

Contact Information

Office: 802.861.2340

Phone reservations: 802.861.2369

Online reservations: www.carsharevt.org

Emergency line: 802.999.2006

General questions: info@carsharevt.org

Fax: 802.861.2371

Address: 131 St. Paul Street
Burlington, VT 05401

Office hours: Monday through Friday
9am to 5pm

Member Handbook



Welcome to CarShare Vermont!

CarShare Vermont is a Burlington-based nonprofit organization on a mission to provide an affordable, convenient, and reliable alternative to private car ownership that enhances the environmental, economic, and social wellbeing of our region and planet. Thank you for joining us! Your membership will go a long way toward maximizing the benefits of car-sharing in our community, including a better environment, improved mobility, and healthier people.

This Member Handbook documents everything you need to know about using CarShare Vermont, including information on how it works, our rules of use, insurance coverage, what to do if you're in an accident, and more. Please remember that *sharing* is core to our mission. We strive to make our service as convenient, flexible, and fun as possible, but we use policies, rules, and sometimes fees to encourage good car-sharing etiquette. We encourage you to think of our cars as your own, to take care of them, and to always be respectful of other members.

Using CarShare Vermont

All CarShare Vermont members can reserve any car from any location at any time. Visit our website or call our voice-activated reservations line to reserve a specific vehicle model at a specific pod location for a specified amount of time. **You may only access the vehicle model you've reserved from this location at the time of your reservation.**

Pods and Cars. CarShare Vermont's fleet has many "pods," or locations where our vehicles are parked. Each pod has at least one car, which is parked in a designated space marked by a CarShare Vermont sign. Only the CarShare Vermont vehicle(s) that belongs to a certain pod can be parked there.

Making a Reservation. You must have a valid reservation to use a CarShare Vermont vehicle. There are two ways to reserve a vehicle:

Online: Log on using your Member ID and password (which you created when you applied for membership) to www.carsharevt.org. Specify the pod location, vehicle type (e.g. 4-door hatchback, pick-up truck, or hybrid), and the start and end time of your reservation. *Please*

remember to confirm your reservation.

By Phone: Access our 24-hour reservation line by calling 802.861.2369 and logging in with your Member ID and 4-digit PIN (created when you applied for membership). Again, specify the vehicle type, pod location, and start and end times of your reservation.

Modifying a Reservation. Please go to www.carsharevt.org or call 802.861.2369 and login using your Member ID and password/PIN to login to either system. You may change the start time or end of your reservation, depending on the vehicle's availability. Please see the "Description of Fees" section for possible fees associated with shortening or canceling your reservation with insufficient notice. There are no fees for extending a reservation.

Using Your Key Fob to Access the Cars. Use your personalized key fob to unlock the vehicle door when you have a valid reservation. The fob also unlocks the ignition so the car will start. To use your key fob, hold it steadily up to the fob reader, located on the driver's side windshield (the reader is a small, dark gray box with a blinking red

light). Hold your fob up to the red light for a few seconds and the driver's side door will unlock. **The key fob must be used to lock the vehicle every time you leave the car.** This is a security measure that will prevent vehicle theft. Use the same key fob for the entire duration of your trip (i.e. remember not to swap fobs with friends, or you may be locked out of the vehicle!). **Use the vehicle's ignition key to start the engine and drive, but never use this key to lock the vehicle. Please avoid using the internal locks.**

If the car you reserved isn't there, please call us **immediately** on the emergency line! We'll tell you where the car is or when it's expected back. If the arrival time suits your needs, we'll begin your reservation later. If you need a car sooner than the expected arrival time, we can do one of the following:

- Pay for your taxi ride to and from another pod.
- Pay for alternate transportation to your destination.
- Cancel your reservation with no fees.

Reporting Damage. Before you begin and end each trip, please be sure to thoroughly check the vehicle inside and out for dents, scrapes, and other damages. Note information about previously reported damage on the Damage Sheet kept in the vehicle's glove box. Please note that previously reported damage will be marked on the Damage Sheet, indicating that CarShare Vermont is already aware of it. Please call CarShare Vermont **before leaving the pod to report new damage** (again, ONLY damage not already recorded on the Damage Sheet). **If you fail to report damage to a vehicle, you may be held responsible and/or fined.**

For non-urgent vehicle issues, such as cleanliness, odors, suspected smoking, gas levels, and missing handbook items, please contact our office as soon as possible during or at the end of your reservation. You may leave a voice message at our office or send an email to report non-emergency problems with the car. **Please always remember to provide your full name, Member ID, and a detailed description of the problem you are reporting.** If you're not sure what is considered an emergency and what isn't, please refer to the section on "Emergencies."

Starting the Car. The vehicle's ignition key is attached to the steering column by a wire cord and must be used to start the vehicle. The ignition key must remain in the vehicle at all times; however, it should never be left in the ignition. For

vehicles with a push-button start (e.g. Toyota Prius), insert the flat rectangular key and press the brake pedal all the way to the floor while pushing the "Power" button on the dashboard to start the vehicle. **The vehicle key should never be removed from the vehicle without explicit permission from CarShare Vermont. Doing so may result in a fee.**

Getting Gas. It is your responsibility to make sure the gas tank is at least half full when you return the car as a courtesy to the next member. You should use the gas card located in the vehicle's glove box or in the driver's side visor to purchase gas. This gas card can be used at most major gas stations **only by members and only to purchase gasoline for the CarShare Vermont vehicle you are driving.** Swipe the card at the pump as you would any credit card, and you'll be prompted for a Vehicle ID and the odometer reading of the vehicle. **If you're unable to use the card,** please pay for gas and email or fax a copy of your receipt to accounts@carsharevt.org or 802.861.2371. **You must always return the car with at least one-half tank of gas. Failure to do so may result in a \$30 fee.**

Running Late. First, please always call the reservation line (802.861.2369) to try to extend your reservation if you think you'll need more time with the vehicle. If you're unable to extend your reservation because someone else has a reservation immediately following yours, you must let us know when you expect to return the car.

You may be charged late fees and for your additional time with the vehicle, as well as costs incurred by CarShare Vermont to accommodate the other member(s) you inconvenience by your lateness.

Returning the Car to its Pod. Please remember the vehicle must always be returned to the **same pod** from which you pick it up. When returning the car, please always remember to:

1. Remove the vehicle key from the ignition.
2. Make sure headlights and interior lights are turned off.
3. Please pack your trash, wipe up any spills, and check around for your personal items. CarShare Vermont is not responsible for items left in the vehicle. Remember, you may be charged a fee for leaving a vehicle excessively filthy.
4. Contact us immediately if you can't return the car

to its designated space for whatever reason. This constitutes an emergency, so please don't hesitate to call the emergency line if it's after regular business hours.

Using your Key Fob to Lock the Car. Remember to do this **every time you leave the car**, even in the middle of your reservation. All doors lock when you use the key fob. Please do not use the internal locks.

Traffic Tickets. If you get a traffic or parking ticket while using a CarShare Vermont vehicle, it is your responsibility to pay it promptly. If we receive notice that a parking ticket has not been paid, we will pay it and add all fees to your monthly bill, along with a processing fee.

Lost and Found. Ultimately, CarShare Vermont is not responsible for any personal belongings left in or on top of the vehicles. However, we'll do our best to take care of your stuff. We do make biweekly visits to the cars and will remove anything left behind.

If we do find personal items in the cars, we will hold them in our "lost and found" bin at the office for up to sixty days. After that, we will donate it. Give us a call or send us an email to inquire about a lost item.

If you need to retrieve anything that you've recently left in one of our vehicles (i.e. the next day), please make a thirty minute reservation first before going to get the item. This will ensure that the car will be there and it will also prevent an interruption to another member's trip.

Using Rooftop Racks. CarShare Vermont shall not be responsible for direct, indirect, incidental or consequential damage or injuries arising from the use of any vehicle accessories supplied by CarShare Vermont (luggage racks, bicycle racks, ski racks, etc.) used by the Member. The Member is responsible for the safe installation of such accessories and must check their condition before each use.

When using CarShare Vermont's bicycle and ski racks, you are responsible for damage caused to the rack during your reservation. If you are at all unsure about whether or not your bike is mounted properly, do not use the rack.

Please find the rack operating instructions in the glove box of vehicles equipped with racks. There is also a key to be used for locking the quick release skewer. Please do not remove this key from the vehicle. There is a \$50 fee for lost keys.

Emergencies

You must call the emergency line, **802.999.2006**, in the event of an emergency. The following situations are considered emergencies:

- You show up for a reservation and the car you've reserved is not there.
- The car won't start or is badly damaged.
- You're running late and you can't extend your reservation because someone else has reserved the car after you.
- You're unable to lock the car with your key fob. **Please call us before using the manual door locks!**
- You're locked out of the car.
- A non-CarShare Vermont vehicle is parked at the pod's parking space when you need to return the car.
- You've been in an accident or damaged the vehicle.

For non-emergency inquiries and comments (e.g. questions about your bill, reporting less-than-half-tank of gas, general questions), please contact CarShare Vermont's office at 802.861.2340 and be sure to leave a detailed message if no one is available to take your call.

Treatment and Operation of Vehicles

CarShare Vermont regularly cleans and carefully maintains all of the vehicles in our fleet. As a member, you agree to treat CarShare Vermont vehicles with respect and care. Any misuse of CarShare Vermont vehicles will be grounds for fines, suspension, and/or cancellation of your membership. Please abide by the following rules when using CarShare Vermont's vehicles:

- Operate the vehicles according to the operator's manual located in each car's glove box. You will be liable for any damage to the vehicle that results from misuse.
- Due to allergies and sanitary concerns, **pets may not be transported in CarShare Vermont vehicles.**
- **Smoking is prohibited** in all CarShare Vermont vehicles.
- **Please remove your belongings and all trash from the vehicles.** Leaving a car excessively filthy can result in a fee—you can avoid this fee by cleaning the car.

CarShare Vermont Vehicles May Not be used under these Conditions. Members responsible for such behavior will have their membership suspended or terminated and will be fully responsible for the costs of any damage.

- Allow someone who is not an approved CarShare Vermont member to drive a CarShare Vermont vehicle.
- For any illegal purpose.
- While the driver is under the influence of any intoxicating substance.
- In any race, test, or competition.
- In a careless or negligent manner.
- To carry persons or property for hire (i.e. taxi or parcel delivery service). You may use the car for business purposes, such as attending meetings and carrying associated materials.
- If it has been obtained from CarShare Vermont by fraud or misrepresentation.
- For off-road driving (i.e. vehicles may only be driven on maintained, public roads).
- Fueling with improper type of fuel.
- When it has been loaded beyond its rated capacity or with more passengers than the vehicle has seat belts for.
- Outside the continental United States or Canada.
- To tow or push anything.
- Unless a reservation has been made. *Using CarShare Vermont vehicles without reservations or outside your reservation time constitutes unauthorized use and results in a fee.*
- Operate a CarShare Vermont vehicle without a valid license. It is your responsibility to inform us when your license is expired or suspended.

If you use CarShare Vermont Vehicles in an Unauthorized Manner:

- You will be subjected to fines and other applicable fees; and
- We reserve the right to notify the police that the vehicle has been stolen; and
- You release and discharge CarShare Vermont from, and indemnify, defend and hold us harmless against any liability arising from such notice.

Accidents and Damage

Any accident or damage in connection with the car you are using must be reported immediately to CarShare Vermont, and to the police. You are obliged to secure evidence from any available witnesses, and to provide CarShare Vermont with a written description of the accident and the damage incurred by completing a CarShare Vermont accident report found in the vehicle's glove box. You are also required to cooperate in any loss investigation conducted by us, or by our insurer. **After an accident you may continue your trip only with the explicit permission of CarShare Vermont staff.**

Insurance

Our insurance company may check every member's driving record once a year. Any member cited for reckless driving, driving under the influence of alcohol or drugs, or who has more than two moving violations will be automatically terminated.

As a member of CarShare Vermont you are covered under our insurance policy when operating a CarShare Vermont vehicle, which provides you with the following:

- Auto liability with combined single liability limits for bodily injury, collision, and property damage up to \$1 million per event.

Any valid and collectible insurance coverage, or other coverage benefit, that you have that applies to a loss incurred while driving a CarShare Vermont vehicle shall be primary coverage, and CarShare Vermont's insurance shall be secondary.

Damage to, Loss, or Theft of Vehicles. In the event of damage, regardless of fault, it will be the member's responsibility to pay the full amount that it would cost to repair the damage up to \$1,000 per occurrence, which is the amount of CarShare Vermont's deductible.

For 18-20 Year-Old Members. Car Share Vermont provides auto liability insurance that is secondary to any other valid and collectible insurance whether primary, secondary, excess or contingent. You are required to be insured under an automobile policy with limits no less than minimum levels prescribed by Vermont laws.

Vehicle Tracking Notice and Release

CarShare Vermont vehicles may be equipped with Global Tracking System or another similar equipment. Such systems utilize cellular telephone and/or radio signals to transmit data; therefore, your privacy may not be guaranteed. You authorize CarShare Vermont to use or disclose location information concerning you, the vehicle, and any other driver.

Payments

CarShare Vermont accepts payment by credit or debit card only, specifically Visa and Mastercard. As a member, you authorize CarShare Vermont to automatically charge the credit or debit card on file whenever you use a vehicle or have any payment due (e.g. your monthly invoice).

Driving Fees. After you use a CarShare Vermont vehicle, you will automatically be charged for your reservation. This includes hours **reserved** according to your rate plan and an estimated mileage charge of **5 miles per reserved hour**, as well as any applicable surcharges (e.g. truck surcharge). Driving fees are charged every time you use a vehicle and appear as **Pay-As-You-Drive** payments on your monthly invoice. If you owe more or less than the estimated **Pay-As-You-Drive** payments collected during the month, an amount due or credit will be shown on your monthly invoice total.

Monthly Membership Fees. If applicable, membership fees will be applied to your monthly invoice. Please see below. You may switch membership plans by contacting CarShare Vermont. You may upgrade plans at any time; however there is a \$30 charge if you downgrade plans more than once per 12-month period.

Annual Membership Fees. If applicable, annual membership fees will appear on your first monthly invoice. You may upgrade plans at any time; however, we are unable to downgrade annual plans. Your annual membership plan expires one year from your start date and **will renew automatically** unless you notify us before the expiration date.

Monthly Invoice. We generate electronic invoices on the 10th of each month for the month prior and send you and email notification when your invoice is ready to review. Please be aware that this email notice often

includes important updates and other useful information. To access your invoice, simply login to your online account. The invoice shows all of your actual trip costs with real mileage, as well as all of the estimated **Pay-As-You-Drive** payments collected during the month toward these trips. It also includes any other fees or credits you may have incurred throughout the month, including your monthly membership fee if applicable. **You will automatically be charged the amount due on your invoice on the 15th of the month.** You have 30 days from the invoice date to contact us regarding any discrepancies. After 30 days, CarShare Vermont reserves the right to deny requests to research discrepancies.

Failed Payments. If our attempt to collect payment fails at any time for any reason, you will receive an email notification that you need to provide a valid card and resubmit your payment promptly. Each time a payment fails, CarShare Vermont reserves the right to charge a bounced payment fee of \$30 per occurrence. If you have an outstanding balance, CarShare Vermont may attempt to collect payment from the card on file at any time.

If CarShare Vermont is ever unable to collect payment for the full amount owed to date because your payment card is declined or expired, CarShare Vermont reserves the right to immediately suspend your account and all reservation and driving privileges without notice.

Collections. Accounts with outstanding balances are subject to our collections process, including additional attempts to collect via the card on file, referral to a collections agency, or if necessary, filing a suit with the Chittenden County Small Claims Court. You will be responsible for all costs associated with the collection process, including interest, legal fees, and administrative charges.

Terminating Your Membership

If you'd like to end your membership, please contact us at 802.861.2340. You will need to return your key fob to us in person or by mail in a padded envelope. Please include a note indicating your reasons for leaving, your forwarding address, and any comments you'd like to share regarding our service.

There is a \$30 fee for not returning your key fob.

Account Value Returned. Within 90 days following the termination or cancellation of your membership, any

portion of the account balance shall be reimbursed to you, minus any amount owed to CarShare Vermont. Should the account balance be insufficient to cover the amount you owe CarShare Vermont, CarShare Vermont reserves the right to take any actions necessary to recover the full amount.

Revocation or Suspension of Membership. CarShare Vermont may at any time suspend or terminate an individual's membership for violating the terms or conditions of the Membership Application, this Handbook, or the operator's manuals of the cars. To ensure reliability we'll suspend or terminate memberships of people who take cars without reservations, who repeatedly return cars late without calling us in advance, or who otherwise make CarShare Vermont unreliable, unsafe, or unpleasant for other members.

Cancellation of this Agreement. The Agreement shall be automatically and immediately cancelled, without notice, upon the death of the Member, or within five (5) days' notice by letter, email, phone call, or phone message from CarShare Vermont to the member if the member is not paying its debts as such debts generally become due or if the member is convicted of a driving-related criminal offense (such as driving under the influence of alcohol or controlled substances, hit-and-run, etc.)

Fees and Penalties

Late Return with NO Notification	\$40 per half hour (or part thereof) beyond my end time + costs incurred + time used
Late Return with Notification	\$20 per half hour (or part thereof) beyond my end time + costs incurred + time used
Took Car Early	\$30 + costs incurred
Cancellations/ Adjustments	<p>≥ 12 hours notice: I am not responsible for any portion of my reservation.</p> <p>Between 4 & 12 hours notice: I am responsible for half of my reserved hours minus time rereserved by another member.</p> <p>< 4 hours notice: I am responsible for my entire reservation, minus time rereserved by another member.</p>
No Show	Full Reservation + \$10
Low Gas (< half full)	\$30 + costs incurred
Left Vehicle Messy	\$30 + costs incurred
Left Lights On, Key in Ignition, or Windows Open	\$30 + costs incurred
Failed to Pay Ticket, Toll, or Moving Violation	\$30 + costs incurred
Bounced Invoice or PAYD Payment	\$30 + costs incurred
Returned Car to Wrong Pod	\$50 + costs incurred
Fob Swapping	\$30 + costs incurred
Drove Wrong Car or Without a Reservation	\$50 + costs incurred
Vehicle Not Locked with Key Fob	\$50 + costs incurred

Fees and Penalties , Continued

Detached Ignition Key or Failed to Report it Detached	\$50 + costs incurred
Left Vehicle Running	\$150 + costs incurred
Smoked in Vehicle or Failed to Report Evidence of Smoking	\$250 + costs incurred*
Pet in Vehicle or Failed to Report Evidence of Pets	\$250 + costs incurred*
Abandoned Vehicle more the 1/4 mile from its Pod.	\$250 + costs incurred*
Tampered with Onboard Equipment	\$250 + costs incurred*
Allowed a Non-CarShare Vermont Member (or restricted member) to Drive	\$250 + costs incurred*
Staff Time Due to Member Negligence	\$20 per half hour + costs incurred
Changed Plans more than Once Per Year	\$30
Lost Fob or Did Not Return it within 30 Days of Closing Account	\$30

- Some fees and penalties are taxed in accordance with Vermont's Tax Schedule.
- All penalties will appear on your invoice.
- For extremely serious infractions (*), you agree to waive all CarShare Vermont insurance and accept sole responsibility for any and all associated damage and liability loss. Your membership is subject to immediate termination.

Membership Agreement

By signing this agreement, you are accepting the conditions set forth in CarShare Vermont's Membership Handbook.

1. You agree to pay CarShare Vermont for your usage, as well as any penalties as set out in this Agreement.
2. CarShare Vermont reserves the right to cancel a member's contract in addition to levying the aforementioned penalties if such member fails to comply with any of the terms and conditions in the Agreement.
3. CarShare Vermont reserves the right to amend the terms and conditions of the present Schedule from time to time as it sees fit or necessary, without prior notice. Current terms and conditions are available online.
4. Every Member must possess a valid driver's license for your state of permanent residence within 30 days of joining CarShare Vermont. If a new license must be obtained to meet this obligation, the new license information must be submitted promptly to our office.

By signing below, you (the Member) represent that the information in your CarShare Vermont application form is complete and correct in all respects, and you authorize CarShare Vermont (or its designees) to check such information including, without limitation, the undersigned's driving record. You further authorize CarShare Vermont to charge to the credit or debit card on the application form any fees, penalties, and other charges due hereunder. Finally, you agree and accept all of the terms contained in this Membership Handbook.

By submitting your application online, you have already agreed to the terms of this handbook and you have already signed this document electronically.

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