



Member Handbook

Updated August 2015

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How to Contact Us

Website: www.carshare.org

E-mail: info@carshare.org

Phone: 303.720.1185 – Member Support & Reservations

303.552.9509 – Reservations

Fax: 303.416.8900

Mail: eGo CarShare
1536 Wynkoop St
Suite 101
Denver, CO 80202

eGo CarShare
1920 13th St
Suite C
Boulder, CO 80302

Office Hours (At both offices)

Monday - Friday 9am - 5pm

*Please listen to the phone options to reach Member Support or specific staff members.

**If you would like to pick up a fob outside of regular business hours, please contact us (during regular business hours) to make arrangements.

Welcome to eGo CarShare!

eGo CarShare is a local non-profit carsharing organization, serving the Denver-Boulder metro area. Our mission is to provide and promote alternatives to individual car ownership, thereby reducing the environmental and social impacts associated with motor vehicle use. Numerous research studies, including one done by the Union of Concerned Scientists, has shown that the, number one, most effective thing we can do to reduce our environmental impact, and promote a more sustainable lifestyle, is to reduce our driving.

The idea for eGo CarShare was birthed from this sentiment. A group of Boulder citizens who were very concerned about minimizing their environmental impact, and who strived to leave a more sustainable legacy for future generations, took the issue of transportation to heart and made a commitment to minimize their automobile use. In 1997, the “Little Red Car Co-op” was formed. The momentum continued forward, and in 1998, Boulder CarShare (BCS) was founded.

The organization was incorporated as a Colorado non-profit on August 28, 1998 and put their first car on the road as Boulder CarShare in 2001. Approval by the IRS as a 501(c)(3) entity came on April 4, 2006. Boulder CarShare rebranded in January 2009 as eGo CarShare in order to bring its service to the City of Denver. In March of 2009 eGo CarShare placed its first three cars in Denver and in the Fall of 2009 eGo CarShare received its first significant outside funding from a CMAQ (Congestion Mitigation and Air Quality) grant to aid in its expansion to core Denver neighborhoods. Since that initial CMAQ funding, eGo was awarded another round of funds to place vehicles near B-cycle stations in Denver and Boulder creating Shared Hubs Integrated for Transportation, or SHIFT. Most recently awarded a third round of funding to bring a transportation toolkit, including transit passes, bicycle access and carsharing, to affordable housing neighborhoods in Denver and Boulder.

We serve anyone who wishes to reduce their automobile usage or those who cannot afford to own and maintain a private vehicle. Families with a second car that is driven less than 10,000 miles per year are perfect candidates, as are individuals with no car who need one occasionally for running errands such as grocery shopping or to do laundry. Our rate structure is tailored to fit the needs of a wide variety of residents and income levels.

eGo CarShare’s Mission and Goals

Mission

To provide and promote alternatives to individual car ownership, thereby reducing the environmental and societal impacts associated with automobile use.

Goals

- Reduce car ownership and use
- Reduce road congestion, vehicle miles traveled (VMT), vehicle hours traveled (VHT), and single-occupancy vehicle (SOV) trips
- Reduce greenhouse gas emissions and other air pollution
- Increase use of mass transit, and bike and pedestrian travel
- Increase transportation cost savings for carsharing participants
- Increase mobility options, particularly for low-income households

Member Handbook

This Member Handbook discusses all member responsibilities and privileges. It is vitally important that all our members be familiar with the information herein. If you have any questions that are not answered in this handbook, please contact us.

Quick Reference: CarSharing Basics

eGo essentials

- eGo CarShare is a local, 501(c)(3) nonprofit organization.
- eGo CarShare owns, insures, repairs, and maintains its vehicles.
- You are charged hourly and mileage fees to use eGo CarShare vehicles.
- You must always have a valid reservation the entire time you are using a vehicle.
- You can reserve vehicles anytime via our web site, mobile site, and automated phone system.
- Fob out **every** time you exit an eGo CarShare vehicle.
- Always make sure all car doors are locked at the end of your trip.
- Never loan your key fob to a friend.
- Report lost fobs immediately.
- Reservations cancelled less than 12 hours before the start of the trip are liable for charges. See [fee schedule](#) for details.
- Only authorized eGo CarShare members can drive eGo CarShare vehicles.
- Gas is included in the mileage fee. Use the Conoco gas card to pay whenever possible.
- You must return the vehicle with at least ¼ tank of gas.
- Return the vehicle (to the same location) **before** your reservation ends.
- Vehicles need to be returned on time. If you are late you will be charged significant [Late Fee Penalties](#).
- No smoking of any kind in any of our vehicles.
- Alcohol must be transported according to state laws.
- In case of an accident, the police and eGo CarShare staff should be notified immediately.
- For damages, members are usually responsible for paying the insurance deductible unless they are enrolled in the Damage Fee Waiver Program.

Reservations

Sharing is a key element of car**sharing**, so member conscientiousness regarding vehicle reservations is an essential component of a convenient and reliable carshare program.

Reservations for all of our vehicles are on a first-come, first served basis via our web site, mobile site or automated phone system. One of your most important **responsibilities** as a carshare member is to be conscientious about your reservations. Be accurate about dates, times, vehicle location, and whether you are reserving a manual or automatic vehicle.

Reservation Reminders

- You must have a valid reservation the **entire** time you have a vehicle.
- All reservations are made on a first-come, first-served basis.
- You may reserve a vehicle up to four months in advance.
- You may reserve a vehicle at the last minute, provided one is available.
- If you need to extend your reservation, you must do so **before** your reservation expires. If the car is not available for the time period you wish to extend it, you **must** still return the vehicle **before** your reservation expires.

Problems / Feedback

Our on-call staff is available 24/7 at 303.720.1185 if you encounter any of the following issues:

- You are in an accident. Always ensure everyone's safety and/or call for emergency help if needed before contacting us.
- Car is significantly damaged or disabled prior to your trip (e.g. flat tire).
- You can't find a car.
- Your key fob doesn't work and/or you can't get a car started.

Non-emergency Feedback

You can enter non-urgent feedback in the “Member Feedback” section of the online reservation system. Examples of useful feedback are:

- “Gas was < ¼ full when I started my trip.”
- “I couldn’t find an ice scraper in the car.”
- “The car smelled smoky when I got in.”
- “The left front tire looked a bit low.”
- “I love eGo CarShare! Thanks for providing such a great service.”

Eligibility Requirements

- You must have at least 2 years of licensed driving experience, and be at least 18 years old.
- If you’re 18 – 21 years old you must have a clean driving record.
- If you are over 21 you still need to have a very good driving record. A few minor incidents/violations will be accepted, but nothing major like a DUI.
- If you consider yourself a permanent Colorado resident then you must get a Colorado driver’s license within 30 days of establishing permanent residency here.
- If you are a temporary Colorado resident (such as a student or visiting professor) you can apply using your out of state license.
- If you are a temporary Colorado resident and have a foreign driver’s license, you must provide with us a current, official driving history record (in English).

You must notify us if your driving record changes (e.g. you get a speeding ticket, are in a car accident, etc.) after you become a member of eGo CarShare. In most cases changes to your driving record will not affect your membership eligibility, but if you don’t notify us, you may jeopardize the insurance coverage you receive through us.

Making a Reservation / Using the Reservation System

Reservations may be made online, on our mobile site, or via our automated phone system. In most cases, there is no need to talk with eGo CarShare staff to make a reservation. We strongly recommend you use the online system whenever possible, particularly when making new reservations, as it is much easier to see the availability, pricing, and specifics of each vehicle online.

- The mobile reservation site is compatible with most mobile platforms and allows you to easily locate vehicles that are available and near you when on the go. The mobile site also allows for easy reservation modifications.
- The automated phone system was primarily designed for modifying (extending or canceling) reservations in process, i.e. if you’re running late and would like to try to extend your reservation for another 30 minutes.
- Be sure to allow enough time. When making a reservation, always assume another member is waiting to use the vehicle after you and is expecting a timely return as the system does NOT put a buffer between reservations. If you’re not certain how long your trip will take, it is always best to schedule more time than you will actually need.
- Be aware that the ability to extend your reservation is **not** guaranteed. If you try to extend your reservation, but the car is unavailable during the desired time period, you **MUST** still return the vehicle **BEFORE** your reservation expires.
- If you would like to reserve a vehicle for longer than 48 hours, contact eGo CarShare staff. Depending on availability, longer reservations may be possible, but can only be made by an eGo CarShare staff member. You will be required to pay for the full estimated amount prior to the trip.

- eGo CarShare vehicles can only be driven within the state of Colorado, or up to a 400-mile radius of the Denver / Boulder metro area, whichever is greater. Taking an eGo CarShare vehicle beyond the authorized area of use is a violation of your Member Agreement and could result in a \$250 fine, membership suspension, and suspension of insurance coverage provided by eGo CarShare during the unauthorized trip.
- A single driver may not reserve more than one vehicle at the same time.

Online Reservation System

Browser notes: Our website and reservation system are best viewed on the most recent version of Chrome, Firefox, Safari and Internet Explorer. If you are using an older browser we highly encourage you update it to ensure all information is displayed properly.

Log On

Go to www.carshare.org and enter your **Member #** and **password** in the upper right-hand corner. If you do not know your password you can reset it yourself online. If you do not know your Member #, or if you would like to request a different Member #, contact us.

Customize your Locations

Once you are logged in we recommend you first verify and customize your user locations. Our system will display all our vehicles based on proximity from the location you select. If you plan to use vehicles from home and work, we recommend you create a location profile for each of these locations.

To customize your locations

In the "Check Availability" box in the upper left-hand corner, click on the "Location/Address" pull down menu, and choose "Manage Profiles." From there you can add or change your "Saved Locations."

Reservation Tips

- Complete the information in the "**Check Availability**" box in the upper left-hand corner. Be sure to specify the location you will be starting from.
- To quickly check availability for a desired date, click on the calendar icon in the "Check Availability" box to select the date you would like. Then click on the "Search" button.
- The system will then provide you with the availability of all of our vehicles, in order based on proximity to your starting location.
- You can also enter in amenity requirements on the left hand side when you search, ie. AWD or truck.
- To access detailed location or vehicle information click on the pod/location name in the blue bar.
- Reference the "**Legend**" to the left of the availability chart to determine when particular vehicles are available.
- Note the vehicle amenity icons listed for each vehicle to determine if the vehicle has all the features you desire (pay particular attention to whether the car has *automatic* versus *manual transmission*.)
- Once you have decided which vehicle you would like to reserve, click the "**Select**" button. Note the hourly fee and the trip cost estimate are also listed on this screen.
- After selecting the vehicle you want a pop-up window entitled **Your Reservation** will appear. At this point you can still modify the date/time you would like to reserve that particular vehicle. You can also enter notes in the optional Job Code field. (Tip: The Job Code field will appear on your invoice, so it is a handy way to label trip info that you may want to reference later)
- Click **Reserve It** to complete the reservation process. Please note that if you later decide to cancel your reservation, you will still be billed for some or all of the hourly charge if you cancel with less than 12 hours notice and if your hours are not used by anyone else. (See [Fee Schedule](#) for specifics)

- The subsequent **NEW Reservation Confirmation** screen lists all your reservation details, including the estimated trip cost, description and location map of the vehicle, vehicle amenities, etc. It is vitally important that you get a confirmation. If you do not, that means your reservation did NOT go through. Go back and try again. Note: Unless you change your default personal settings a reservation confirmation email will be sent to your email on file, another great way to be certain your reservation went through.
- You must get a Reservation Confirmation for all your reservations before you use a vehicle. If you try to access a vehicle without a valid reservation the vehicle will not unlock (typically), and/or if you use a vehicle without a reservation you will be fined per the [Fee Schedule](#). It is your responsibility to furnish eGo CarShare staff with the Reservation Confirmation e-mail in the event of any disputes. If you are unable to provide proof of your reservation you will be fined for using a vehicle without a reservation.
- Any **special vehicle notes** in effect for the vehicle you reserved often appear at the very bottom of the confirmation page, so scroll through the entire page to check for these important notes.
- Make note of the **vehicle #** you have reserved, as you will need it if you want to make any changes to your reservation via the automated phone system or mobile site.
- Be sure to give yourself plenty of time for planned activities. Return cars promptly as tardiness will result in penalty fees and possibly membership suspension. Consideration for fellow members is paramount for all carshare members.

Map View

- When making a new reservation you can alternatively choose to view a map, rather than a list, of all vehicles.
- Click on the vehicle pin identifier to get information about the vehicles at that location, view availability, and to make a reservation.

Modifying an Existing Reservation

Online

- When logged into the reservation system, click on the My Reservations tab, at the top of the screen.
- You can change or cancel your upcoming reservations shown here. You can also review the last 6 months of your reservation history.

Via the Mobile Reservation Site

- Using your personal mobile device, login to, reservations.carshare.org/m (note: do not use www. or http://) enter in your Member # and password.
- Your existing reservations will be listed and you can modify them there.

Via the Automated Phone System (IVR)

- Call Member Support at 303.720.1185 x1 or (303.552.9509)
- Enter your Member #.
- Enter your PIN. (This is different from your online password,– if you don't know your PIN you can create a new one online)
- Follow the prompts to extend or cancel your reservation.

Canceling Your Reservation

You may cancel your reservation at any time, however cancellation fees may apply.

Cancellation Policy & Fees

- No Charge: If you cancel your reservation within **30 minutes** of making it.
- No Charge: If you cancel your reservation more than **12 hours** before the start time.

- No Charge: For any portion of your cancelled (or shortened) reservation which is **re-used** by another member.
- 50% Charge: If you cancel your reservation **4-12 hours** before the start time and no one re-uses the time.
- Full Reservation Charge: If you cancel your reservation less than **4 hours** before the start time and no one re-uses the time.
- For **weather related cancellations** (big snow or ice storm) - there are no penalties for canceling (or returning early) provided you notify us at the time of the cancellation.
- For more information on our cancellation policies and fees please visit our [Fees & Credits](#) page.

Reminder: If you are returning a car early, you can quickly cancel out the balance of your reservation using the automated phone system (303.552.9509) or the mobile reservation site.

Weather Related Cancellations/Delays

eGo CarShare discourages members from driving when ice and snow have made the roads dangerous. If you are concerned about hazardous road conditions due to inclement weather, you may cancel your reservations, or return an eGo CarShare vehicle late, without incurring any penalty or cancellation fees, provided you speak to, or leave a message for, an eGo CarShare staff member before or during your reservation. The vehicle should be returned to the designated parking spot as soon as it is safe to do so.

Your Account

Account Types

Individual Accounts

- Stand alone account with only one member/driver who is financially responsible for all usage and fees.
- An individual account can be upgraded to a joint account by contacting member support.

Joint Accounts

- Family membership. Allows multiple people to driver under one account and one monthly or yearly fee.
- If you share a joint account with another member of your household, be certain to use the key fob associated with the driver whose name the reservation was made under for the entire duration of the trip. If you don't penalty fees may apply.
- The primary account holder is financially responsible for all usage and applicable fees/fines incurred by drivers which he/she authorizes to be on his/her account.

Organizational Accounts

- Used for businesses and organizations that would like to pay for their employees' carshare use.
- Drivers can be added to this account.
- One person, Account Authority, will be responsible for billing and administering this account.

Dual Accounts

- If you have a dual account for both work and personal use, be certain to make your reservations under the appropriate account.
- To switch between accounts click on the "Switch to Business Account" or "Switch to Personal Account" link in the upper right corner of the reservation system.
- We will bill the account the reservation was made under. If a reservation is made under an incorrect account you will have to fix the payment issue directly with your employer/organization.

My Messages

- We will occasionally post system-wide messages and messages to individual members on the reservation system. These messages will be displayed immediately upon logging into the system.

If you want to view them again during your session simply click on the **My Messages** tab at the top of the screen.

My Account

- You can update your contact and payment info, change your password and phone PIN number, view your invoices from the past 12 months, and change your preferences in the **My Account** section of the reservation system.
- Please keep your **contact info** up to date at all times. We often need to reach members via cell phone, so keep this info current. Also, we make vehicle placement decisions in part based on member locations, so please update your info if you move.
- Your **password and PIN number** information is fully encrypted and these fields will appear blank even though there is information stored in them.
- You are responsible for keeping your **payment information** up to date. If you do not correct bounced payment issues within 24 hours, penalty fees may apply. (See Fee Schedule for specifics)
- There are several helpful **Preferences** you can set for your account. For instance you can enter both your work and home location into the system so that you can easily find the vehicles nearby either location. You can also sync your reservations to your Google calendar and receive reservation notifications via text message (SMS) or e-mail.

Member Feedback

- You can use the online **Member Feedback** section to give us general feedback, or feedback linked to a specific reservation. For instance if you really liked a particular vehicle, let us know. If the previous member left you a box of chocolates and you want to thank them, let us know. And if a car had less than ¼ tank of gas at the start of your trip let us know that too. We welcome constructive member feedback to help us continually improve our program.
- Please do **not** use the Member Feedback form to report urgent issues such as problems affecting safety, drive-ability (e.g. flat tire, broken window, brakes, etc.) or parking (such as the designated space being occupied by an unauthorized vehicle). Please call eGo CarShare immediately at 303.720.1185 to report these types of urgent issues.

Be sure to **Sign Out** of your account at the end of your session, particularly when using a public computer. You are financially responsible for all reservations made under your account.

Accessing / Using Vehicles

Our vehicles are equipped with an electronic key fob entry system. You will receive your own personal key fob upon activation of your membership account. Carry your key fob with you at all times. **You are responsible for ALL use associated with your fob.** If you lose your fob, contact us immediately!

- Each key fob has a unique number that is associated with a particular member. Do **not** share your key fob with anyone – even other eGo CarShare members.
- You are liable for the loss, deterioration, and any possible misuse of the key fob.
- If you lose your key fob, notify eGo CarShare staff immediately. A Key fob Replacement Fee will be charged. (See Fee Schedule for specifics).
- If your key fob is inoperable for any reason, contact eGo CarShare immediately.
- eGo CarShare staff has the ability to remotely lock and unlock vehicles if necessary, however under most circumstances you will be charged a Remote Unlock Fee for this service. (See Fee Schedule for specifics).

To Use Your Fob:

- Hold your key fob steady over the fob reader (located on the driver's side of the windshield) for a few seconds until you see the light flash green.
- The light on the fob reader will flash rapidly for several seconds while the vehicle validates your reservation with the reservation system. Provided you have a valid reservation for that particular vehicle, the vehicle will unlock.
- The ignition key is kept on a tether inside the car. Hide this key in its designated pouch or storage area whenever you leave the car. Note: The 2010 and newer Priuses do not require a key. See notes inside the car for detailed starting instructions.
- **Always** lock the car using your key fob whenever you leave the vehicle. If you don't you will be fined as per the Fee Schedule, and you will also be held fully liable for any vehicle damage or theft which results from not fobbing out.
- You do not need to record your mileage, as the system will log it automatically.

Vehicle Check Before Departure

Do a quick walk around and inspection of the vehicle. Any visible defects which are not yet recorded in the Dents and Dings log (located in the glove box of each eGo CarShare vehicle) should be added. If the damage is significant, eGo CarShare notifies eGo staff before departure. If the damage is neither recorded nor reported to eGo CarShare staff, the last user will be held liable for the damage. Report any time sensitive information to eGo directly (info@carshare.org, 303.720.1185 or member feedback form), such as dirty car, check engine light, etc.

- Adjust all mirrors.
- Make sure you are familiar with all the controls in that particular vehicle.
- Check to make sure all of the following items are in the glove box:
 - Vehicle Insurance and Registration Cards
 - Vehicle Owners Manual
 - Accident Report Form
 - Gas Card
 - Dents and Dings Log

Inform eGo CarShare if any of these items are missing. Do not drive the vehicle if current insurance or registration cards are missing.

Reserved Vehicle Unavailable

If a vehicle is not at its regular parking spot at the time your reservation is scheduled to begin, first use the web, mobile site, or automated phone reservation system to verify your reservation. (Make sure you have an active reservation for the car you are looking for.) If you **do** have a valid reservation call us immediately (303.720.1185) so we can troubleshoot and resolve the issue. In most cases the previous member is running a few minutes late, and we'll penalize them and credit you for having to wait. If the other member will be more than 15 minutes late you may choose to:

- Cancel your reservation without charge, or
- Reserve another vehicle. If no other eGo CarShare vehicle is conveniently available, eGo staff may direct you to use an alternative form of transportation (bus, light rail, taxi) and submit your receipt to eGo CarShare for reimbursement. You must have confirmation from eGo staff that you're your ride will be reimbursed. Displacement credits could apply. (See [Fee Schedule](#) for specifics)

Operation / Use of Vehicles

Restrictions

- Smoking (of any kind) is prohibited in all vehicles.

- Drinking any alcoholic beverages is prohibited in all vehicles. Transporting any open alcohol containers inside our vehicles is also prohibited.
- Texting while driving is prohibited at all times (and illegal in Colorado!).
- The driver shall use hand's free equipment when necessary to talk on a cell phone when driving. In no event shall the driver text message or operate any other electronic equipment while driving the vehicle. It is always preferred that the driver park the car in a safe location to receive or make cell phone calls.
- Use your fob to lock the car EVERY time you exit the car.
- Only carshare members can drive our vehicles. If someone else in your household wants to drive they need to apply and join your account.
- Refuel with 85 octane gas when $\leq \frac{1}{4}$ tank.
- Children are required to be in compliance with all rules under the Colorado Child Passenger Safety Law and any other Federal, State or local laws.
- Pets may only be transported in pet carriers, unless a car is identified as "Pet Friendly" in the reservation system. In general we do not advocate the transporting of pets due to allergies and cleanliness issues.
- eGo CarShare vehicles can only be driven within the state of Colorado or up to a 400-mile radius of the Boulder / Denver metro area.
- Always return the car before your reservation ends.
- Always make sure you have fobbed out of a car and all doors are locked when you are done.

eGo CarShare vehicle(s) may NOT be used:

- By any person who is not a valid member in good standing with eGo CarShare.
- For any illegal purpose.
- For the purpose of towing, pushing, or propelling any trailer or any other vehicle, unless specific consent is given by eGo CarShare staff.
- While the driver is under the influence of any intoxicating substance.
- In any race, test, competition, or delivery of goods.
- In a careless or negligent manner.
- To carry persons or property for hire.
- Outside of the Continental U.S. or outside of the 400-mile radius of the Denver / Boulder metro area.
- If it has been obtained from eGo CarShare by fraud or misrepresentation.
- Other than on paved roads, or on roads that are not regularly maintained.
- When it has been loaded beyond its rated capacity or with more passengers than the vehicle has seat belts.
- Unless a reservation has been made.

Refueling

As a carshare member you may need to refuel a vehicle every so often, but at least you won't have to pay for it.

- You are required to refuel whenever the gas gauge is at or below $\frac{1}{4}$ **full** (that's ~2 "bars" of gas in the Priuses). Use the gas card found in the glove compartment of each car. This card can be used at almost any gas station.
- If you return an eGo CarShare vehicle with less than $\frac{1}{4}$ tank, you will be charged a Low Gas Fee. (See Fee Schedule for specifics)
- After you swipe the gas card at the pump you will be prompted to "Enter Driver ID." Note this is **not** your member ID #, but rather a unique 6 digit PIN number associated with that particular card. If you do not know where to find the PIN number, contact us.
- You will also need to enter the current odometer reading, so please take note of what it is before you get out to refuel.
- If a vehicle has less than a $\frac{1}{4}$ tank of gas at the beginning of your reservation, please let us know via the member feedback form.

- If the gas card is missing, or does not work, it is still your responsibility to refuel the car. In such cases, use your personal funds to refuel and email a photo or scan of the receipt to info@carshare.org. Your account will be reimbursed 1-2 business days after we receive the receipt copy

Permitted Drivers

Only eGo CarShare members may drive or operate eGo CarShare vehicles.

If an emergency occurs and the life or safety of an eGo CarShare member or another person is at risk, you may allow a non-Member to drive an eGo CarShare vehicle, on the conditions:

- that you receive authorization from an eGo CarShare staff member **before** the non-Member begins driving the eGo CarShare vehicle
- that she or he has a valid driver's license
- that you ensure that he or she is capable of driving before the trip, and is not under the influence of any intoxicating substance
- that he or she is only allowed to drive the vehicle under your personal supervision. You will be liable for any fees, costs or damages arising from the authorized person's use of the eGo CarShare vehicle.

If it is determined that a non-eGo CarShare member has operated an eGo CarShare vehicle in a non-emergency situation you will be subject to strict fines and possible membership termination. (See [Fee Schedule](#) for specifics)

Carrying of a Valid Driver License

- You must carry a valid driver's license during every trip. The rights of Membership are conditional on having possession of a valid driver's license.
- If your driver's license is suspended, withdrawn or expires, for whatever reason, your right to drive expires immediately and you must inform eGo CarShare staff immediately.
- If it is determined that you have operated an eGo CarShare vehicle without a valid driver's license strict fines and possible membership termination may apply. (See [Fee Schedule](#) for specifics)

Drive Safely

All Members share the responsibility of keeping eGo CarShare's insurance rates as low as possible. Driving safely includes, but is not limited to:

- Obeying speed limits and all traffic signs and signals
- Following other vehicles at a safe distance
- Not driving when tired
- Ensuring that all passengers are correctly wearing seatbelts
- Operating the vehicle according to the operator's manual.

Lost and Found Procedure

eGo CarShare is **not** responsible for any item left or lost in the vehicles. Please be sure to take your personal belongings with you at the end of your reservation.

If you leave something in the car:

- Go back to the car as soon as possible to retrieve your items. You'll need to make a minimum 15 minute reservation (you will be charged for this) to assure the vehicle will be available and to ensure the vehicle will open when you fob in.
- If the item(s) you left behind is particularly valuable or large please notify eGo CarShare at 303.720.1185.
- If you think you left something behind, but can't find it in the car, please email support@carshare.org with a brief description, date it was left and the vehicle it was left in. eGo CarShare staff will try to locate the item, but we are not responsible for items left in vehicles.

If you find something in the car:

- If it is small enough please put it in the glove compartment.
- If it is fairly valuable (like a cell phone or keys) please notify eGo CarShare at 303.720.1185, so we can immediately alert the previous user.

We typically leave smaller items (like sunglasses) in cars for a few weeks for owners to claim them. After a few weeks, any unclaimed items are removed to keep our cars as clutter-free as possible. After a month any unclaimed items will be donated or disposed of.

Cleaning

We depend on all our members to keep our cars clean and in good condition for the next member, so please do your part to “leave no trace.” It is your responsibility to clean the vehicle of any mess that you may have made, inside or out. If you spill something and are unable to clean it adequately, please notify us so we can address the issue in a timely manner. Inform us (preferably via the Member Feedback option online or at info@carshare.org) if you find a car to be quite dirty at the start of your trip.

Our vehicles are cleaned regularly, but particularly in winter it is difficult for us to keep the exterior of our vehicles clean at all times. During the course of your reservation you would like to get a vehicle washed, please do so and we will reimburse you for this expense (up to a maximum of \$15), if you submit the receipt to us. Please make every effort to make environmentally-responsible decisions about appropriate locations for the wash, soaps and solvents.

If you return a car dirty (e.g. pet hair or trash is found in the car, mud or grease on the seats or door panels, etc.) you will be charged a cleaning fee.

Roof Racks

Particular care should be exercised when using roof racks or bike racks. They must be well secured to the eGo CarShare vehicle and you must ensure that any bicycles or other gear is properly secured to the racks. Neither the bike racks nor gear may cause damage to the eGo CarShare vehicle. You will be financially responsible for any damage caused by incorrect and / or inappropriate use of roof racks and bicycle racks

Insurance

- All members are insured for up to \$1,000,000/incident in Liability coverage while driving eGo CarShare vehicles.
- All our vehicles are fully insured and have a \$500 deductible. The insurance conditions are available for Members’ inspection and can be read at eGo CarShare’s office by appointment.
- Drive safe. We have great insurance coverage but in order to keep our rates low, we need to maintain a good driving record. Take time to adjust all the mirrors and get familiar with a car before starting your trip.
- Only members are insured.
- Do **not** let friends (non-members) drive our cars – they won’t be covered by our insurance and you risk getting a minimum \$250 fine and suspension of your membership! If they want to drive, they need to join. See “Permitted Drivers” section for additional information and special circumstances.
- Carry your valid driver’s license with you during every trip.
- Our insurance and vehicle registration cards are kept in the glove compartment in an orange envelope.

In the event of an accident, a Member's liability will normally include the \$500 insurance deductible (enrollment in Damage Fee Waiver program may alter liability amount). Members may also be liable for the entire cost of vehicle repair or replacement and claims made by third parties if the Member violated the insurance agreement (for instance, if the Member had driven while intoxicated). Please note that eGo CarShare assumes no liability for personal property in or on the vehicle.

During the time a Member has booked a vehicle, it will be assumed that this Member was using the vehicle and will be held responsible for any damage to the booked vehicle or claims that are made against eGo CarShare or damages resulting from use of the vehicle.

Any payment owed by a Member to eGo CarShare due to an accident or other damage, may be collected from the Member by using the Member's credit card as agreed in the Membership Agreement.

Damage Fee Waiver Program

All of our members are fully covered under our insurance policy with a \$500 deductible for incidents involving vehicle damage. However, we recognize that \$500 can be a large, unexpected expense. Our Damage Fee Waiver Program provides peace of mind by reducing your out-of-pocket cost for damage that occurs during your use of an eGo CarShare vehicle. You can reduce your prospective liability from a \$500 deductible to \$0.

We offer yearly or hourly options:

- **Hourly:** \$1/hour of reserved time with a maximum of \$7/day. Covers one at fault incident per reservation. You can choose this option when making a reservation.
- **Yearly:** \$45/year per driver. Covers one at fault incident per year. You can enroll in this option from your account or application page.

There are three options to enroll for this program:

As an Applicant:

During your application process review the Terms & Conditions listed in the Damage Fee Waiver Program section and click the "I Agree" button.

As a Current Member:

- Log in to our reservation site with your member number and password.
- Click on "My Account" in the main menu bar and then the "Details" tab.
- Read the Program overview section, then click the "Next" button.
- In the next window, select which fee option you want from the drop-down menu. Review the Terms and Conditions and click the "I Agree" button.

For the Hourly option, choose "yes" on the Damage Fee Waiver button after selecting a vehicle in the reservation system.

By signing up for the Damage Fee Waiver Program I understand that:

- I need to report any damage that occurs during my reservation immediately by calling the eGo CarShare office at 303.720.1185
- I need to remain a member in good standing by not violating the Membership Handbook and by paying any driving estimates and/or monthly invoices on time
- I am not purchasing, nor is eGo CarShare selling, insurance through this agreement
- Enrollment in the \$45 Annual Damage Fee Waiver Program is an annual fee
- Enrollment in the damage fee waiver program covers one incident per 12 month period. Once the damage fee waiver is used, the member is responsible for the \$500 deductible until the enrollment renews.
- Hourly enrollment will only cover the reservation that the member chose "yes" for
- For Joint or Organizational account, only the Account Authority can enroll in the Annual Damage Fee Waiver Program and \$45 is charged for each Driver on the account

- eGo CarShare contracts with an outside insurance company for insurance coverage.

The Damage Fee Waiver Program does NOT include any loss arising directly or indirectly from:

- Damage to an eGo CarShare vehicle or another party's vehicle which is unreported by the driver and/or account holder
- Damage caused to a vehicle when an eGo CarShare driver fails to stop and properly report an accident (hit and run)
- Members whose account is not up to date or who have an overdue payment
- Members permitting a non-member to drive an eGo CarShare vehicle
- Members who falsify or provide misleading information to eGo CarShare staff investigating damage to an eGo CarShare vehicle
- Personal injury or damage to property
- Third party liability
- Dishonest, fraudulent or criminal acts
- Damage by improper fueling or tampering with engine parts
- Damage that occurs prior to signing up for the Program
- Intentional damage to a vehicle by a member
- Damage which occurs while driving under the influence of alcohol or illegal substances
- Any violation of the Membership Handbook.

Accidents

In the Event of an Accident:

- Make sure everyone is moved to a safe location.
- Call for emergency help if needed.
- Complete the Accident Report form found in the orange envelope in the glove compartment.
- If another vehicle or personal property was involved, call the police to get a police report.
- Call eGo CarShare as soon as possible (preferably before you leave the scene.)

Emergency Situations

We have a 24-hour Member Support phone line. Please use good common sense and judgment when contacting us about emergency situations after hours. In particular, please **do** notify us at any time of day if any of the following situations arise:

- You are in an accident
- The car is not drivable or you are experiencing significant mechanical difficulties which prevent you from using the car (dead battery, fob system doesn't work, etc.)
- You cannot find the car you reserved. (Make sure you first double-check that you have a valid reservation at that time for that particular vehicle **before** contacting us)
- You are running late and have already tried to extend your reservation but are unable to because there is another reservation immediately after yours
- Our designated parking space is occupied by another vehicle at the time you are returning the car.

Disabled Vehicle Policy:

If an eGo CarShare vehicle becomes disabled or unusable during your reservation, eGo will work to get the vehicle back in service as quickly as possible, but we cannot guarantee the timeframe for repair and eGo CarShare will not be responsible for any expenses or inconvenience you incur as a result of travel delays.

Returning Vehicles

When returning a vehicle at the end of your reservation:

- Ensure the fuel tank is over ¼ full and that all eGo CarShare documentation is returned to the glove box.
- Make sure the vehicle is parked in the correct space. (If our designated space is occupied by another vehicle, notify us immediately and do not leave the premise until talking with eGo CarShare staff about the situation).
- Put the ignition key back in its designated pouch or storage area.
- Ensure all lights (headlights, interior lights, etc.) are off. You will be held liable for servicing fees if we have to jump start a car due to your oversight in this regard.
- Close all windows.
- Take all personal belongings with you.
- Please make every attempt to leave the car cleaner than you found it. If you spill something and cannot clean it up fully please notify us so we can address the issue in a timely manner.
- **Fob out.**
- Ensure all doors are locked.

Returning a Car Late

It is vitally important that you return the vehicle **before** your reservation ends. This responsibility is paramount to ensure a convenient and reliable carshare program for all members. If you return a vehicle late you will be subject to severe fines and penalties as outlined in the Fee Schedule.

Please recognize why late returns are such a significant infraction. All our members are entitled to a reliable carshare service. Returning a car even 5-10 minutes late could significantly inconvenience the next user. So we need all our members to be considerate and conscientious in returning all vehicles **on time, every time.**

If you are running late

- Use the web or phone system to extend your reservation, thus avoiding any late fees.
- If the car is already booked immediately after you and you can't get the car back on time, notify eGo CarShare immediately by calling 303.720.1185. Late fees will be assessed, but they will be significantly less if we can shift the next user to another car, or if they are willing to change their reservation times.

If you do not notify us at least 30 minutes before the end of your reservation that you will be late the late fees, displacement fees and no notification fees that you are assessed will be significantly higher.

If you realize you will not be able to return a car on time, due to reasons beyond your control (such as a flat tire, hazardous road conditions, etc.) notify us immediately. Provided you notify us in a timely manner, late fees will be waived for these situations.

Billing

Covering Costs

eGo is a 501(c)(3) nonprofit organization. Besides purchasing, insuring and maintaining a fleet of vehicles, eGo CarShare also has to pay its staff and cover other costs of running a business. eGo CarShare is dedicated to offering its Members access to its fleet of vehicles at a reasonable price. The fee structure is designed to spread all of these costs among its Members in as fair a way as possible.

Usage Fees & Rate Plans

- Review the fees posted on our web site every few months to make sure you know about any promotions we may have, as well as any rate changes.

- Our fees start at \$4.50/hr + \$0.33 per mile depending on what rate plan you choose as well as what vehicle you use.
- Max hourly rates per day start at \$39 with a mileage break at 50 miles.
- We charge a reduced hourly fee from 11pm-6am of \$1 or \$2, depending on rate plan. Mileage rates stay the same.
- Gas and insurance are always included in our rates.
- You are allowed to change your rate plan up to two times per year by e-mailing support@carshare.org or calling us 303.720.1185. Rate plan changes will take effect the 1st day of the following month.
- Please see our [rate page](#) for more specific information.

Account Maintenance

- You are responsible for keeping your account info up to date. Please promptly update your phone number, e-mail address, mailing address, and credit card info as needed in the “My Account” section of your online account.
- If we have to contact you because some of your account info is not correct, or if you do not correct a bounced payment issue within 24 hours, you may be charged an account maintenance fee.

Pay-As-You-Drive Billing System

- The day after you complete a trip your credit card will be charged for the estimated cost of the trip (charges that do not total \$5 will be added to the next reservation/invoice).
- Around the 5th of each month you will receive an itemized monthly invoice via e-mail to the address you specify, for the preceding month which shows the actual cost of each trip, as well as all the estimated charges which were collected throughout the duration of the month. (A hard copy invoice can be mailed upon request.)
- The difference between the actual and estimated trip cost totals will then be charged to your credit card 5 days after the invoice is issued (typically the 10th of the month).
- Any questions regarding monthly invoices or pay-as-you-drive payments should be emailed to billing@carshare.org prior to the 10th of each month.
- You also have the option to initiate prepaid charges for whatever amount you specify, whenever you would like. For example, you could pre-load your account with \$50, \$100, etc. at the beginning of each month. Prepaid billing may be required depending on your age and payment history.

Payments

eGo CarShare accepts payment via VISA or MasterCard credit or debit cards only. All members are responsible for immediate payment to eGo CarShare upon the use of any service, product or membership program. As a member you pre-authorize eGo CarShare to charge your payment card, at any time, for all charges incurred or ordered to that date. If at any time eGo CarShare is unable to collect payment for the full amount owed to date because your payment card was declined, eGo CarShare reserves the right to immediately suspend your account and all reservation and driving privileges, without notice, until we receive full payment, including any interest accrued, and a valid card for future payments. If your card is declined, eGo CarShare will assess a processing fee and may require additional pre-payment before you may utilize services in the future.

If the credit card on file in your account is not in your name. You will be required to provide a completed 3rd Party Authorization Form to us. If we do not have this document on file you will be restricted from making reservations until we receive it.

Fees and Credits

All members should periodically review the [Fee Schedule](#) posted on our web site (it is also attached to this Member Handbook).

We **charge penalty fees** for

- \$25 for not refueling a vehicle when it has < ¼ tank of gas.
- Returning a car late. Late fees vary based on tardiness, but you will be charged a minimum of \$7.50 per 15 minutes and significantly more if another member is displaced and/or you do not notify eGo you will be late.
- Not returning a car to its proper location.
- Leaving the car a mess. (Always remove all your personal belongings and discard your trash)
- Smoking in a car.
- Losing your key fob.
- Getting in an accident. (If you are at fault you will be responsible for paying up to the \$500 deductible)

We **issue credits** for good deeds such as: <http://carshare.org/volunteer/>

- Getting a car washed. (Contact us if you would like to become a Car Captain)
- Referring friends to join eGo CarShare.

Parking/Traffic Tickets

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

Fees for Violations

If any term or condition of the Membership Application or this Member Handbook is violated, then you are subject to any fees applicable under the [Fee Schedule](#).

Refunds

Members should review their monthly invoice and notify eGo CarShare as soon as possible about any billing disputes. All disputes must be made within 30 days of the charge to be eligible for a refund.

Maintenance and Emergency Repairs

eGo CarShare will maintain a regular program of preventative maintenance for each of our vehicles. However, during the reservation period, you are responsible for ensuring that brake fluid, engine oil, coolant, windshield washer and power steering fluid levels meet the operator's manual specifications. Tire pressure must also be maintained at operator's manual specifications. Failure to acknowledge warning lights or noises from the vehicle may result in fees for negligence.

Any receipts for purchases or repairs made to ensure the vehicle is operable must be marked with your member number and submitted to eGo CarShare within a week of the incident, via mail or email. You will be reimbursed up to a \$50.00 limit or, in the case of repairs, a higher amount if pre-approved by eGo CarShare.

Twenty-four hour emergency roadside assistance is available for emergencies with eGo CarShare vehicles. Please check the glove compartment of your vehicle for phone numbers and further information about towing. You are required to get approval from eGo CarShare staff before initiating a tow of an eGo CarShare vehicle.

Liens and Impoundment

If the vehicle is towed and impounded for illegal parking while you have reserved it, you are responsible for recovering the vehicle and agree to pay any costs arising from the vehicle being towed, as well as any late or loss of use fees that are incurred.

Revocation of Membership

eGo CarShare may at any time without notice terminate an individual's membership for violating the terms or conditions of the Membership Agreement, this manual or the vehicle operator's manual. eGo CarShare may end the membership of anyone who repeatedly returns cars late, verbally abuses staff or other members, leaves cars messy, or otherwise repeatedly inconveniences other members. eGo CarShare may also at any time without notice temporarily suspend an individual member's permission to drive a eGo CarShare vehicle.

Automatic Suspension

Your permission to drive eGo CarShare vehicles is automatically suspended if you are charged with, driving recklessly, without due care and attention, or any related vehicular offense, including, but not limited to:

- Operating a motor vehicle while impaired.
- Failing to provide a breath sample;
- Operating a motor vehicle dangerously;
- Failure to stop at the scene of an accident.

Additionally, your permission to drive an eGo CarShare vehicle is automatically suspended if eGo CarShare is unable to collect payment for any reason.

Automatic Termination

If you are convicted of any of the offenses referred to on page 12 (eGo CarShare vehicle(s) may NOT be used, followed by list), your right to drive will be permanently suspended and your membership terminated.

Cancellation of Membership

You can cancel your membership by email or in writing at any time. Membership termination will only be effective upon return of your key fob and full payment of any balance owed to eGo CarShare. If you do not return your key fob, you will be subject to a Key fob Replacement Fee.

Amendments to This Handbook

eGo CarShare may amend this manual and its contents, at any time, without notice.

Amendments to the Fee Schedule

eGo CarShare may amend the Fee Schedule at any time. Within one week of any amendments being approved by the eGo CarShare Board they will be emailed to members (hard copies can be mailed upon request). Amendments will not be effective any sooner than 7 days after they are approved by the Board.

Special Agreements

Any agreement which is made which differs from the terms of this Handbook must be made in writing, and signed by an authorized representative of the Board.

Severability

If any single part of this manual is found to be legally ineffective, it shall not affect the validity of the rest.

Notice and Change of Address

If this Manual requires eGo CarShare or the Board to give notice, notice will be sent to you at the email address or physical address provided in your application. In the event of a change of address, you must notify eGo CarShare by email or in writing.

Rate Structure

The basic eGo CarShare membership includes the costs of registration, fuel, maintenance, insurance and parking at eGo CarShare location. For plan details please see the Rates section of the eGo CarShare website at www.carshare.org. eGo CarShare reserves the right to amend rates, membership plans and rate structures at any time without notice.

Credits and Fees

Please refer to the Rates - Fee Schedule on the eGo CarShare Website at: <http://www.carshare.org/fees>. eGo CarShare reserves the right to amend the Fee Schedule, Credits and Fees at any time without notice.