

## eGo CarShare Fee Schedule

Updated January 2014

<b>FEES &amp; CREDITS</b>			
<b>Credit:</b>	<b>Example Scenarios:</b>	<b>Amount:</b>	<b>Rationale:</b>
<b>Being a Conscientious Member</b>			
Refueling Reimbursement	I am not able to use the Conoco card provided (because I went to a different gas station, couldn't find the Conoco card, had trouble using the card, etc.), so I paid for gas with my own funds.	Reimbursement (receipt required)	We recognize that it is not always possible to fill up at Conoco gas stations, etc. If the tank is < 1/4 full you are still required to fill up the tank and we will reimburse you for the full amount, provided you leave the receipt in the gas receipt envelope.
Car Wash Credit	The car is very dirty when I pick it up so I take it to get washed and vacuumed, or clean it myself.	\$5 + Reimbursement up to \$10 (receipt required)	This amount covers the estimated time it takes to get the car washed and vacuumed, plus a little extra for your trouble. Please remember to write your initials (or Member ID #) on the receipt and place it in the gas receipts envelope found in the glove compartment of each vehicle.
Displacement Credit	I show up for my reservation but the vehicle isn't there because the previous user is late and hasn't returned it yet...or...I show up for my reservation but I can't find the vehicle because the previous user did not park it in the appropriate space and did not notify eGo CarShare staff.	\$30/hr (issued only in full 15 minute increments) for displacement time + costs for alternative mode trip (if necessary); reservation start time will be adjusted to reflect actual start time, not reserved start time	You should be able to count on the eGo CarShare vehicle you reserve to be waiting for you at the beginning of every trip. If it's not there, we will do our best to arrange another way for you to get to your destination as quickly and easily as possible. We also compensate you for the inconvenience, your time, and your alternative mode trip (if necessary).
<b>Going Above and Beyond the Call of Duty</b>			
Emergency Maintenance and Repairs	I get to the car and notice one of the tires looks quite low, so I stop at a gas station and inflate it to the manufacturer's specifications and notify eGo CarShare staff.	Up to \$25 + reimbursement for expenses incurred; pre-approval required	We appreciate it when you help us with vehicle maintenance and repairs when you have the time and knowledge to do so. It generally saves us time and money, so we like to thank you by passing the savings directly to you. You must call and have the maintenance or repair approved by an eGo CarShare staff member before any work is done to receive the credit.
Referral Credit	I tell another person about eGo CarShare and they apply for membership.	\$10 per referral	The more people sharing cars the better! We want to encourage you to help eGo CarShare grow by telling your friends, family, and complete strangers about this great service. Please be sure the person you refer includes your full name in the note section on their application.
Car Captain Credit	I tell an eGo CarShare staff member that I am interested in becoming a Car Captain. A staff member then appoints me as the Car Captain of a particular eGo CarShare vehicle. I complete all monthly Car Captain responsibilities.	\$20 per month	Car Captains willingly take on extra responsibility to keep eGo CarShare vehicle sparkling clean and running smoothly. This credit is a thank you for all the hard work! Car Captains will not be credited if they do not complete their monthly responsibilities.

Tabling Credit	I contact eGo CarShare and have my name added to the Volunteer Contact list. eGo CarShare contacts me when tabling opportunities become available. I sign up to volunteer my time by tabling for eGo CarShare at an event...or...I read about a tabling opportunity in the monthly newsletter. I contact eGo CarShare to sign up to volunteer my time at the upcoming event.	\$10 per hour	Nothing is more powerful than hearing actual members share their personal stories about car sharing; we appreciate your enthusiasm and support and want to give you opportunities to become more involved with eGo CarShare.
Parking Space Credit	I locate a fabulous parking space for an eGo CarShare vehicle and have it approved by an eGo CarShare staff member. Then I contact the authority of the space and they agree to let eGo CarShare use the space. Both parties agree to the terms drafted for use of the space.	Up to \$100 per approved space – depending on cost to eGo, location, etc.	Visible and convenient parking spaces for eGo CarShare vehicles are an important aspect of our program. If you're able to secure a highly visible space with good access to other modes of transportation, we're happy to reward you for your efforts! Parking spaces must be approved by eGo CarShare staff for credit to be given.
<b>Fees:</b>	<b>Example Scenarios:</b>	<b>Amount:</b>	<b>Rationale:</b>
<b>The basics...</b>			
Application Fee	This is a one-time fee to join eGo CarShare. You will be charged the application fee regardless of whether or not you are approved.	\$25 (\$50 Rushed Application – expedites the application process)	This amount covers driving history acquisition and administrative costs associated with processing your application.
Peace of Mind Plan	You choose the Peace of Mind rate plan when you apply for eGo CarShare membership	Annual Fee: \$35 (waived for first year); Hourly Rates: \$6.95/hr, \$49 maximum hourly per day. Mileage Rates: \$.38 per mile for the first 50 miles, \$.25 per mile after 50 miles (per trip)	This plan offers a low annual fee (no monthly fee) with higher hourly rates for people who plan to use eGo CarShare once in a while. If you're primarily looking to use our pick-up truck a few times a year, or only need a car once a month, then the Peace of Mind plan is the way to go. In general, if you plan to drive less than 5 hours/ month and rarely use day trips, POM is for you.
Free Wheelin' Plan	You choose the Free Wheelin rate plan when you apply for eGo CarShare membership	Monthly Fee: \$12; Hourly Rates: \$4.50/hr, \$39 maximum hourly per day. Mileage Rates: \$.33 per mile for the first 50 miles, \$.20 per mile after 50 miles (per trip)	This plan offers a low monthly fee and lower hourly rates for people who plan to use eGo CarShare vehicles on a regular basis. If you think you'll be using any of our vehicles at least 5 hours/month, then the Free Wheelin' plan is the way to go
<b>These things happen...</b>			
Trip Cancellation > 12 Hours in Advance	You make a reservation and then cancel it more than 12 hours in advance.	\$0	Please cancel your reservation with as much notice as possible. Since most reservations are made less than 12 hours before the start of the reservation, we allow you to cancel a reservation without penalty if you do so more than 12 hours in advance. This leaves reasonable time for other members to reuse the hours of your cancelled reservation. If you cancel within 12 hours of your reservation, it is less likely that others will be able to reuse your time.
Trip Cancellation 4-12 Hours in Advance	You make a reservation and then cancel it between 4-12 hours in advance.	50% of the time of the reservation cost less any time that is "reused" by another	When you cancel with less than 12 hours notice it is less likely that others will be able to reuse your time. You are responsible for half the time that is not reused by another member.
Trip Cancellation < 4 hours in Advance	You make a reservation and then cancel it less than 4 hours in advance.	100% of the time of the reservation less any time that is "reused" by another member.	When you cancel with less than 4 hours notice it is unlikely that others will be able to reuse your time. You are responsible for any time that is not reused by another member.

Early Return	You return the vehicle before your reservation ends and shorten your reservation online or via the automated phone system.	Full time of the reservation and mileage less any time that is "reused" by another member.	It is almost always cheaper to schedule more time and return a vehicle early, than to schedule less time and incur late charges.
Keyfob Replacement	You lose your keyfob and eGo CarShare issues you a new one.	\$25	Any activity that occurs on your keyfob is your responsibility. <b>Please contact us immediately if your keyfob is lost or stolen</b> so we can deactivate it and avoid unauthorized use by someone else
Keyfob Return	You lose your keyfob and eGo CarShare issues you a new one. You subsequently find your old keyfob and return it.	\$10 credit	We can reissue your keyfob to another member when it's returned, allowing us to recycle keyfobs rather than continually purchasing new ones. Help us save money and materials by mailing or dropping your fob off at one of our offices.
<b>If you're a conscientious member, these things should never happen.</b>			
<b>Early/Late Fees: You are only allowed to access vehicles and drive them when you have a reservation</b>			
Early Pickup of Vehicle	You start a trip before your reservation is scheduled to begin (i.e. - your reservation is from 9am to 12pm but you access the vehicle to start your trip at 8:45am).	Regular hourly rate and mileage for reserved time + \$30/hr plus mileage for time used before the reservation (charged at 15 minute intervals) + costs associated with displaced members	When you access a vehicle before your reservation begins, you may be interrupting another member's trip or a maintenance reservation.
Late Return of Vehicle - Reservation Successfully Extended	I am going to be late returning the vehicle. I resolve the issue on my own by calling the automated reservation phone system, using the mobile site or via the online system and successfully extend my reservation. No other members are affected.	Regular hourly rate and mileage for reserved time + hourly rate and mileage for extension time	When you return a vehicle late, you are likely displacing other members. In these instances, our staff must make other arrangements for displaced members and compensate them for their time, the inconvenience and their alternative mode trips (if necessary). When you give us notice that you're going to be late, it is much easier for us to avoid, or at least minimize, the inconvenience to displaced members and it is cheaper for you. When you do not give us notice, it is much more difficult for us to make arrangements for displaced members, and in turn, it is more expensive for you. <b><u>To avoid lateness, we strongly encourage you to add time to both ends of your reservations to account for unexpected delays.</u></b> It is <i>drastically</i> cheaper to reserve extra time than to pay the fines for being late and it shows respect for your fellow car sharers.
Late Return of Vehicle - With Notice	I am going to be late returning the vehicle. I try to extend my reservation on my own but I am not able to because another member has a reservation immediately following mine, so I immediately call the eGo CarShare Member Support hotline to let them know how late I will be.	Regular hourly rate and mileage for reserved time + \$30/hr for time used after the reservation (charged at 15 minute intervals)	See above rationale.
Late Return of Vehicle - Without Notice	I return a vehicle after my reservation ends without notification. (I did not leave a message on the member support hotline or speak with an eGo CarShare staff member directly.)	Regular hourly rate and mileage for reserved time + \$60/hr for time used after the reservation (charged at 15 minute intervals)	See above rationale.
No Reservation/Took Wrong Car	I drive an eGo CarShare vehicle without a reservation...or...I reserve one eGo CarShare vehicle, but use another eGo CarShare vehicle for my trip.	Regular hourly rate for any reserved time + Regular hourly rate and mileage for vehicle used without a reservation + Costs associated with displaced members + \$50	While our in-car technology nearly eliminates the possibility of you taking a car without a reservation, there are a few instances in which it may grant you access to a car without a reservation. If you take a vehicle without a reservation, or if you use a vehicle different from the one you reserve, you potentially displace members. Please check your email or login to your account prior to each trip for a reservation confirmation and take note of the vehicle number you reserve. <b><u>If you do not have record of a reservation in your account, you do NOT have a reservation.</u></b>

Automated Telephone Reservation System	I use the automated reservation phone system to make or modify a reservation.	\$0.35/minute	This is the cost we incur to provide this service to our members.
Remote Unlock/Lock	You forget your keyfob and call eGo CarShare to have the car remotely unlocked/locked.	\$15 per remote unlock/lock	If you forget your keyfob, please call our member support hotline (this qualifies as a timely issue needing a quick response) so a staff member can remotely unlock the doors and enable the ignition. Once you've gained access, it is your responsibility to either retrieve your keyfob so you can use it for the remainder of your reservation or contact us each time you would normally fob-in or fob-out to secure the vehicle. Failure to do either can result in improper vehicle return and/or car left unlocked fees.
Car Left Unlocked	You forget to fob out at the end of your trip.	\$25 for a first time offense, \$50 for subsequent offenses + additional costs associated with damage or theft	When you don't fob out at the end of your trip, the vehicle is left unlocked. This is a very risky situation since ignition keys are kept inside the cars. Please minimize the risk of theft and damage by fobbing out <b>every</b> time you leave the vehicle, even if it's just for a few minutes.
Failure to Report Damage	You get to the vehicle and there is damage or while on your reservation you create damage on the vehicle.	\$50	It is your responsibility to inspect the vehicle when you arrive for your reservation. List any small issues in the Dents and Dings log located in the glove box. If it is a bigger issues such as a large dent, call our support number and report it. If you do not call in and report the issue, you could be held liable and issued up to a \$50 fine and/or could be disqualified from using our Damage Waiver Program.
Improper Vehicle Return	I return the vehicle and leave a window rolled down, a door unlocked, the key in the ignition, or trash or personal belongings in the car, etc.	\$25 + additional costs associated with damage, theft, or roadside assistance	It is your responsibility to ensure that eGo CarShare vehicles are fully secure at the end of your reservation. Open windows and visible keys make the vehicle vulnerable to damage or theft.
Bounced Payment/Non-Payment	You receive notification of a bounced payment but you do not rectify the situation and make the payment within 24 hours of notification.	\$25	It is your responsibility to keep your credit card information current and to pay for your usage on time. If you do not rectify the bounced payment within 24 hours you will be assigned a fee. If you have extenuating circumstances, please contact us immediately, as we may be able to make special arrangements. If you do not make scheduled payments on time, or contact us to make alternative arrangements, we will be forced to turn the matter over to a collections agency.
Low Gas	During your reservation, the gas tank falls below 1/4 full and you return it without refueling.	\$25	It is your responsibility to leave the gas tank at least 1/4 full at the end of your reservations. eGo CarShare vehicles can be refueled at most gas stations (preferably Conoco) using the gas cards provided. If you arrive at a vehicle and find the gas tank is less than 1/4 full, please fill it and indicate this on the receipt or send a member feedback through the reservation system.
Tickets/Citations/Tolls - Member Managed	You receive a ticket/citation during your reservation or as a result of your usage of the vehicle. (parking ticket, moving violation, toll, etc.) and you take care of it yourself. <i>eGo has accounts with the local toll companies and will assign fees accrued during your reservation to your monthly invoice.</i>	Amount of the ticket/citation + any additional costs associated (court fees, towing, impound fees, etc.)	eGo CarShare vehicles are no different than any other vehicles in the eyes of the law. Any parking tickets, moving violations, toll charges, etc. are the responsibility of the driver (e.g. you). If you are issued any type of ticket/citation, please leave a message on our member support hotline voicemail or email us to let us know how you plan to take care of it.
Tickets/Citations/Tolls - Unmanaged	You receive a ticket/citation during your reservation or as a result of your usage of the vehicle. (parking ticket, moving violation, etc.) and you <b>do not</b> take care of it yourself.	\$25 + the amount of the ticket/citation + any additional costs associated (late fees, court fees, towing, impound fees etc.)	See above rationale.
Roadside Assistance-Member Error	You leave the dome light on in the vehicle and the battery goes dead. eGo CarShare staff arranges to have the vehicle jump started, towed, etc.	\$25 + costs incurred	If a vehicle malfunctions during your reservation, you should immediately contact eGo CarShare by calling the Member Support hotline. In these instances, eGo CarShare staff will make arrangements to have the vehicle fixed on site or towed if necessary and is responsible for any associated costs. If however, a problem arises due to your error/negligence you will be responsible for the roadside assistance fees. Please note if the car is outside the Boulder-Denver metro area the assistance fees will be substantially higher.

Vehicle Abandonment	Abandoning the vehicle away from its correct location/not returning to correct location without notification	\$100 + additional costs associated with parking, towing, retrieval, etc.	It is your responsibility to return eGo CarShare vehicles to their designated parking spaces. If, for some reason, the designated space is not available, please call our member support hotline (this qualifies as a timely issue needing a quick response) to make alternative parking arrangements. If a vehicle is left in an undesignated area, any tickets, towing, retrieval fees, etc. will be assigned to the driver responsible.
Non-Members Driving eGo CarShare Vehicles	A person that is not an approved member of eGo CarShare drives an eGo CarShare vehicle during your reserved time.	\$250 + probable membership termination + additional costs associated with an accident, moving violation, etc.	<b>Only approved eGo CarShare members are allowed to drive eGo CarShare vehicles.</b> Non-members are not insured and thus pose significant risk to our organization if they get behind the wheel. If you find yourself in a situation where you're unable to complete your reservation, please contact our member support hotline (this qualifies as a timely issue needing a quick response) and a staff member can help you make arrangements.
Damage/Accident	I am in an accident with an eGo CarShare vehicle.	\$500 deductible	In most cases you will be responsible for paying our insurance deductible unless the other party is clearly shown to be completely at fault. If you have violated any terms of the <a href="#">Membership Agreement</a> (e.g. DUI) our insurance may not cover you and you will probably be liable for the full cost of any damages.
Damage/Accident – Enrolled in Damage Fee Waiver Program	I am in an accident with an eGo CarShare vehicle	\$0	You are enrolled in the Damage Fee Waiver Program (\$45 per year or \$1 per hour, \$7 per day maximum). In most cases you will be not owe anything additional. If you have violated any terms of the Damage Waiver and/or <a href="#">Membership Agreement</a> you will be responsible for the Insurance deductible and/or our insurance may not cover you and you will be liable for the full cost of any damages. See our <a href="#">Membership Handbook</a> for more information.
Failure to Report an Accident	I am in an accident with an eGo CarShare vehicle, but I do not report it to the police or to an eGo CarShare staff member.	\$500 + cost of repairs + possible membership termination	Letting an accident go unreported, no matter how small, is a serious matter because it endangers the safety of other members using the vehicle.
Improper Transport of Pets	I bring my pet along for my eGo CarShare reservation but I do not transport it in a pet carrier; instead, I let it roam free in the vehicle, leaving hairs and odors behind.	\$50 + cleaning costs (if necessary)	<b>Pets may be transported in pet carriers only.</b> We require this to minimize the amount of pet hairs left in the vehicles, keeping our vehicles viable for those who may be allergic. If you suspect or find evidence of someone transporting a pet that is not in a carrier, please leave a message on our member support hotline voicemail or email us so we can contact and fine the member responsible.
Smoking in Vehicle	I, or my passengers, smoke in an eGo Car Share vehicle.	\$50 + cleaning costs (if necessary)	<b>Smoking in eGo CarShare vehicles is strictly prohibited.</b> If you suspect or find evidence of someone smoking in the vehicles, please leave a message on our member support hotline voicemail or email us so we can contact and fine the member responsible.
Excess Rate Plan Changes	You call to change your rate plan more than 2 times in a 12 month period. An eGo CarShare staff member makes the change.	\$25	We want you to choose the rate plan that's best for you and we understand that this may fluctuate throughout the year. However, frequent rate plan changes disrupt the billing cycle and often require an excess of staff resources. This fee is meant to balance your changing needs while respecting our resources.
Wrong Fuel	You refuel a vehicle that takes unleaded gasoline with diesel.	Cost of repairs (this is very expensive)	You should never refuel an eGo CarShare vehicle with diesel. Regular unleaded works fine in all of the cars.