



# Member Handbook

Updated April 2022

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## How to Contact Us

**Website:** [www.carshare.org](http://www.carshare.org)

**E-mail:** [info@carshare.org](mailto:info@carshare.org)

**Phone:** 303.720.1185 – Member Support & Reservations\*

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

Colorado CarShare  
 2855 63<sup>rd</sup> Street  
 Boulder, CO 80301

### Office Hours

Monday - Friday 9am - 5pm

\*Please listen to the phone options to reach Member Support or specific staff members. If it is outside of normal business hours and not an emergency or real time necessity (e.g. you can't get into a car), please leave a voicemail and we will respond to you on the next business day.

# Welcome to Colorado CarShare!

Colorado CarShare (CO CarShare) is a local non-profit carsharing organization, serving the Denver-Boulder metro area. **Our Mission** is to empower our community to live a car-free lifestyle and have a positive impact on our health, wealth, and shared environment. We aim to make Colorado a “cooler,” healthier, and more socially equitable place to live. Numerous research studies including one done by the Union of Concerned Scientists have 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 CO 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.

We were incorporated as a Colorado non-profit on August 28, 1998 and put our first car on the road as Boulder CarShare in 2001. Approval by the IRS as a 501(c)(3) nonprofit came on April 4, 2006. We rebranded in January 2009 as eGo CarShare as we expanded to the City of Denver with our first three cars there in March. That autumn, we received a CMAQ (Congestion Mitigation and Air Quality) grant to expand to core Denver neighborhoods. Since then, 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. Additional support allowed us to bring a transportation toolkit, including transit passes, bicycle access and carsharing, to affordable housing neighborhoods in Denver and Boulder.

More recently during the COVID-19 pandemic of 2020-2021, our mobility work became a lifeline for health care and essential workers, volunteers and lower income families and older adults. In response, we:

- Gave away **loads** of carshare credit to support to low-income individuals, families, older adults, essential workers and volunteers during the worst crisis in modern history;
- Started in earnest our shift to electric vehicles with a significant portion of our fleet now electrified;
- Partnered with City of Denver under CARES Act to launch six new electric vehicle (EV) car share locations in under resourced communities in Denver; ([Article here](#));
- Did a [complete rebrand](#) from eGo CarShare to **Colorado CarShare!**

As a mission-driven not-for-profit organization, we focus on positively contributing to the communities we serve. We are motivated by the idea that by providing people with the option to live a car-lite lifestyle, we are reducing our collective impact on the planet. That is why we have set the goal to become the country’s first nonprofit Electric Vehicle (EV) carshare program. This includes providing subsidies to low-to-mixed income (LMI) communities that are typically underserved when it comes to affordable mobility options. As a result, our carshare fleet now serves Boulder, Denver, Longmont and Louisville.

## 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. Contact us if you have any questions.

## Quick Reference: CarSharing Basics

### *CarShare essentials*

- CO CarShare is a local, 501(c)(3) nonprofit organization.
- CO CarShare owns, insures, repairs, and maintains its vehicles.
- You are charged hourly and mileage fees to use CO 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 CO CarShare vehicle.
- Always make sure all car doors are locked at the end of your trip.
- Report lost fobs immediately; Never loan your key fob to a friend.
- Reservations cancelled less than 12 hours before the start of the trip are liable for charges. See fee schedule on our [FAQ page](#) for details.
- Only authorized CO CarShare members can drive CO CarShare vehicles.
- Fuel is included in the fees. Use the Conoco or ChargePoint (EV) card to pay whenever possible.
- You must return the vehicle with at least ½ tank of gas; If it's an EV, plug it in to the charging station if has less than 50% state of charge
- Return the vehicle (to the same location) **before** your reservation ends.
- Vehicles must be returned on time. If you are late you will be charged [Late Fee Penalties](#).
- No smoking of any kind in any of our vehicles. Penalties are significant.
- Alcohol must be transported according to state laws.
- In case of an accident, the police and CO CarShare staff **must** be notified immediately.
- For damages in an at fault incident, members are responsible for paying the insurance deductible unless they are enrolled in the [Damage Fee Waiver Program](#).

### *Reservations*

“Sharing” is a key element of **carsharing**, 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 and vehicle location.

### *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 or you will receive a significant late return penalty.

### *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 (double-check your reservation time/date/location first).

- 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 less than ½ 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 CO 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 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 CO CarShare. In most cases changes to your driving record will not affect your membership eligibility, but if you do not notify us, you may jeopardize the insurance coverage you receive through us and are subject to potential membership suspension.

## **Making a Reservation / Using the Reservation System**

Reservations may be made online or on our mobile site. In most cases, there is no need to talk with CO 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 or make modifications when on the go. **PLEASE** make sure you pull over and are not driving while using our mobile site on your device.
- 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 rather than pay late "per minute" penalty fees.
- 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 or pay displacement plus significant late penalty fees.
- If you would like to reserve a vehicle for longer than 3 days, contact our staff. Depending on availability, longer reservations may be possible, but can only be made by a CO CarShare staff member. You will be required to pay for the full estimated time amount prior to the trip.
- Reservations 2 days and longer require payment at least 2 days before reservation start time and are nonrefundable after the first 30 minutes of making the booking.
- Reservations 5-7 days long will cost the Weekly Flat Rate, must be paid at the time of booking and are nonrefundable. Refueling costs incurred during these bookings are not eligible for reimbursement, but members are still required to return vehicle with at least ½ a tank of gas.

- CO CarShare vehicles can only be driven within the state of Colorado, or up to a 400-mile radius from original vehicle location, whichever is greater. Taking a CO CarShare vehicle beyond the authorized area is a violation of your Member Agreement and will result in a \$250 fine, membership and insurance coverage suspension 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](http://www.carshare.org) and enter your **Member #** or **username** and **password** in the upper right-hand corner. If you do not know your password, you can reset it yourself online using your email address. Be sure to check your spam folder for the reset email.

### **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 amenities on the left-hand side when you search (i.e. AWD or truck).
- To access detailed location or vehicle information click on the location name in the blue bar.
- Reference the “**Legend**” to the left of the availability chart to determine when particular vehicles are available.
- 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 (per Fee Schedule)
- The subsequent **NEW Reservation Confirmation** screen lists all your reservation details, including the estimated trip cost (time only not miles), description and location map of the vehicle, vehicle amenities, etc. It is **vitaly important that you receive a confirmation email**. 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.
- If you try to access a vehicle without a valid reservation the vehicle should not unlock, and/or if you use a vehicle without a reservation you will be fined per Fee Schedule. It is your responsibility

to furnish the Reservation Confirmation 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.
- 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 [map view](#), 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/](http://reservations.carshare.org/) (note: do not use www. or http://) enter in your Member # or username and password.
- Your existing reservations will be listed under "My Bookings" and you can modify them there.

## ***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 (for bookings shorter than 2 days).
- No Charge: For any portion of your cancelled (or shortened) reservation, which is **re-used** by another member (for bookings shorter than 2 days).
- 50% Charge: If you cancel your reservation **4-12 hours** before the start time and no one re-uses the time (for bookings shorter than 2 days).
- 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 before your reservation begins. If outside of business hours, cancel it yourself and email us. Then we will remove the charge the next business day.
- For more information on our cancellation policies and fees please visit our [Fees & Credits](#) page.

## Weather Related Cancellations/Delays

Colorado 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 a CO CarShare vehicle late, without incurring any penalty or cancellation fees, provided you speak to, or leave a message for, an CO CarShare staff member before or during your reservation *well* in advance of any penalty incurred. The vehicle should be returned to the designated parking spot as soon as it is safe to do so, **as agreed by our staff** in order to avoid penalties.

## Your Account

### Account Types

#### Individual Accounts

- 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.

#### Multi-Driver Accounts

- Family membership: Allows multiple people to driver under one account and one monthly fee.
- If you share a joint account with another member of your household, be sure that the driver whose name is on the reservation uses the keyfob associated with their account 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 charges and applicable fees/fines incurred by drivers who they have authorized to be on their 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 Account

- You can update your contact and payment info, change your username password, 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 or email, 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 credit/debit card number** are 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.

## **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 ½ 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 CO 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 CO CarShare members.
- You are liable for the loss, deterioration, and any possible misuse of the key fob.
- If you lose your key fob, notify CO 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 CO CarShare immediately.
- CO 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 on some vehicles, especially trucks and older cars, is kept on a tether hanging from the panel. Newer vehicles do not require a key and fobbing in allows you to activate the power button with your foot on the brake.
- **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.
- Do **NOT** ever lock the vehicle using the manual lock on the inside of the door. This may cause you or the next member to be unable to unlock the vehicle.
- You do not need to record your mileage, as the system will log it automatically.

### **Vehicle Check at Beginning & End of Reservation**

Do a 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 CO CarShare vehicle) should be added. If the damage is significant (i.e. larger than a quarter-sized ding/scratch), contact us before departure. If the

damage is neither recorded nor reported to CO CarShare staff, the last user will be held liable for the damage. Report any non-time sensitive information to CO directly ([info@carshare.org](mailto: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 Owner's Manual
  - Accident Report Form
  - EV Charge Card (for electric vehicles)
  - Dents and Dings Log

Inform CO 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 to verify your reservation. (Make sure you have an active reservation for the car you are looking for *at the location you are at.*) 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 vehicle is conveniently available, our staff may direct you to use an alternative form of transportation (bus, light rail, Uber/Lyft) and submit your receipt to CO CarShare for reimbursement. You must have confirmation from CO CarShare staff that you're your ride will be reimbursed. Displacement credits could apply, per fee schedule.

## ***Operation / Use of Vehicles***

### ***Restrictions***

- Only carshare members can drive our vehicles. If someone else in your household wants to drive they need to apply and join your account. Nonmembers driving CarShare vehicles is **ILLEGAL** and will result in **IMMEDIATE MEMBERSHIP TERMINATION AND A FINE**.
- Evaluate the vehicle for damage at the beginning of each trip. You will be held responsible for any damage not reported to CarShare staff.
- Using CarShare vehicles for ride-share app driving or any other business purpose which profit is based upon individual driver service is strictly prohibited and **ILLEGAL**. Contact CarShare staff if you have questions about driving CarShare vehicles for business purposes.
- 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 and "browsing" your phone while driving is prohibited at all times (& 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/make calls or texts.
- Use your fob to lock the car **EVERY** time you exit the car.
- Refuel with 85 octane gas when vehicle is at less than ½ tank or plug-in the EV at the end of your reservation when vehicle has less than 50% charge.
- 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 unless it is a hypo-allergenic dog and we have given you explicit permission.
- CO 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.

**CO CarShare vehicle(s) may NOT be used:**

- By any person who is NOT a valid member in good standing with CO 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 CO 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 metro area.
- If it has been obtained from CO CarShare by fraud or misrepresentation.
- Other than on paved roads, or on roads that are not regularly maintained.
- When vehicle is 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 **HALF full** or if it is an EV, you must plug the car in to recharge it if the mileage range falls below **50% charge**, either during your reservation or at the end of it at the provided charge station. If you return a CO CarShare vehicle with less than ½ tank or 50% charge (for EVs), you will be charged a Low Gas Fee. (See Fee Schedule for specifics)
- When the vehicle's gas tank gets below ½ a tank, PLEASE refuel the vehicle COMPLETELY using your own funds before returning the vehicle to its location at the end of your reservation. Then, email us ([info@carshare.org](mailto:info@carshare.org)) a receipt from the gas purchase and we will credit your account with the amount you spent on gas. You MUST email us a receipt to receive credit for your gas purchase.
- \*Please allow at least 2 business days for the Colorado CarShare Team to issue a credit to your account.
- EV charge cards only require a swipe at the charge station to initiate the charger – follow the on-screen instructions.
- If a vehicle has less than a ½ tank of gas or less than 50% state of charge (for EVs) at the beginning of your reservation, please let us know via the member feedback form or via email.
- 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](mailto:info@carshare.org). Your account will be reimbursed after we receive the receipt copy.

**Permitted Drivers**

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

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

- that you receive authorization from an CO CarShare staff member **before** the non-Member begins driving the CO 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 CO CarShare vehicle.

If it is determined that a non-CO CarShare member has operated an CO CarShare vehicle in a non-emergency situation you will be subject to strict fines and likely membership termination. (per Fee Schedule on our [FAQ page](#)).

### ***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 license is suspended, withdrawn or expires, for whatever reason, you must inform CO CarShare immediately and your right to drive expires immediately (you are no longer insured)
- If it is determined that you have operated a CO 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 CO 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***

CO 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 CO 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](mailto:support@carshare.org) with a brief description, date it was left and the vehicle it was left in. CO 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 CO CarShare at 303.720.1185, so we can immediately alert the previous user.

We typically leave smaller items (like sunglasses) in cars for up to two weeks for owners to claim them. After that, 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](mailto: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 per our fees schedule.

## **Roof Racks**

Particular care should be exercised when using roof racks or bike racks. They must be well secured to the CO CarShare vehicle and you must ensure that any bicycles or other gear is properly secured to the racks. Neither the bike racks nor other gear (e.g. skis, snowboards) may cause damage to the CO 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 CO CarShare vehicles.
- All our vehicles are fully insured and have a \$1,000 deductible. The insurance conditions are available for Members' inspection and can be read at CO 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 immediate 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.
- Insurance and vehicle registration cards are kept in the glove compartment (orange envelope).

In the event of an accident, a Member's liability will normally include the \$1,000 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 CO 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 CO CarShare or damages resulting from use of the vehicle.

Any payment owed by a Member to CO 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 (DFW) Program**

All of our members are fully covered under our insurance policy with a \$1,000 deductible for incidents involving vehicle damage. However, 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 CO CarShare vehicle. You can reduce your prospective liability from a \$1,000 deductible to \$0 if you sign up for our DFW program, noting that all of the following subscriptions rollover/continue until you request otherwise:

**Starting April 1st, 2021, the following Damage Fee Waiver (DFW)\* rates apply:**

- \$8 per month; Reduces your deductible to \$0 and covers one at-fault incident

**\*Note: you can change, opt-in or out of the DFW program ONCE a year.**

**How to enroll for this program:**

As a New Applicant:

- During your application process, choose to opt in for the Damage Fee Waiver
- 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.
- Scroll over "My Account" on the main menu bar, click "Damage Coverage"
- Select "Join the damage pool"

**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 CO 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 CO CarShare selling, insurance through this agreement
- Enrollment in the DFW program is a recurring monthly fee (or annually for pre-existing members)
- Enrollment in the Damage Fee Waiver program covers **one** incident. Once the DFW is used, the member is responsible for the \$1,000 deductible in all additional accidents after the first one.
- For Joint or Organizational accounts, only the Account Authority can enroll in the Damage Fee Waiver Program, but the DFW is charged for **every** Driver on the account.
- CO 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 a CO CarShare vehicle or another party's vehicle which is unreported by the driver and/or account holder
- Damage caused to a vehicle when a CO 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 CO CarShare vehicle
- Members who falsify or provide misleading information to CO CarShare staff investigating damage to a CO 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 or Member Agreement.

## 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, **you are REQUIRED to call the police to get a police report.**
- Call CO CarShare as soon as possible (preferably before you leave the scene).

## Emergency Situations

We have a 24-hour Member Support phone line: 303-720-1185.

Please use good common sense and judgment when contacting us about emergency situations after hours. In particular, **PLEASE 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 at the time you are returning the car.

### Disabled Vehicle Policy:

If a CO CarShare vehicle becomes disabled or unusable during your reservation, we will work to get the vehicle back in service as quickly as possible, but we cannot guarantee the timeframe for repair and CO 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 ½ full (or more than 60 miles range for an EV) and that all CO CarShare documentation and ChargePoint cards (for EVs) are 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 CO 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. Do NOT lock the vehicle at any point during your reservation using the manual locks on the inside of the car doors.** This can cause you or the next member to be unable to unlock the vehicle.
- Ensure all doors are locked. If the doors are not locked you did not fob out completely.
- If for some reason you are unable to lock the doors with your fob, call CarShare Member Support.

## **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. 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/mobile site 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 CO 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 may be minimized or waived for these situations.

## **Billing**

### **Covering Costs**

Colorado CarShare is a 501(c)(3) nonprofit organization. Besides purchasing, insuring, and maintaining a fleet of vehicles, CO CarShare also has to pay its staff and cover other costs of running a business. CO 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 website](#) every few months to make sure you know about any promotions we may have, as well as any rate changes.
- Gas/EV charge and insurance (less the deductible) are included in our rates, excluding Weekly Rate Plan rentals.
- You are allowed to change your rate plan up to **once** per year by e-mailing [info@carshare.org](mailto:info@carshare.org) or calling us 303.720.1185. Rate plan changes will take effect the 1<sup>st</sup> day of the following month.
- Please see our [rate page](#) for more specific information: <https://carshare.org/individual-rates/>

### **Account Maintenance**

- You are responsible for keeping your account information accurate and 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 inaccurate account information, 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**

- Your account will reflect the estimated cost of the hourly rate of the trip as soon as you book a reservation. The mileage charge and any additional time or fees (such as late return fees) will be applied to your account and processed as an autopayment within a few business days after your trip is completed. This is because the system is only able to calculate the miles you've traveled once the next member fobs into the vehicle you've used.
- In the first week of each month, you will receive an email notifying you that your itemized monthly invoice for the preceding month has been uploaded to your online account. It shows the cost of each trip, and any other charges, payments, and credits applied to your account throughout the month along with a short description of each.
- Any questions regarding monthly invoices or auto-payments should be emailed to [billing@carshare.org](mailto:billing@carshare.org) during the first week of the month.
- Every member has a default "Spending Cap" of \$100. If you are getting an error message stating you've exceeded your spending limit when trying to make a booking, that means you've tried to make a longer booking that will cost more than \$100 or you've accumulated multiple unpaid bookings (either future bookings or very recent bookings that haven't been paid off) that total more than \$100. To resolve this error message, either prepay through your online account or follow the prompts of the error message and make a payment for the given amount. Either way, this payment will become a credit on your account, allowing you to make the desired booking.
- You may also pre-pay at any point to increase your Spending Cap to allow for more/longer bookings (bookings longer than 5 days **must** be made over the phone with our staff).

## **Payments**

CO CarShare accepts payment via VISA or MasterCard credit or debit cards only. All members are responsible for immediate payment to CO CarShare upon the use of any service, product, or membership program. As a member you pre-authorize CO CarShare to charge your payment card, at any time, for all charges incurred or ordered to that date. If at any time CO CarShare is unable to collect payment for the full amount owed to date because your payment card was declined, CO 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, CO CarShare will assess a Bounced Payment Fee of \$35 (per offense) and may require additional pre-payment before you may utilize services in the future.

If the credit card saved to your account is not in your name, you will be required to provide a completed 3<sup>rd</sup> 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 the [FAQ page](#) of our web site. A fee summary is located at <https://carshare.org/fees-credits/>, including penalty fees and carshare credits.

We **charge penalty fees** for the following (note this is not an exhaustive list):

- \$25 for not refueling a vehicle when it has < ½ tank of gas or 50% state of charge (for EVs)
- Returning a car late. You will be charged a minimum of \$1 per minute you are late. You must call Member Services (during business hours only) to notify us of your tardiness.
- Not returning a car to its proper location.
- Leaving the car dirty. (Always remove all your personal belongings and discard your trash)
- Smoking, of any kind, in a car.
- Getting into an accident. (If you are at fault, you will be responsible for paying up to the \$1,000 deductible)

We issue credits for good deeds such as getting a car washed or referring friends to join CO CarShare.

## ***Parking/Traffic Tickets***

If you get a parking or traffic ticket while using an CO 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 CO 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**

CO CarShare maintains 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.

If pre-approved by CarShare staff, Any receipts for purchases or repairs made to ensure the vehicle is operable must be marked with your member number and submitted to CO 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 CO CarShare.

24 -hour emergency roadside assistance is available for emergencies with CO 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 CO CarShare staff before initiating a tow of an CO 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**

CO 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. CO 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. CO CarShare may also at any time without notice temporarily suspend an individual member's permission to drive a CO CarShare vehicle.

## **Automatic Suspension**

Your permission to drive CO 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 a CO CarShare vehicle is automatically suspended if CO 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** (CO 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 phone call at any time. Membership termination will only be effective upon return of your key fob and full payment of any balance owed to CO CarShare.

Please be aware: You won't be able to use the service again without re-applying for membership (and paying the app fee). Your account will be fully closed on the first day of the following month. You are still responsible for any outstanding account balance, including the current month's monthly membership fee.

## **Amendments to This Handbook**

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

## **Amendments to the Fee Schedule**

CO CarShare may amend the Fee Schedule at any time. Within one week of any amendments being approved by the CO 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 CO 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 CO CarShare by email or in writing.

## Rate Structure

The basic CO CarShare membership includes the costs of registration, fuel, maintenance, insurance and parking at CO CarShare location. For plan details please see the Rates section of the CO CarShare website at <http://carshare.org>. CO 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 CO CarShare Website at: <https://carshare.org/fees-credits/> and our [FAQ page for a link to the full Fee Schedule](#). CO CarShare reserves the right to amend the Fee Schedule, Credits and Fees at any time without notice.