

Colorado CarShare Fee Schedule: Member Support: 303-720-1185

Updated January 2023

FEES & CREDITS			
Credit	Example Scenarios	Amount	Rationale
Being a Conscientious Member			
Refueling Credit	The vehicle I've rented falls below 1/2 a tank before the end of my reservation, so I paid for gas with my own funds.	Credited account for entire cost of fuel (receipt required)	If the gas tank is < 1/2 full at the end of your reservation, you are required to fill up the tank and we will credit your account for the full amount. For credit, reply to your booking confirmation with a photo or scan of the receipt to info@carshare.org . This will provide us with the information we need to issue the credit.
Car Wash Credit	The car is very dirty when I pick it up, so I take it to get washed and vacuumed, or clean it myself.	\$10 + Reimbursement up to \$15 (receipt required)	This amount covers the estimated time it takes to get the car washed and vacuumed, plus a little extra for your trouble. For reimbursement, send a photo or scan of the receipt to info@carshare.org along with your reservation ID. You may also take the car to WaterWorks in Denver or Gloss in Boulder. Ask for a basic car wash, tell the staff it's a CO CarShare vehicle, and they will charge us directly.
Displacement Credit	I show up for my reservation, but the vehicle isn't there because the previous user is late and hasn't returned it yet, OR I show up for my reservation, but I can't find the vehicle because the previous user did not park it in the appropriate space and did not notify our staff.	\$10 + costs for alternative mode trip (if necessary) unless otherwise agreed upon w/ CO CarShare staff; reservation start time will be adjusted to reflect actual start time, not reserved start time	You should be able to count on the CO CarShare vehicle you reserve to be waiting for you at the beginning of every trip. If it's not there, we will do our best to arrange another way for you to get to your destination as quickly and easily as possible. We also compensate you for the inconvenience, your time, and your alternative mode trip (if necessary).
Going Above and Beyond the Call of Duty			
Emergency Maintenance and Repairs	I get to the car and notice one of the tires looks quite low, so I stop at a gas station and inflate it to the manufacturer's specifications and notify CO CarShare staff.	Up to \$25 + reimbursement for expenses incurred; pre-approval required	We appreciate it when you help us with vehicle maintenance and repairs when you have the time and knowledge to do so. It generally saves us time and money, so we like to thank you by passing the savings directly to you. You must call and have the maintenance or repair approved by an CO CarShare staff member before any work is done to receive the credit.
Referral Credit	I tell another person about CO CarShare, and they apply for membership.	\$25 per referral	The more people sharing cars the better! We want to encourage you to help CO CarShare grow by telling your friends, family, and complete strangers about this great service. Please be sure the person you refer includes your full name in the notes section on their application.
Tabling Credit	I request to be on CO CarShare's Volunteer Contact list. CO CarShare contacts me when tabling opportunities become available. I sign up to volunteer my time by tabling for CO CarShare at an event.	\$10 per hour	Nothing is more powerful than hearing actual members share their personal stories about car sharing; we appreciate your enthusiasm and support and want to give you opportunities to become more involved with CO CarShare.

Parking Space Credit	I locate a fabulous parking space for a CO CarShare vehicle and have it approved by a CO CarShare staff member. Then the authority of the space agrees to let CO CarShare use the space. Both parties agree to the terms drafted for use of the space.	Up to \$100 per approved space – depending on cost to CO, location, etc.	Visible and convenient parking spaces for CO CarShare vehicles are an important aspect of our program. If you're able to secure a highly visible space with good access to other modes of transportation, we're happy to reward you for your efforts! Parking spaces must be approved by CO CarShare staff for credit to be given.
Fees	Example Scenarios	Amount	Rationale
The basics...			
Application Fee	This is the fee to join CO CarShare. You will be charged the application fee regardless of whether you are approved.	\$25 per applicant	This amount covers driving history acquisition and administrative costs associated with processing your application.
Peace of Mind Plan	You choose the Peace of Mind rate plan when you apply for CO CarShare membership	Monthly Membership Fee: FREE! Hourly Rate: \$7.95/hr, \$69 hourly maximum per day. Mileage Rate: \$0.48/mile, \$0.35/mile after first 50 miles (per trip). Surcharges apply for trucks, minivans, and AWDs.	This plan offers no membership fees with higher hourly rates for people who plan to use CO CarShare occasionally. If you're primarily looking to use our pick-up truck a few times a year, or only need a car a couple times a month, then the Peace of Mind plan is the way to go. In general, if you plan to drive less than 5 hours per month and rarely use day trips, POM is for you.
Free Wheelin' Plan	You choose the Free-Wheelin' rate plan when you apply for CO CarShare membership	Monthly Membership Fee: \$12; Hourly Rate: \$5.50/hr, \$59 hourly maximum per day. Mileage Rates: \$0.43/mile, \$0.30/mile after first 50 miles (per trip). Surcharges apply for trucks, minivans, and AWDs.	This plan offers a low monthly fee and lower hourly rates for people who plan to use CO CarShare vehicles on a regular basis. If you think you'll be using any of our vehicles at least 5 hours per month, then the Free Wheelin' plan is the way to go.
Simply Hourly Plan	You choose the Simply Hourly rate plan when you apply for CO CarShare membership	Monthly Membership Fee: \$12; Hourly Rate: \$7.95/hr, \$69 hourly maximum per day. Mileage Rates: 50 Miles included per trip; \$0.30/mile after first 50 miles (per trip). Surcharges apply for trucks, minivans, & AWDs.	This plan offers the best rate for high mileage users. If you want to keep things simple, check out our Simply Hourly rate plan with miles included in the daily rate caps – perfect for longer, multi-day rentals!
These things happen...			
Trip Cancellation > 12 Hours in Advance	You make a reservation (less than 2 days in duration) and then cancel it more than 12 hours in advance.	\$0	Please cancel your reservation with as much notice as possible. Since most reservations are made less than 12 hours before the start of the reservation, we allow you to cancel a reservation without penalty if you do so more than 12 hours in advance. This leaves reasonable time for other members to reuse the hours of your cancelled reservation. If you cancel within 12 hours of your reservation, it is less likely that others will be able to reuse your time.
Trip Cancellation 4-12 Hours in Advance	You make a reservation (less than 2 days in duration) and then cancel it between 4-12 hours in advance.	50% of the time of the reservation cost minus any time that is "reused" by another member.	When you cancel with less than 12 hours notice it is less likely that others will be able to reuse your time. You are responsible for half the time that is not reused by another member. This will appear on your invoice as a "partial time charge".

Trip Cancellation < 4 hours in Advance	You make a reservation (less than 2 days in duration) and then cancel it less than 4 hours in advance.	You are responsible for 100% of the reservation time, minus any time that is "reused" by another member.	When you cancel with less than 4 hours notice it is unlikely that others will be able to reuse your time. You are responsible for any time that is not reused by another member.
Trip Cancellation of 2+ day reservation <i>at any point</i> after first 30 minutes of making reservation	You make a reservation more than 2 days long and cancel it at any point after the first 30 minutes of making the reservation.	You are responsible for 100% of the reservation time and are required to pay at least 2 days in advance.	When you book a reservation 2 days long or longer, you are required to pay for the reservation time at least 2 days in advance and this payment is nonrefundable after the first 30 minutes of making the booking.
Early Return	You return the vehicle before your reservation ends and shorten your reservation online or by calling Member Services (during business hours).	Full time of the reservation and mileage less any time that is "reused" by another member.	It is almost always cheaper to schedule more time and return a vehicle early, than to schedule less time and incur late charges. If you'd like to extend or shorten your reservation outside of business hours, please only do so online. If you call our emergency after-hours number for these issues you will be assessed an after-hours fee.
Keyfob Replacement	You lose your keyfob and CO CarShare issues you a new one.	\$15	Any activity that occurs on your keyfob is your responsibility. Please contact us immediately if your keyfob is lost or stolen so we can deactivate it and avoid unauthorized use by someone else.

If you're a conscientious member, these things should never happen.

Early/Late Fees:	You are only allowed to access vehicles and drive them when you have a reservation		
Early Pickup of Vehicle	You start a trip more than 5 minutes before your reservation is scheduled to begin (i.e. - your reservation is 9 am to 12 pm, but you access the vehicle at 8:45am).	Regular hourly rate and mileage for time outside of reservation + \$1/minute for time used before the reservation start time + costs associated with displaced members	When you access a vehicle before your reservation begins, you may be interrupting another member's trip or a maintenance reservation. This will appear on your invoice as a "partial time charge".
Late Return of Vehicle - Reservation Successfully Extended Late Return of Vehicle - Reservation Successfully Extended (continued)	I am going to be late returning the vehicle. I resolve the issue on my own by calling the automated reservation phone system, using the mobile site, or via the online system and successfully extend my reservation. No other members are affected.	Regular hourly rate and mileage for reserved time + hourly rate and mileage for extension time	When you return a vehicle late, you are likely displacing other members. In these instances, our staff must make other arrangements for displaced members and compensate them for their time, the inconvenience, and their alternative mode trips (if necessary). When you give us notice that you're going to be late, it is much easier for us to avoid, or at least minimize, the inconvenience to displaced members and it is cheaper for you. When you do not give us notice, it is much more difficult for us to make arrangements for displaced members, and in turn, it is more expensive for you. <u>To avoid lateness, we strongly encourage you to add time to both ends of your reservations to account for unexpected delays.</u> It is <i>drastically</i> cheaper to reserve extra time than to pay the fines for being late and it shows respect for your fellow car sharers.
Late Return of Vehicle - With Notice (BEFORE your reservation ends)	I am going to be late returning the vehicle. I try to extend my reservation on my own, but I am not able to because another member has a reservation immediately following mine, so I immediately call CO	Regular hourly rate and mileage for reserved time + \$1/min. car is used past reservation time.	See above rationale.

	CarShare Member Support to let them know how late I will be.		
Late Return of Vehicle - Without Notice or notice given AFTER your reservation has ended	I return a vehicle after my reservation ends without notification. (I did not leave a message on the member support hotline or speak with an CO CarShare staff member directly.)	Regular hourly rate and mileage for reserved time + \$1/min. car is used past reservation time.	See above rationale.
Other Fees			
Remote Unlock/Lock	You forget your keyfob and call CO CarShare to have the car remotely unlocked/locked.	\$25 for one time only remote unlock/lock (will only be done once a reservation)	If you forget your keyfob, please call our member support hotline (this qualifies as a timely issue needing a quick response) so a staff member can remotely unlock the doors and enable the ignition. Once you've gained access, it is your responsibility to either retrieve your keyfob so you can use it for the remainder of your reservation or contact us each time you would normally fob-in or fob-out to secure the vehicle (fees will be assessed if you do this without retrieving your key fob). Failure to do either can result in improper vehicle return and/or car left unlocked fees.
Car Left Unlocked	You forget to fob out at the end of your trip.	\$25 per offense + additional costs associated with damage or theft	When you don't fob out at the end of your trip, the vehicle is left unlocked. This is a very risky situation since it risks easy theft/damage. Please minimize this risk by fobbing out every time you leave the vehicle, even if it's just for a few minutes.
Failure to Report Damage	You get to the vehicle and there is damage or while on your reservation you create damage on the vehicle.	\$100 + damage repair costs (if at fault)	It is your responsibility to inspect the vehicle when you begin & end your reservation. List any small issues in the Dents and Dings log located in the glove box. If it is a bigger issue, such as a large dent, call our support number and report it. If you do not call in and report the issue, you could be held liable and issued up to a \$100 fine and/or could be disqualified from using our Damage Waiver Program.
Improper Vehicle Return	I return the vehicle and leave a window rolled down, a door unlocked, the key in the ignition, or trash or personal belongings in the car, etc.	\$50 + additional costs associated with damage, theft, or roadside assistance	It is your responsibility to ensure that CO CarShare vehicles are fully secure at the end of your reservation. Open windows and visible keys make the vehicle vulnerable to damage or theft.
Bounced Payment/Non Payment	You receive notification of a bounced payment, but you do not rectify the situation and make the payment within 24 hours of notification.	\$35 per incident	It is your responsibility to keep your credit card information current and to pay for your usage on time. If you do not rectify the bounced payment within 24 hours, you will be assigned a fee. If you have extenuating circumstances, please contact us immediately. If you do not make scheduled payments on time, or contact us to make alternative arrangements, we will turn the matter over to a collection agency.
Low Gas or Electric Vehicle (EV) charge	During your reservation, the gas tank falls below 1/2 full and you return it without refueling. OR it is an EV and you return the vehicle with less than 50% battery without plugging it in to recharge for the next Member.	\$25/occurrence.	It is your responsibility to leave the gas tank at least 1/2 full at the end of your reservations and always plug it in if it is an EV. CO CarShare vehicles can be refueled at almost any gas stations using the gas cards provided. If you arrive at a vehicle and find the gas tank is less than 1/2 full, please fill it and send a member feedback form through the reservation system.

Tickets/Citations – Member Managed	You receive a ticket/citation during your reservation or as a result of your usage of the vehicle. (parking ticket, moving violation, toll, etc.) and you take care of it yourself.	Amount of the ticket/citation + any additional costs associated (court fees, towing, impound fees, etc.)	CO CarShare vehicles are no different than any other vehicles in the eyes of the law. Any parking tickets, moving violations, toll charges, etc. are the responsibility of the driver (e.g. you). If you are issued any type of ticket/citation, please leave a message on our member support hotline voicemail or email us to let us know how you plan to take care of it.
Tickets/Citations/ Tolls - Unmanaged	You receive a ticket/citation during your reservation or as a result of your usage of the vehicle. (parking ticket, moving violation, etc.) and you do not take care of it yourself.	\$25 + the amount of the ticket/citation + any additional costs associated (late fees, court fees, towing, impound fees etc.)	See above rationale.
Tolls	You drive a CO CarShare car on a local toll road such as the Northwest Parkway, E-470, or the Express Lanes on US 36, I-25, I-70, or C-470 and incur toll charges.	Amount of Toll + 20% processing fee	Any toll charges you incur during your trip will be charged to you on your monthly invoice. A 20% percent surcharge will be added to each toll transaction to cover our credit card processing fees and staff time to administer fees. NOTE: All CO CarShare vehicles are equipped with switchable toll transponders that allow our vehicles to travel in HOV lanes. You are responsible for knowing the rules and switching the transponder to “HOV” or “Toll” as needed.
Roadside Assistance Member Error	You leave the dome light on in the vehicle and the battery goes dead. CO CarShare staff arranges to have the vehicle jump started, towed, etc.	\$25 + costs incurred (Normal business hours) \$75 + costs incurred (Outside of normal business hours)	If a vehicle malfunctions during your reservation, you should immediately contact CarShare by calling the Member Support hotline. In these instances, CO CarShare staff will make arrangements to have the vehicle fixed on site or towed if necessary and is responsible for any associated costs. If, however, a problem arises due to your error/negligence you will be responsible for roadside assistance fees.
Vehicle Abandonment or undesignated parking	Abandoning the vehicle away from its correct location or not returning to correct location without notification	\$100 + additional costs associated with parking, towing, retrieval, etc.	It is your responsibility to return CO CarShare vehicles to their designated parking spaces. If, for some reason, the designated space is not available, please call our member support hotline (this qualifies as a timely issue needing a quick response) to make alternative parking arrangements. If a vehicle is left in an undesignated and illegal spot (including violations of any ordinances like street sweeping), any tickets, towing, retrieval fees, etc. will be assigned to the driver responsible.
Non-Members Driving CO CarShare Vehicles	A person that is not an approved member of CO CarShare drives a CO CarShare vehicle during your reserved time.	\$500 + immediate membership termination + additional costs associated with an incident/accident, moving violation, etc.	<u>Only approved CO CarShare members are allowed to drive CO CarShare vehicles.</u> Non-members are not insured and thus pose significant risk to our organization if they get behind the wheel. If you find yourself in a situation where you're unable to complete your reservation, please contact our member support line immediately (this qualifies as an urgent issue) and a staff member can help you make arrangements.
Damage/Accident – NOT enrolled in Damage Fee Waiver (DFW) Program	I am in an accident with a CO CarShare vehicle.	\$1,000 deductible	In most cases you will be responsible for paying our insurance deductible unless the other party is clearly shown to be completely at fault. If you have violated any terms of the Membership Agreement (e.g. DUI) our insurance may not cover you and you will likely be liable for the full cost of any damages.
Damage/Accident – Enrolled in Damage Fee Waiver (DFW) Program	In am in an accident with a CO CarShare vehicle	\$0 (DFW enrollment)	You are enrolled in the Damage Fee Waiver Program: \$8/month for \$0 deductible waiver. In most cases you will be not owe anything additional. If you have violated any terms of the Damage Waiver and/or Membership Agreement you will be responsible for the Insurance deductible and/or our insurance may not cover you and you will be liable for the full cost of any damages. 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.

Failure to Report an Accident	I am in an accident with a CO CarShare vehicle, but I do not report it to the police or to a CO CarShare staff member.	\$500 + cost of repairs + likely membership termination	Letting an accident go unreported, no matter how small, is a serious matter because it endangers the safety of other members using the vehicle.
Range Restriction	You drive an CO CarShare vehicle outside a 400-mile radius of the Denver / Boulder metro area.	\$250 + Potential membership termination + cost of bringing car within 400 miles of Boulder/Denver if disabled	CO CarShare vehicles may only be driven within the state of Colorado or within 400 miles of the Boulder/Denver metro area. Ensuring members stay within this distance minimizes our insurance risk and costs to bring the car back to Boulder/ Denver in the event of an accident or maintenance issue.
Improper Transport of Pets	I bring my pet along for my CO CarShare reservation, but I do not transport it in a pet carrier*; instead, I let it roam free in the vehicle, leaving pet hair and odors behind.	\$25 + cleaning costs	Pets may be transported in pet carriers only.* We require this to minimize the amount of pet hair left in the vehicles, keeping our vehicles viable for those who may be allergic. If you suspect or find evidence of someone transporting a pet that is not in a carrier, please email us or call/leave a voicemail on our member support number so we can contact and fine the member responsible. (*Pre-approved exceptions for hypo-allergenic dogs that leave zero hair <i>may</i> apply).
Smoking in Vehicle	I, or my passengers, smoke (anything) in a CO CarShare vehicle.	\$250 + cleaning costs (if necessary)	<u>Smoking in CO CarShare vehicles is strictly prohibited.</u> If you suspect or find evidence of someone smoking anything in a vehicle, please call our member support hotline, leave a voicemail or email us so we can contact and fine the member responsible.
Wrong Fuel	You refuel a vehicle that takes unleaded gasoline with diesel.	\$100 + cost of repairs (this is <i>very expensive</i>)	You should never refuel a CO CarShare vehicle with diesel. Regular unleaded works fine in all the cars.
Non-Emergency After Hours Calls	You call Member Services after normal business hours with a non-emergency	\$25	Please use good common sense and judgment when contacting us about emergency situations after hours. You MAY 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 double-check that you have a valid reservation at that time for that 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.