



Member Guide



24/7 TECHNICAL/ ROADSIDE ASSISTANCE

1-844-341-7888

OR FROM THE TORONTO AREA

416-340-7888



Download on the
App Store



ANDROID APP ON
Google play

CARSHARE AT THE Speed of You



Download today!



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 Inspect and report

Check the interior and exterior for damage before you drive.

2 Complete damage report

Report anything listed below that is not already flagged with a “damage reported” sticker.

- Damage larger than 5cm & low or flat tires.
- Any hole or crack in body or windshield.
- Pet hair, smoking or messy interior.

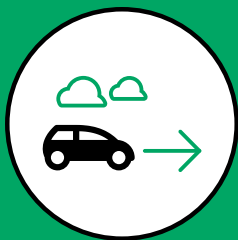


CALL US TO MAKE A REPORT.

BEFORE STARTING THE IGNITION, 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 Check for damage before you drive

- Walk around the entire vehicle and check for damage or low tires.
- Call or email with any unreported damage.

If you see our “Damage Reported” sticker placed directly on any damage you find, there is no need to report it.

2 Unlock the vehicle

Select “Unlock Vehicle” on the mobile app to unlock the doors. (Enable Bluetooth for the best connection)

3 Report

Check for interior damage and report again if necessary.

4 Start your trip

Press “Start my Trip” and remove the key fob from the key holder in the glove box.

Use the key fob to lock and unlock the vehicle during your trip.

Return

1 Return the vehicle

When you return to your reserved location, turn off the ignition.

2 Return key to glove box key holder

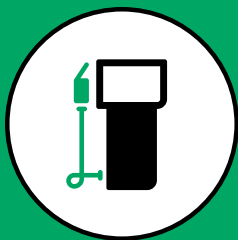
Insert the circular fob into the holder inside the glovebox (see picture).

3 Exit the vehicle

Shut all doors but **DO NOT manually lock them**. Select “Lock & End Trip” on your mobile app. You’ll know you’ve successfully ended your trip when the doors lock.

Only select “Lock & End Trip” at the end of your reservation. You cannot access the vehicle again after you’ve ended your trip.

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 key holder. Access the fuel PIN by selecting the reservation card in the app and navigating to Important Information. Input the PIN as the Driver ID at the pump.

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

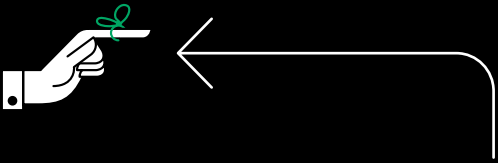
We know that plans can change. If you need to cancel or change a reservation, you can do so online, in the Enterprise CarShare app, or by calling Member Services before your reservation begins. (Call fees may apply)

Please cancel at least three hours before your reservation begins. If you cancel with less than three hours' notice, you will be billed for the first three 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 (Shorten trip)

Returning earlier than expected? Always use the "shorten trip" button on the mobile app to adjust your end time. This limits the cancelled time that may apply.





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.