



# Member Guide



24/7 TECHNICAL/ ROADSIDE ASSISTANCE

**1-844-341-7888**

OR FROM THE TORONTO AREA

**416-340-7888**

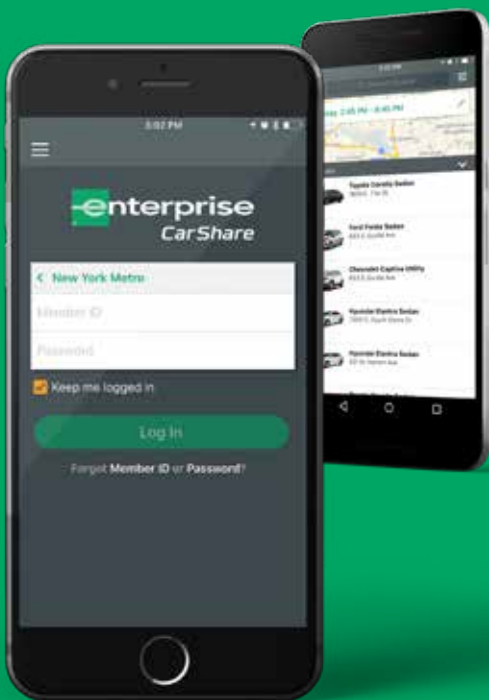


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# CARSHARE AT THE *Speed of You*



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# *Check the Vehicle*

## BEFORE YOU DRIVE



CHECK AND REPORT PRIOR  
DAMAGE BEFORE YOU DRIVE.

# Report Prior Damage

**REPORT PRIOR DAMAGE  
BEFORE YOU DRIVE. YOU WON'T  
BE HELD RESPONSIBLE.**



**1 Walk around vehicle and check for damage.**

Use the damage evaluator to check the interior and exterior of the vehicle. Check the interior and then do a quick walk around the outside of the vehicle.

**2 Report Damage before you drive.**

Let us know about dents, dings or scratches on the exterior body of the car that are outside the guidance provided on the Damage Evaluator. Or any of following:

- Exterior body damage 5cm or larger or bumper damage larger than 15cm.
- Any cracks or chips in headlights, side lamps, mirrors or glass
- Any maintenance lights or warning lights
- Any concern that makes you feel unsafe to drive
- Tires that appear low, soft or bald
- Soiled interiors, pet hair, lingering smoke or odors

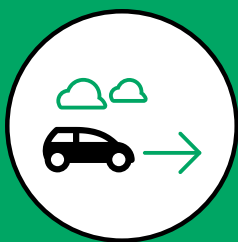
**CALL US TO MAKE A REPORT.**



**BEFORE DRIVING AWAY**, check for any damage or vehicle issues and report to Member Services (1-844- 341-7888) immediately to avoid being held responsible for damages. Additionally, failure to report damage could result in suspension or termination of membership.\*

\* Refer to your applicable Program description and Terms of Use for additional information on member responsibilities for reporting vehicle damage.

# *Unlock* AND GO



HOW TO START AND END YOUR  
CAR SHARE RESERVATION.

# How to CarShare



## Pick Up

### 1 UNLOCK the vehicle.

Place member card over the windshield sensor until the doors unlock. Doors will unlock when light turns green.

### 2 REMOVE KEY from glove box key holder.

The keys are located in the glove box key holder, use them to lock and unlock the vehicle during your trip (see picture).

## Return

### 1 RETURN the vehicle.

Park the vehicle in its reserved location.

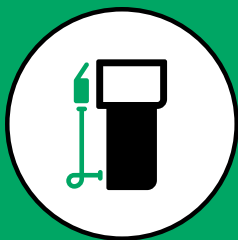
### 2 RETURN KEY to glove box key holder.

Make sure the circular fob “snaps” back into the holder (see picture).

### 3 END your trip.

**DO NOT manually lock doors.** Hold your membership card over the reader on the windshield until the light turns red and the doors lock. Once the doors lock, your trip has ended.

# HOW TO *Refuel*



HOW TO PROPERLY REFUEL  
YOUR CARSHARE VEHICLE.

# *How to Refuel*

**PLEASE REMEMBER  
TO RETURN WITH  
OVER A ¼ TANK**



## **1 Gas Card and PIN Code**

The gas card is located in the glove box keyholder. Your 4 digit PIN code can be found in your reservation details ( check the app or your confirmation email).

## **2 Gas cards ONLY work at the pump**

Insert the card into the pump credit card machine and follow the instructions on the screen. You will need access to your PIN code.

## **3 DO NOT fill the tank with diesel:**

Filling the tank with diesel will cause the engine to fail and is considered a negligent behaviour. Please only use standard fuel.

## **4 Return gas card to the glove box keyholder**

There is a \$50 fee for not returning the gas card to the keyholder in the glove box.



# ACCIDENT *Checklist*



TAKE THESE STEPS IN THE  
EVENT OF AN ACCIDENT.

# IF YOU ARE IN AN ACCIDENT, *Take These Steps:*

## **1 Stay calm, don't leave the scene.**

If the vehicle is operable, move it to the shoulder of the road and out of the way of traffic. Turn car engine off and turn on hazard lights, if necessary.

## **2 Call 911 if there is personal injury or criminal activity.**

The police will file a report of the incident and request any necessary emergency assistance.

## **3 Fill out the accident checklist form.**

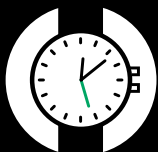
The collision form in the glove box includes details on when a vehicle must be taken to the Collision Reporting Centre. Call local Police for information on reporting accidents outside our service area.

## **4 Call Member Services to alert us.**

Any accident or new damage must be reported to us immediately, before you leave the scene. We are available 24/7 to take your call.

## **5 Towing.**

Unless ordered by the police, all tows must be arranged by calling 1-844-341-7888. Unauthorized tows may result in a charge to your account for the amount of the tow.



# *Reservation Cancellation Policy*

## **Cancel/Change Reservation**

We know that plans can change. If you need to cancel or change a reservation, you can do so online, on the Enterprise CarShare app, or by calling Member Services before your reservation begins.

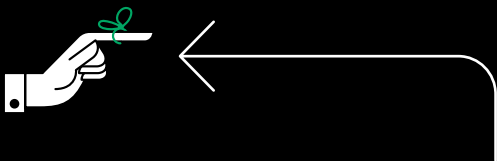
Please cancel at least six hours before your reservation begins. If you cancel with less than six hours' notice, you will be billed for the first six hours of the reservation. If you do not cancel your reservation and do not drive, you will be billed for the estimated cost of your reservation.

## **Returning Early**

If you plan to return your vehicle earlier than expected, simply shorten your reservation online, on the app, or by calling Member Services.

Starting at the time you notify us of your early return, you are responsible for up to six hours of your cancelled time.





## *Six Rules to Remember:*

### **1 Report damage and litter.**

If you notice any damage to the vehicle please report it immediately to Member Services.

### **2 Keep it clean.**

Remove all of your trash and personal belongings before ending your reservation.

### **3 No Smoking.**

Smoking or vaping in the vehicle is not allowed.

### **4 Keep your pets safely secured.**

Pets are required to be crated at all times while in the vehicle. Please do not take pets in pet-free vehicles.

### **5 Fill the fuel tank.**

Always leave  $\frac{1}{4}$  tank of fuel in the vehicle before ending your reservation. **PLEASE DO NOT USE DIESEL.**

### **6 Return on time.**

To avoid extra charges and to be considerate to other members, please return the vehicle on time. Please call 1-844-341-7888 if you're going to be late.

*Car Sharing works best  
when we all work together.*