

# CarShare Vermont

## Quick-start guide

Follow these instructions to access  
a car that you have reserved

### Step 1:

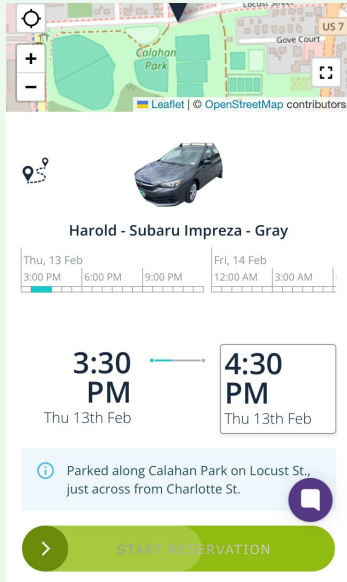
Locate the car you have reserved!



Each vehicle in our fleet has a home **pod** – a special parking space where the car lives and should be returned to at the end of each reservation.

## Step 2: Use the app to unlock the car.

Select your reservation, and then press & swipe green "Start Reservation" bar.



## Using an access card instead?



The card reader is located on the inside of the windshield on the driver's side. Hold your access card up against the glass until the lights on the reader go from red to yellow. This will unlock the car and you will be able to enter. *Avoid waving the access card past the reader; hold it in place until the lights change — this can take a moment.*

## Step 3: Retrieve the car key.



Open the glove box and retrieve the key from the keyholder.

**Step 4: Off you go! Start up the car and proceed to your destination.**

While stopped at your destination, or along the way, take the car key with you to lock and unlock the car as needed.



**Step 5: Keep an eye on the fuel gauge and stop to fill up as needed.**

The cost of fuel is included in the reservation, and is paid for using the **gas card** located in the pouch in the glovebox. At the pump you will be prompted to enter the ID number printed on the card, as well as the odometer reading on the dashboard of the car. Please return the car with at least a ¼ tank of gas.



*Returning the car with less than ¼ tank will result in a \$15 fee.*

*Don't be late! There is a fee of \$10/half hour.*

**Step 6: Return the car back to its home pod before the end of your reservation and return the car key to the keyholder in the glovebox.**

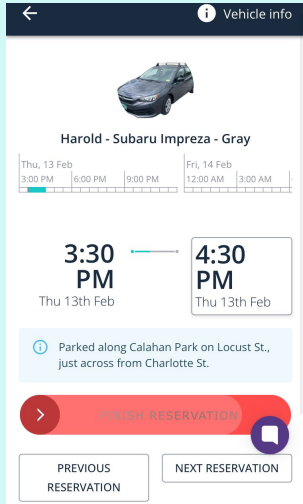
If you are running behind schedule, you can try to extend your reservation using the app.



The plastic data fob attached to the car key should be fully inserted into the keyholder. If the car key is not returned in this way, you may not be able to end your trip successfully.

## Step 8: Lock the car and complete your reservation.

Select your reservation, and then press & swipe "Finish Reservation" bar to lock the car behind you and end your reservation.



*There is a \$25 fee for failing end your trip successfully. Please call before leaving the car if you are having trouble.*

### Using an access card?

Hold the access card in place against the reader, look for the lights to change, and listen for the car to lock. Always check to see that this was successful by pulling a door handle and confirming that the car has locked.



**Run into problems?** Give us a call. Outside of business hours, call the **emergency line (802-999-2006)** for help with accessing a car, or something more serious. For questions about billing or membership, please reach us at (802) 861-2340.

*Read on for an explanation of our cancellation policy*



## Guidelines for cancelling and shortening reservations

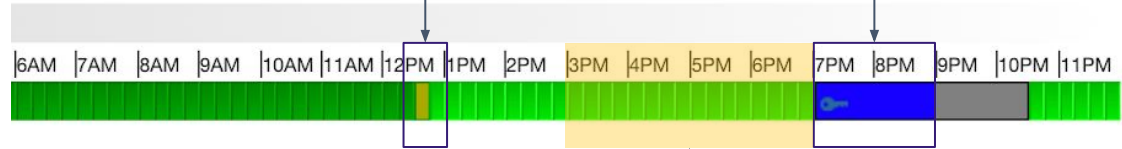
Plans change, and sometimes that means shortening or cancelling your carshare reservation. We ask that these changes be made a certain amount of time in advance. Members are responsible for the cost of reserved time that was cancelled without adequate advance notice.

1. For **hourly reservations** (less than 10 hours long), please cancel or shorten **4 hours** before the period of time affected.
2. For **day-rate reservations** (10 hours or longer), please cancel or shorten **12 hours** in advance.
3. Reservations that have not begun can be cancelled or shortened without penalty up to 30 minutes after being made.

### Example:

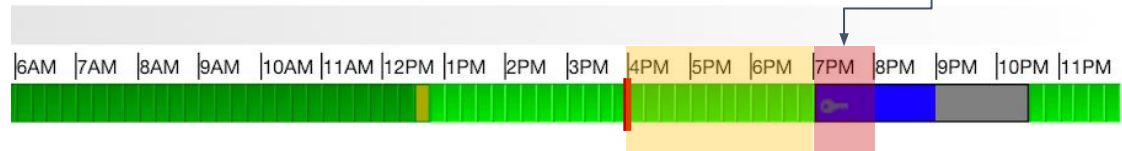
This two-hour reservation was created at 12:30 PM, but is not scheduled to start until 7:00 PM.

The yellow bar indicates the current time.



This is the 4 hours of advance notice required when cancelling an hourly reservation. In order to avoid paying for any of the time reserved, one would need to cancel before 3:00 PM.

If one were to wait until 4:00 PM to cancel the reservation, they would only be giving adequate notice for the time reserved after 8:00 PM, and would still be charged for the first hour of their 2 hour reservation.



## "What if I'm just shortening my reservation?"

Shortening works the same way as cancelling. In fact, it may be easiest to think of shortening as cancelling a part of the reservation.

Just as with cancelling, we ask that shortening happens 4 hours in advance of the time affected for hourly reservations, and 12 hours in advance for day rate reservations.

Still have questions about cancelled time, or anything else? Feel free to send us an email ([info@carsharevt.org](mailto:info@carsharevt.org)) or call our office (802-861-2340).

Here, the reservation was changed at 5:30 PM to begin and end 30 minutes later than originally scheduled.

Although the reservation remains the same length (2 hours), a portion of time originally scheduled was cancelled. This is shortened time.

