

- Saskatoon
- CarShare
- Co-operative

Member Manual

TABLE OF CONTENTS

1. Introduction.....	3
2. Definitions.....	3
3. Membership.....	4
a. Types of Membership.....	4
b. Requirements.....	4
4. Member Share Deposit and Refunds.....	4
5. Valid Driver’s Licence.....	4
6. Your Unique Fob.....	5
7. Booking a Vehicle.....	5
8. Usage Rates.....	5
9. Vehicle Check Before Driving.....	5
10. Extension of Booked Period.....	5
11. Cancellations.....	5
12. Booked Vehicle Unavailable.....	6
13. Emergency Driver.....	6
14. Treatment and Operation of SCC Vehicles.....	6
15. Smoking.....	6
16. Pets.....	6
17. Driving.....	6
18. Fueling.....	7
19. Cleaning.....	7
20. Maintenance and Emergency Repairs.....	7
21. Return.....	7
22. Insurance.....	7
23. Accidents and Damage.....	8
24. Liens and Impoundment.....	8
25. Fees for Violations.....	8
26. Suspension of CarSharing Privileges.....	9
27. Automatic Suspension.....	9
28. Amendments to the Handbook.....	9
29. Severability.....	10
30. Notice.....	10
Appendix A: Individual Member Price List.....	11
Appendix B: SCC Insurance Options.....	14
Appendix C: SCC Member Quick-Reference Guide.....	16

Introduction

Welcome to the Saskatoon CarShare Co-operative (SCC). We value your membership. Our purpose is to establish and operate a community-owned, full service and environmentally, socially and financially sustainable CarShare Co-operative. The terms and conditions in this SCC Member Manual are for the benefit of our members and the general well-being of our co-operative. The SCC Member Manual is additional to:

- SCC Bylaws
- SCC Member Application Form
- any document that includes an agreement to abide by this Member Manual; it acknowledges the liability of members for various charges and limits the liability of SCC
- the vehicle operator's manuals (found in Vehicle glove-boxes) that provide operating instructions specific to each vehicle.

All SCC members and registered drivers are required to abide by these documents. If applying to SCC you must read and understand the SCC Member Manual in its entirety.

Definitions

In this SCC Member Manual the following definitions apply:

- **Applicant** - prospective member
- **Board** - SCC board of directors
- **Corporate Registered Driver** - a person with official permission from a corporate member administrator to drive on behalf of the corporate member or on a separate Agreement as mentioned in 1(c)
- **Emergency Driver** - a driver allowed to drive an SCC vehicle under the personal supervision of a Member for the duration of an emergency in accordance with Section 12 of this SCC Member Manual.
- **Member** - a co-op member, casual driver, corporate member or corporate registered driver
- **SCC Coordinator (SCC Communications and Member Coordinator)** - an employee hired by the SCC board of directors to oversee general operations and ensure members' needs are met
- **SCC** - The Saskatoon CarShare Co-operative
- **Price List** - the most recent price list posted on our website including any amendments to it, where the price list for individual members is applicable for co-op and casual drivers and the price list for corporate members is applicable for corporate members and corporate registered drivers
 - The Price List is also available in Appendix A of this document.
- **Vehicle** - a vehicle owned or leased by SCC and includes any equipment in the Vehicle
- **You or Your** - an SCC member

Membership Structure

- Types of Membership:
 - Co-op Member
 - Co-op member rates and fees apply
 - Co-op members hold SCC shares and maintain voting rights as well as the ability to amend SCC Bylaws and be elected to be on SCC's board of directors
 - Casual Driver
 - Casual driver rates and fees apply
 - Casual drivers use SCC vehicles on a casual basis and do not have voting rights
 - If Casual drivers will not be using the CarShare for an extended length they may talk to SCC about temporarily suspending their membership for a pre-determined length of time with no re-application fee. The maximum time you can suspend your membership is four months, after which SCC will automatically resume your \$10 monthly payments.
 - Corporate Member
 - Corporate member rates and fees apply and are determined by the corporate member's number of corporate registered drivers
 - Corporate members hold voting rights (one vote per corporate member) as well as the ability to amend SCC Bylaws and have a representative elected onto SCC's board of directors
 - Corporate Registered Driver
 - Corporate registered drivers are those who are given permission to drive under a corporate member.
 - Corporate registered drivers must be approved by both the corporate member and the SCC Board of Directors.
- Requirements:
 - All SCC members must be at least 19 years of age and have:
 - a valid driver's licence
 - three years of good driving history
 - three or fewer traffic violations in the last three years
 - no at-fault accidents within the past three years
 - no driving convictions under the *Criminal Code* or serious violations of any provincial driving legislation such as the *Traffic Safety Act*
 - A Driver's Abstract is required to confirm each applicant's compliance with these terms.
 - SCC will advise members of violations of any rules. In the event of multiple or serious violations, SCC reserves the right to suspend the CarSharing privileges of any member. Corporate members will be advised of any violations by corporate registered drivers on their accounts.

Member Share Deposit and Refunds

- Co-op member applicants are required to pay a deposit of \$500. This sum represents your share in the ownership of the co-op. SCC uses your shares to purchase vehicles and to provide working capital. Your shares also serve as security for any liabilities to SCC resulting from your membership.

Valid Driver's Licence

- You must carry a valid driver's licence with you every time you use an SCC vehicle. If your licence is suspended, withdrawn or expired for any reason, your CarShare privileges will be immediately suspended. You must inform SCC immediately of any suspension, withdrawal or expiry of your licence. Failure to do so may result in the permanent suspension of your CarShare privileges without notice.

Your Unique Fob

- All members are assigned a unique key fob which allows you to access SCC vehicles. The fob remains the property of SCC. You are liable for the loss, deterioration and any possible misuse of the fob. If you lose the fob, you must phone SCC **within one hour** and inform staff of the loss. Fob replacement fees will be charged according to the SCC Price List.
- Assignment or transfers of fobs between members is not permitted. You are liable for any damages that may result from disregarding this rule.

Booking a Vehicle

- If you want to use a vehicle you must book it in advance. When you book a vehicle you will book it for periods beginning and ending on the hour and half hour.

Usage Rates

- Usage rates and all other fees are posted online and in the SCC price list according to your type of membership. If you book a vehicle the usage charges are as follows:
 - the full rate for each half hour for which the vehicle is booked
 - your assigned rate per kilometer
 - any applicable fuel surcharge depending on average monthly fuel prices as indicated on our rates page posted online as well as on the SCC price list
 - If you return a vehicle late or incur fines, you will be required to pay additional fees. All of these charges are described on the SCC price list (see pages 12-13).

Submitting Receipts

- If you incur an expense that is SCC's responsibility (eg. fuelling or cleaning the car), you may submit your receipts to the SCC Coordinator for reimbursement by:
 - Clearly writing your member number and the date on the receipt
 - Scanning or taking a picture of the receipt and emailing it to scc.coordinator@gmail.com, or
 - Mailing the receipt to:

Saskatoon Car Share Co-operative
% SERI
28 Campus Drive
Saskatoon, SK S7N 0X1

Vehicle Check Before Driving

- Before using a vehicle you must check for any visible defects. SCC must be informed of visible defects by email or phone voicemail before departure. If SCC has not been informed before departure, the last member will be liable for the damage.
- You must also check to ensure that the following are in the vehicle:
 - vehicle insurance and registration
 - vehicle operator's manual

- You are required to inform the SCC Coordinator of if any of the above items are missing. **You must not drive the vehicle if the current insurance and registration are missing.**

Extension of Booked Period

- If, for any reason, you cannot return the vehicle on time, use the online booking system to extend your booking time before the original booked period is over. If you cannot extend your booking online, call 1-639-471-8966. If an extension is not possible because of a following booking, you must return the vehicle by the end of your booking period. If you return the vehicle after the end of your booking period, a late fee will be charged according to the SCC price list. You may be charged for expenses SCC incurs from reimbursing other members for expenses under Section 12 of this SCC Member Manual.

Cancellations

- If you have booked a vehicle but find later that you wish to cancel all or part of your booking, a cancellation fee may be payable. If the vehicle is subsequently used by another member during the canceled period, this portion of the cancellation fee will be waived. Cancellations after the booked period has begun (and no-shows) are subject to a prescribed charge as set out in the SCC price list.

Booked Vehicle Unavailable

- If the vehicle you have booked is not at its designated parking spot at the beginning of your reserved time **you must** report this to SCC immediately. You may either cancel the reservation without charge or change the reservation to another vehicle.
- If no other vehicles are available, you may, with approval from SCC, rent a vehicle from a local car rental company or use a taxi, whichever costs less. The difference between what the SCC trip would have cost you and the cost of renting a car will be reimbursed up to the maximum rates listed on the Price List. Rental of a car will only be reimbursed where it is less expensive than using a taxi. **Receipts must be submitted for reimbursement.**

Emergency Driver

- Only those with valid SCC memberships (i.e., co-op members, casual drivers and corporate registered drivers) who meet SCC requirements (see section 3b) are permitted to drive SCC vehicles.
- However, if an emergency occurs and the life or safety of you or another person is at risk you may allow another person to drive a vehicle on the following conditions:
 - that you check that the emergency driver has a valid driver's licence;
 - that you ensure that the emergency driver is capable of driving before the trip and is not under the influence of any intoxicating substance; and
 - that you only allow the emergency driver to drive the vehicle under your personal supervision.
- You are liable for any fees, costs or damages arising from an emergency driver's use of the vehicle.

Treatment and Operation of SCC Vehicles

- As a member, you agree to treat vehicles with care. You also agree to leave the vehicle clean inside and out and to secure it properly against theft. Whenever you leave the vehicle you agree to secure it against theft by fobbing out. You must operate vehicles according to the vehicle operator's manual located in the vehicle. You will be liable for any damage to the vehicle that results from disregarding these rules.

Smoking

- Smoking is prohibited in all vehicles.

Pets

- Pets are restricted from riding in SCC vehicles in order to accommodate users with allergy concerns.

Driving

- All members are expected to adhere to all laws respecting the operation of motor vehicles and road safety. Vehicles may not be:
 - driven in any race or competition
 - used for any illegal purpose
 - used while the driver is under the influence of any intoxicating substance
 - used off-road or on roads that are not regularly maintained.
- You are responsible for maintaining a low noise level at the designated parking spot and to return the vehicle only to that spot. Immediately report any illegal use of the spot by a non-SCC vehicle to the SCC Coordinator.

Fueling

- It is your responsibility to ensure that the vehicle's fuel tank is $\frac{1}{4}$ full on return. Should you need to purchase fuel on your own, you must provide a copy of receipts marked with your member number and odometer reading to the SCC coordinator for reimbursement for the cost of fueling the vehicle. Please submit receipts to the SCC coordinator as soon as possible by email or post.

Cleaning

- SCC cleans the vehicles according to a set schedule. However, it is your responsibility to clean the vehicle's interior of any mess that is caused by you during your period of use. Leaving the vehicle dirty for fellow members may result in cleaning costs for you. Please note that if you take a vehicle through a car wash and vacuum the interior, SCC will reimburse you, even if it's your mess.
- If you have found or caused a mess and are unable to take it to get it cleaned, contact the SCC Coordinator to address the issue. If you don't clean up a mess you have caused or inform the SCC Coordinator, **you may be charged** for the clean up costs in addition to any penalty assigned. Please submit your receipts to the SCC coordinator as soon as possible by email or post.
- If you find a vehicle is not clean, please clean it and/or inform the SCC. Be sure to submit your receipts.

Maintenance and Emergency Repairs

- SCC will undertake regular maintenance of vehicles. However, during the booked period, you must ensure that brake fluid, engine oil, coolant, windshield washer fluid and power steering fluid levels meet the vehicle operator's manual specifications. You must also ensure that tire pressure is maintained according to the vehicle operator's manual specifications. Any receipts for purchases or repairs you make to ensure the vehicle is operable must be marked with your member number and submitted to SCC. You will be reimbursed up to \$50 or, in the case of repairs, a higher amount approved explicitly by the SCC coordinator.

Return

- You must properly return the SCC vehicle by the end of your booking period. Proper return of the vehicle means that:
 - it is parked and properly locked, with all its papers intact, at its designated parking spot
 - the interior and exterior of the vehicle is tidy, and you have removed your personal belongings
 - the fuel tank is at least ¼ full
 - the fuel card has been returned to its pouch in the glove box
 - you fob out and check that all vehicle doors (including back hatch) are locked
- If the vehicle is not properly returned you may be charged a fee according to the SCC price list. If you fail to return the vehicle two hours past your booked time for return without calling to inform SCC, staff will call your listed phone numbers. If you cannot be contacted and have not given an indication to SCC that you will not have telephone access, the vehicle will be reported to the police as missing.

Insurance

- SCC is responsible for ensuring that all vehicles carry sufficient insurance including liability insurance. The insurance conditions are available for your inspection and can be accessed from SCC's office or website. If you are involved in an accident and a claim is made against you or SCC, settlement of that claim will be at the discretion of SCC or its insurer. Additional insurance information is available in Appendix B of this document.

Accidents and Damage

- In the event of an accident or damage to the vehicle you are using, take the following steps:
 - Immediately report to SCC by phone (**1-639-471-8966**) or in person. You may only continue your trip with the express permission of SCC.
 - Report the collision or damage to SGI by calling **1-800-667-8710** or visiting: http://www.sgi.sk.ca/online_services/eclaim/index.html
 - In addition, you must report the collision to the police by calling **911** (for emergencies) or **1-306-975-8300** (for non-emergencies) if any of the following circumstances apply:
 - the collision results in injury or death. If there are injuries, you must also report the collision to one of SGI's injury claims offices.
 - it was a hit and run
 - a driver is impaired
 - any of the vehicles involved have to be towed from the scene
 - the collision involves a vehicle that does not have a valid licence plate or is an out-of-province vehicle (Source: <http://www.sgi.sk.ca/individuals/claims/autoclaims/>)
 - Secure evidence from any available witnesses and provide SCC with a written description of the accident and the damage incurred.
 - An SGI Collision Report Form is available in every SCC vehicle glove box to help you remember what information to collect from other drivers and witnesses (when applicable).
 - You will be responsible for a loss, damage or claim if, during the time you have booked:
 - there is any loss of or damage to vehicles including any loss of income to SCC associated with the time the vehicle was taken off the road; or
 - there are any claims by third parties against either SCC, yourself, or a person you have authorized as an emergency driver who is not covered by SCC's insurance policy.
- You may also be liable for the entire cost of Vehicle repair or replacement and claims made by third

parties if SCC's insurance policy does not apply (for instance, because you have driven intoxicated). If, during the time you have booked, vehicle damage occurs to the booked vehicle or claims are made against SCC or you for damages resulting from use of the vehicle, you will be deemed to be using the vehicle and be responsible for any costs incurred by SCC.

Liens and Impoundment

- If the vehicle is towed and impounded for illegal parking while you have booked it, you are responsible for recovering the vehicle and paying any costs arising from the vehicle being towed.
- If, without the approval of SCC, you allow a lien to be placed on a vehicle or allow the vehicle to be impounded (for instance, by failing to pay for repairs that you have authorized), you are responsible for all costs, including court and legal fees, incurred by SCC in pursuing the speedy return of the vehicle as well as any service charges.

Fees for Violations

- If you violate any term or condition of this SCC Member Manual you are subject to any applicable fees.

Suspension of CarSharing Privileges

- If SCC has reason to believe that you have violated any term or condition included in this SCC Member Manual, your CarSharing privileges may be temporarily suspended with or without notice. Your CarSharing privileges may be suspended if SCC has reason to believe you have engaged in conduct detrimental to the co-op.

Automatic Suspension

- Your CarSharing privileges will be automatically suspended if you are charged with driving without due care and attention under the *Traffic Safety Act* or any vehicle-related offense under the *Criminal Code* including:
 - operating a motor vehicle while impaired
 - operating a motor vehicle while over the legal limit of alcohol in the bloodstream
 - failing to provide a breath sample
 - dangerous operation of a motor vehicle
 - failure to stop at the scene of an accident
- These automatic suspensions will last until you are cleared of all vehicle-related charges. If there is a conviction of any of the offenses referred to in this section, your CarSharing privileges will be permanently suspended.
- Your CarSharing privileges will also be automatically suspended if you fail to meet SCC's minimum standards for our vehicle insurance. Once you join, these standards are:
 - no more than five late vehicle returns within the last six months
 - no more than one at-fault accident (50% or more at fault as determined by SGI) involving another vehicle within the past three years
 - zero at-fault accidents (50% or more at fault as determined by SGI) involving another vehicle within your first three years of driving, or within three years of any accident that appeared on your driving record at the time you started CarSharing with SCC
- For the above suspensions, your CarSharing privileges will be reinstated:
 - on the six-month anniversary of the first late vehicle return; or
 - on the three-year anniversary of the first at-fault accident involving another vehicle
- SCC may also suspend your CarSharing privileges if you default in paying any amount owing to SCC.

This can be done, without notice, one week after your account falls into arrears. The suspension remains in effect until such time as you have paid any amounts owing, including any interest accrued.

- If your CarSharing privileges have been temporarily suspended under this section on three or more separate occasions, for a total period of time exceeding 90 days, SCC may, without further notice, permanently suspend your CarSharing privileges.
- Your CarSharing privileges will be automatically suspended if you cease to have a valid driver's licence.
- Your CarSharing privileges will be reinstated when you present a valid licence to SCC. Temporary suspensions under this paragraph will not count toward a permanent suspension.
- At its discretion, SCC may also permanently suspend your CarSharing privileges if you or your passengers have smoked in any vehicle, if you have transported an animal in any vehicle or if you have received a roadside suspension for impaired driving in any vehicle.

Amendments to the Handbook

- The SCC Board of Directors can amend this Member Manual at any time pursuant to SCC's Bylaws. Any such changes will be provided to members within seven days.

Severability

- If any single part of this SCC Member Manual is found to be legally ineffective it shall not affect the validity of the rest.

Notice

- If this SCC Member Manual requires SCC or the SCC Board of Directors to give you notice, notice will be sent to your address in SCC's records. If your address changes you must notify SCC in writing.

APPENDIX A: RATES



Price List for SCC Individual Co-op and Casual Members

Individuals can either be SCC Co-op Members or SCC Casual Members. Co-op Members are shareholding members of our co-operative, have voting rights at our AGM and pay lower rates.

Soon, an eligible family member living with a Co-op Member can join as an associate Co-op Member for \$250. Email scc.coordinator@gmail.com to become an associate Co-op Member or for additional information.

Rates

	Casual Driver	Co-op Member	Family Membership	Corporate Membership
Membership Fee	no fee	\$500 (refundable)	\$750 (refundable)	\$750 (refundable)
Application Fee	\$30	\$30	\$30	\$30
Monthly Fee	\$10	no fee	no fee	no fee
Hourly Rate	\$8	\$6	\$6	\$6
Per km Rate	\$0.25	\$0.25	\$0.25	\$0.25
Free km/trip	5	5	5	5

Credits

If you are inconvenienced as a result of our error, we'll gladly credit your account at the discretion of our Coordinator. A maximum reimbursement for a booked vehicle being unavailable is the difference between the cost of the SCC booking and the cost of a rental or taxi, to a maximum of \$200 (with explicit authorization from SCC). For example, if a Co-op member booked a car to use for two hours at a rate of \$6/hour (\$12) to drive a total of 10 km (5 km free + 5 km at \$0.25/km = \$1.25) and had to use a taxi service (\$30) because the car was unavailable due to SCC's error, the member would be reimbursed \$30-\$13.25 = \$16.75.

Fuel Surcharge

A fuel surcharge addresses unpredictable gas prices while keeping rates stable and fair. The surcharge is calculated based on average gas prices in Saskatoon that month and is applied once the price of gas is about \$1.00 per litre. At that point, the surcharge increases by one cent for every 10-cent increase in the price of a litre of gas. For example, if the average price of gas in Saskatoon is \$1.20 per litre, the fuel surcharge would be \$0.02, so the total cost would be \$0.27/km.

Saskatoon CarShare Co-operative Member Manual

www.saskatooncarshare.ca

scc.coordinator@gmail.com

Late Returns

The charge for returning an SCC vehicle late is \$25. If you think you'll need a car longer than originally booked, call us right away to see if your time can be extended. You can also try extending your booking online. Please note, members are billed the full rate for each half hour for which the vehicle is in their possession, whether booked or not.

Cancellations and No-Shows

There's no charge for cancelling a booking a) within five minutes of making it or b) more than 12 hours before the booking starts. Cancellations with less than 12 hours' notice are charged 50% of the original hourly rate. Cancellations with no advance notice prior to the booking time are charged 100% of the original hourly rate. Please note, however, that a portion of your cancellation charge may be waived if someone else books the car for some or all of the time you've made available as a result of your cancellation.

Not Fobbing Out

It's important that you remember to fob out at the end of your booking. Fobbing out secures the vehicle by disabling its engine, reducing opportunities for theft. Leaving a vehicle unsecured and not fobbed out at the end of your booking may incur a charge of \$35. If you do not fob out and the vehicle is stolen as a result, you will be charged \$500 plus usage time the car is unavailable to other members.

Other fines

Some infringements are charged at the discretion of SCC's Member Coordinator. Third party charges to the member (such as metered parking or traffic tickets) are not covered by SCC, and will be billed to the member using the vehicle at the time of the offence.

Replacement fob	\$5
Gas left below ¼ tank	\$10
Unauthorized purchase(s) on SCC fuel card	\$10 + cost of unauthorized purchase(s)
Replacement fuel card	\$25
Vehicle interior left dirty	\$10 + cleaning/detailing costs
Pet riding in vehicle	\$200
Smoking in vehicle	termination + cleaning costs
Drained battery	\$10 first time, \$25 second time, \$40 thereafter
Small repairs (if member responsible)	repair costs + time the vehicle is unavailable
Damage fee	up to the first \$500 of repair or replacement costs, unless enrolled in Damage Pool. Call or email the SCC Coordinator for details.

Miscellaneous infringement resulting in inconvenience to another member (such as mis-parking or getting towed)	any costs incurred plus a fee equivalent to the loss to SCC as a result of the vehicle being unavailable (as determined by the SCC Coordinator)
Interest on overdue balance	1.25% monthly on balances over \$25
Insufficient funds for payment	\$25
Late Return	\$25

Insurance Options for SCC Individual Co-op and Casual Members

SCC purchases insurance from SGI (Saskatchewan Government Insurance) under a fleet plan option so our organization, not our drivers, holds the insurance.

SCC Insurance Features:

- SCC carries Third-Party Liability up to \$2 million
- SCC members are covered for work or pleasure, anywhere
- In the event of an at-fault accident, the damage fee (i.e. deductible) is a maximum of \$500

SCC members have two options for collision insurance, listed below. These are ways you can avoid the \$500 damage fee.

1. CLDI Credit Card Coverage

- Many credit cards now offer Collision Loss Damage Insurance (CLDI) specifically for CarSharing. SCC members who use an eligible VISA or MasterCard to pay their monthly usage fees can take advantage of this coverage. SCC will charge the insurer directly.
- With VISA or MasterCard CLDI coverage, you would be fully covered by the credit card company for any damage to an SCC vehicle and you would still be covered under SCC's insurance through SGI (see Section 3).
- Please note that your card may not cover certain vehicles (e.g. pickup trucks). Please check with your card company to find out what their restrictions are.
- **Eligibility and Application:**
 - i. To learn about your eligibility for CLDI Insurance:
 1. Visa Customers: visit <http://www.visa.ca/clidi/>
 2. MasterCard Customers: check your MasterCard agreement or ask your financial institution if your card has CLDI coverage.
 - ii. Please note that if you are using a large credit on your SCC account you will not be eligible for CLDI.
 - iii. To apply, complete the Individual Member Insurance Coverage application which is available from our SCC Coordinator and on our website.

2. Basic Insurance Coverage with SCC

- All SCC members are covered through our basic insurance through SGI (Saskatchewan Government Insurance).

Collision and Comprehensive Coverage

Collision and Comprehensive Coverage both have a deductible of \$500. For almost all damage to a vehicle during your booking, including vandalism, the maximum fee is \$500 - so if the damage was only \$175 then you would pay just \$175. For all glass, the maximum fee is \$300.

Deductibles

A deductible is the money that an insurance provider (e.g., SGI) charges when you use the insurance coverage you have paid for. In a worst-case scenario, the insurance company absorbs the majority share of the financial implications of any event for which you're insured other than the deductible set out by your insurance policy. This means that in the case of an at-fault accident; a hit-and-run; a crack in the windshield; theft or vandalism; if you are insured, you will have to pay the deductible agreed to in order for the claim to be resolved (and likely SCC will cover the rest unless personal injury is involved).

While you have an SCC vehicle booked, you are responsible for the vehicle. In the event of an unfortunate incident causing damage to an SCC car during your booking, your deductible is the first \$500 of repairs unless the damage is glass-only, in which case the fee is \$300. If a vehicle is stolen during your booking, you pay up to \$500 plus hourly rates for the time the vehicle is unavailable*.

Third-Party Liability

We carry Third-Party Liability up to \$2 million. Third-Party Liability covers passengers, drivers and passengers in other cars, pedestrians and cyclists who may get injured - for a total of \$5 million (not \$5 million per person). Drivers' injuries are covered under Accident Benefits.

Limitations and Exclusions

There is no coverage if damage resulted from avoiding the police or using a vehicle for any illicit or illegal purpose.

Insurance Summary

The best option for both our members and for SCC is CLDI on a credit card. The next best option for members is the Damage Pool. Some members apply for both.

We want to make your CarSharing experience as simple and convenient as possible. **Please keep this sheet available for easy-reference when making bookings or CarSharing.**

Office Hours	Contact Info
Monday to Friday - 8:30 a.m. to 8:00 p.m. Weekends - 9:00 a.m. to 6:00 p.m. Holidays - 9:00 a.m. to 5:00 p.m.	Phone: (639) 471-8966 Email: scc.coordinator@gmail.com

Someone will be available to speak with you between 7:00 a.m. and 11:00 p.m. However, please reserve non-urgent calls for office hours.

Booking a Vehicle

Book your vehicle online by visiting our website at <http://www.saskatooncarshare.com/book-a-car/>.

The website will take you to [Engage](#), our external booking website. Login with your username and password (included at the bottom of your Welcome letter).

SCC accepts bookings on the hour and on the half hour. To avoid late fees please book a vehicle for the maximum time it will take you to complete your errand and return the vehicle to its designated parking spot.

When booking a vehicle, the confirmation page provides a space for “Your Notes”. This is a useful place to make notes to help you track the booking.

Starting your Trip

1. **Find your car** in its designated parking spot (visible on a map on our SCC website Contact Page).
2. **Inspect vehicle.** Please do a walk-around and note any vehicle damage. If you notice damage not already marked with a clear sticker, call us to report it at the start of your booking. If you can't find the vehicle, check your booking confirmation details, then check around the area; if you still don't find it, give us a call.
3. **Fob in.** Wave your unique key fob in front of the car's sensor, located at the front of the driver's windshield. If you're at the right vehicle at the you'll see the red light turn dark yellow or hear the driver's door unlock, which also signals that the engine is enabled. You'll find the vehicle key in the glove box..

During your Trip

- **Fobs:** Always remember to take the fob out of the vehicle when leaving it so that you can use it to fob back in should the vehicle become locked.
- **Fuel:** If you notice the fuel is at ¼ tank or less, it's your turn to refuel. You may submit your receipts for reimbursement.
- **Cleaning:** We always reimburse you for cleaning costs (even if you cause the mess) and we'll credit

you \$5 for a full cleaning inside and out. Submit your receipt(s) to us for reimbursement.

- **Roadside Assistance:** Call us if you ever experience mechanical issues and we'll help you on your way.
- **Pets:** While we at SCC love our pets, pets are prohibited from entering or riding in SCC vehicles.

Smoking is not permitted in SCC vehicles.

- **Running Late?** Call us as soon as you know you'll be running late. There's no charge for extending your booking before it's over if the vehicle is available. There are, however, fines for returning the vehicle late and for inconveniencing the next driver.

Ending Your Trip

1. **Check it Over.** Before you take the vehicle back to its parking spot, check if it needs a good cleaning inside. Whether you make the mess or not, if you get it cleaned we will reimburse you. (If the next member reports a mess and you were the last to use the car, you may be charged). Once you've returned the vehicle, do a final walk-around to inspect for any new damage.
2. **Fob Out.** Close all windows, tidy up, collect all of your belongings (including any garbage), remove the key from the ignition and return it to the glove box, turn off all lights and fob out. Fobbing out will lock the vehicle and disable the engine. Check that all of the doors are locked (including the back hatch).

Make sure the key has been removed from the ignition and returned to the glove box. Keys left in the ignition will drain the battery. Also, it is important to fob out at the end of your booking in order to avoid a late fee.

Cancellations and No-Shows

Cancelling is always less costly than not showing up. No-shows (instances when you did not cancel and did not use the vehicle) are charged at 100% of the original hourly charge.

There's no charge for cancelling a booking a) within five minutes of making it or b) more than 12 hours before the booking starts. Cancellations with less than 12 hours' notice are charged 50% of the original hourly rate. Cancellations with no advance notice prior to the booking time are charged 100% of the original hourly rate. Please note, however, that a portion of your cancellation charge may be waived if someone else books the car for some or all of the time you've made available as a result of your cancellation.