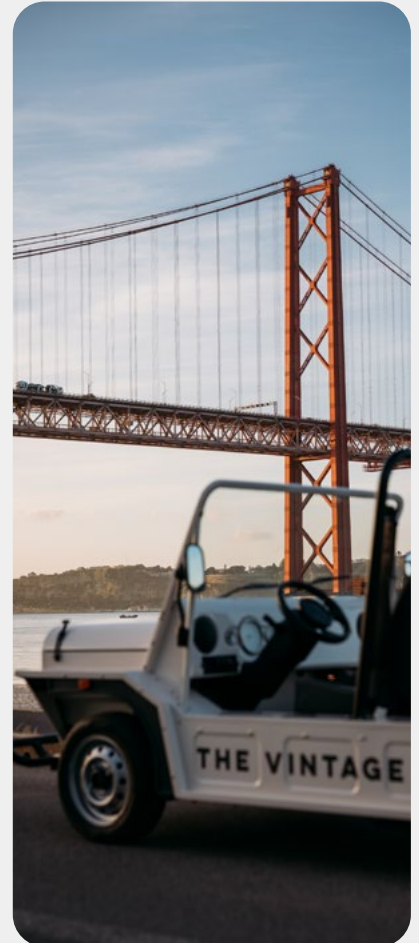
~8 km. Lisbon's creative district — galleries, wine bars and riverside warehouses.

→ *Sintra*

~28 km. Palace-dotted hillside village. Note: a Pliio charging card is needed for the toll roads on this route.

→ *Parque das Nações*

~12km. A modern riverside district, known for its contemporary architecture, wide waterfront promenades, and home to the Vasco da Gama Bridge and the Altice Arena.



PORTO

→ *Foz do Douro / Matosinhos*

~8 km. Follow the Douro mouth to the Atlantic, seafood restaurants and surf beaches.

→ *Porto Centro*

~3 km. Ribeira, Livraria Lello, Clérigos Tower and the wine lodges of Vila Nova de Gaia.

→ *Pedra / Praias to Espinho*

~20–30 km south along the coast. Beautiful surf beaches, quieter roads.



FAQS — DO'S & DON'TS

BATTERY CRITICALLY LOW — WHAT TO DO

- Switch immediately to ECO (Coast) mode to maximise remaining range.
- Turn off all non-essential electrics (heated screen, audio).
- Call the Front Office - they will advise the nearest charge point or arrange assistance or please refer to the Prio app for the nearest charging point to you
- If the SoC drops below 10%, stop the vehicle safely and call for recovery. Do not drive further.

ACCIDENT OR BREAKDOWN

- Move to safety if possible. Apply the handbrake and switch on hazard lights.
- In an emergency: call 112 (Portuguese emergency services).
- For roadside assistance: call ACP Travel Assistance - +351 215 915 915
- Inform the Front Office as soon as it is safe to do so - WhatsApp numbers as below in the Key Contacts section.
- Do not attempt to repair any mechanical or electrical fault yourself, and never touch the orange high-voltage cables.

PUNCTURE

- An emergency puncture repair kit is in the rear compartment. It pumps air and sealant into the tyre as a temporary fix.
- This is a temporary seal only - drive carefully to the nearest garage or return to the hotel for a proper repair.
- Do not drive on a completely flat tyre.

DO'S

- Always start with a full charge before a day trip.
- Use ECO mode when the battery is below 40% or on longer routes.
- Respect the 30 km one-way radius from the hotel.
- Fit the car cover whenever parking for more than a short stop.
- Return the vehicle with the charge cable properly stowed and the cover in its bag.
- Contact the Front Office for any questions - we are here to help.

DON'TS

- Don't use motorways or high-speed roads (A-series highways).
- Don't let the battery drop below 10%.
- Don't use extension leads, cable reels or adapters with the charger.
- Don't leave valuables in the vehicle -it has no roof or lockable doors.
- Don't modify, tamper with or attempt to repair any vehicle components.
- Don't exceed the 4-passenger maximum.
- Don't drive under the influence of alcohol or drugs.

KEY CONTACTS

THE VINTAGE HOTEL, LISBON: +351 928 500 627

THE LUMIARES HOTEL, LISBON: +351 912 084 598

THE REBELLO HOTEL, PORTO: +351 912 947 419

PORTUGUESE EMERGENCY SERVICES: 112

ACP TRAVEL ASSISTANCE (BREAKDOWN / TOW): +351 215 915 915

MOKE FULL MANUAL (PDF)
SCAN QR CODE ON DASHBOARD, OR READ [HERE](#)

RETURNING YOUR MOKE

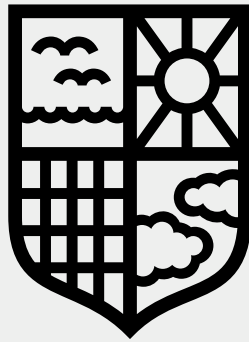
Please read through this checklist and have it ready for our team to run through when you return the vehicle:

- Battery: return with a minimum of 20% charge where possible. Let the Front Office know if it's below 10%.
- Charging cable: returned to the boot pouch.
- Car cover: folded, in its bag, and stored in the boot.
- All storage compartments closed and secure.
- Keys and FOB returned to the Front Office.
- Any damage, incidents or issues reported to the team.



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*We hope you have a wonderful drive.
Safe travels!*

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