

# HOURCAR

## Member Handbook



### CONTACT INFORMATION

#### Website

[hourcar.org](http://hourcar.org)

#### Online Reservations

<https://fleet.invers.com/hca>

#### Reservations/Emergencies

Call 612-343-CARS (2277)

#### Billing/Membership Questions

[info@HOURCAR.org](mailto:info@HOURCAR.org) or call 612-343-CARS

#### Address

HOURCAR/Neighborhood Energy Connection  
1754 University Av W, Saint Paul MN 55104

#### Fax

651-221-9831

#### Office Hours

Weekdays 9am - 5pm

#### Join the Conversation

[facebook.com/hourcar](https://facebook.com/hourcar)  
[twitter.com/hourcar](https://twitter.com/hourcar)

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## Welcome to HOURCAR!

HOURCAR is the car-sharing program of the non-profit Neighborhood Energy Connection.

HOURCAR introduced car-sharing to Minnesota in 2005 as a way for residents to get around conveniently with minimal car ownership, less driving, and less pollution.

HOURCAR supports walking, biking, and transit in the Twin Cities, not to mention household wealth retention, healthy living, human-centered development, and thriving economies. We are proud to be the only local car-sharing service in Minnesota, with profits reinvested in the program to better serve our community.

This Member Handbook documents the essentials you need to know as an HOURCAR member, with information on topics like car care, billing, and what to do in emergencies.

Together, the Member Handbook and Member Agreement list the terms of membership. The Member Agreement, privacy policy, member rates, and further FAQs are available on our website.

You will always get the most up-to-date information at [HOURCAR.org](https://www.hourcar.org)

## Using HOURCAR

### Members make HOURCAR great!

As a member of HOURCAR, your experience is affected by the behavior of other members. Please follow the golden rule, drive safely, take care of the vehicles as if you own them (or better), and be considerate of other members. The policies and rules listed below help keep HOURCAR affordable, keep our cars in great shape, and ensure a positive experience for all members.

### Reservations

#### ▶ Always make a reservation

Reservations can be made online or by phone 24 hours a day. When reserving online, be sure to confirm your reservation. Reservations can be made on the spot or up to three months in advance. The minimum reservation length is 30 minutes, and the maximum is three days.

#### ▶ Make reservation changes and cancellations as soon as possible

Changing or cancelling a reservation less than eight hours in advance may incur a Cancelled Time fee. See the Member Rates and Billing section for further explanation of the cancelled time policy.

#### ▶ Return the car to its hub by the end of your reservation

You will be charged a late fee if you return the car more than five minutes after your reservation ends. If you need more time, call or go online to extend your reservation and avoid a fee. If you cannot extend your reservation because another member has the car reserved, you may incur a fee for displacing the member.

▶ **Always swipe in and always swipe out**

Keys for each HOURCAR are stored in the glovebox keypad. Use your HOURCAR fob or registered Metro Transit card to access the vehicle by swiping in over the driver's side windshield reader. At the end of your reservation, return the vehicle keys to the holder and swipe out at the reader with your HOURCAR fob or transit card to secure the car and end your trip.

## During a Reservation

▶ **Lock the car**

Take the vehicle keys with you during your trip, and lock the car with the key or remote anytime you step away. At the end of your trip, return the vehicle keys to the holder and swipe out with your fob or transit card to secure the car.

▶ **Only HOURCAR members can drive**

Even if someone is part of your household or paying for your account, they cannot drive unless they are an approved HOURCAR driver with their own Driver ID.

▶ **Pay any parking or traffic tickets**

You are responsible for tickets caused by your actions (such as parking in a prohibited area). If we have to pay a ticket for you, a processing fee will be added to the cost of the ticket.

▶ **Drive in the United States**

Out-of-state trips are fine, but our cars have to stay in the US to be covered by our insurance.

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## Car Care

▶ **Quickly inspect the car at the beginning and end of your reservation**

Scan the outside and inside of the vehicle for damage or mess. Don't worry about normal wear and tear or very minor scratches.

▶ **Report problems, performance issues, and damage to HOURCAR**

If you notice new, significant damage or unusual mess in the car, let us know by phone or email. We will send someone out to work on the car and follow up with the previous user.

▶ **Return the vehicle with at least ¼ tank of gas**

You will receive a \$4 credit within 1-2 weeks of refueling an HOURCAR with five or more gallons of gas. If you find a car with less than one quarter tank of gas, let us know online or by phone so we can follow up with the previous user. Use the gas card in the car to refill the tank. If the vehicle's

gas card is missing or does not work, pay for the gas yourself, then call HOURCAR so we can track down the missing card. Email us your receipt to get reimbursed for the cost of the gas.

▶ **Keep the vehicle clean**

Take your belongings and trash with you, and spread the vehicle's cargo blanket underneath bikes or anything that may leave behind dirt, grease or other hard-to-clean substances.

▶ **Never smoke in an HOURCAR**

Some of our members are sensitive to cigarette smoke, and it is difficult to remove smoke residue from vehicle upholstery.

▶ **Transport pets using a pet carrier and cargo blanket**

Pet hair can make a vehicle unusable for members with pet allergies. Any pet traveling in an HOURCAR vehicle must be kept in a carrier at all times.

## Lost HOURCAR Fob or Transit Card

Please notify us immediately if you lose your HOURCAR fob or registered Metro Transit card or if you would like to use a different Metro Transit card. If a fob is used without your permission and has not been reported lost, charges may apply. If you have replaced your

registered transit card, you must have your HOURCAR account reset to accept your new card. The cost for a new fob is \$20, but if you have had the fob for at least two years the charge is waived. If you later find your missing fob, please return it to HOURCAR.

## Lost and Found

If have left an item in the car, make a thirty minute reservation before returning to the vehicle. This will ensure that the car is available and that you will be able to get in. Let us know that you made a reservation to retrieve lost items, and we will credit the charge to your account.

HOURCAR is not responsible for any belongings left in or on the car, but we will do our best to take care of any items we find. Our fleet staff makes biweekly visits to our cars and removes any items that have been left behind. Contact our office if you are looking for a particular item.

## Member Rates

### Summary of Rate Plans

This table provides a quick overview of our basic personal and household rate plans. Details on student, University of Minnesota, organization and other special rate plans are available on our website at [hourcar.org/costs](http://hourcar.org/costs).

PLAN	MEMBERSHIP FEE	HOURLY RATE	DAILY RATE	MILEAGE COSTS
<b>Voyager</b>	\$6 monthly or \$55 annually	\$8.50	\$65/weekday \$75/weekend <sup>+</sup>	100 miles included free per reservation*
<b>Neighborhood</b>	\$6 monthly or \$55 annually	\$6.75	\$65/weekday \$75/weekend <sup>+</sup>	35¢ per mile

\* Mileage is charged at 35 cents per mile if you drive more than 100 miles in a reservation.

<sup>+</sup> Daily rates include 100 free miles per 24-hour increment.

### Changing Your Rate Plan

Members are welcome to change rate plans at the beginning of any month. To change your rate plan, simply contact our office by email or phone. Please include the name of the rate plan you would like to switch to. If switching to the student or U of M rate plan, please contact us from your academic email address.

## Daily Rate Reservations

In addition to hourly rates, all HOURCARs feature daily rates. To utilize the daily rate, make a reservation as usual online or by phone. The reservation cost will change from the hourly to the daily rate based on the length of time you reserve. For most rate plans, the daily rate will kick in at around 8 to 10 reserved hours. When reserving online, use the cost estimator on the confirmation page to verify that the daily rate applies (estimated cost does not include tax).

## Billing

### Trip Invoice

For individual and household accounts, HOURCAR bills by the trip. Immediately after a reservation ends, the payment card on your account will be charged the hourly cost, taxes, and mileage (if applicable). Late fees are automatically charged - so be sure to return the vehicle and swipe out on time.

Each reservation generates a separate trip invoice, viewable online in the "Account Summary" menu. Reservation usage details are available in the "Trip Data" menu.

### Monthly Invoice

If you have a monthly membership or owe an annual membership or other applicable fee, you will also receive a monthly invoice. The monthly invoice is closed on the 5<sup>th</sup> day of the next month, and the amount due is charged to your card on the 15<sup>th</sup>. For example, a March monthly invoice will close April 5<sup>th</sup> and be charged April 15<sup>th</sup>. You will only receive a monthly invoice if an amount is due.

### Other Fees

Applicable fees may be added to your monthly invoice or may be automatically charged to your card on file within 1-2 business days of the violation.

Fees are subject to change. Our website will always have the most up-to-date fee information. Visit [hourcar.org/about/policy-and-rules](http://hourcar.org/about/policy-and-rules).

## Summary of HOURCAR Fees

FEE NAME	AMOUNT
Cancelled Time	\$5 if 1-8 hours before start of reservation. \$10 if less than 1 hour before (or during) reservation.
Late Return	\$40/hour + normal hourly rate. \$25 displacement fee if you displace another member.
Major Violation of Terms	Any cleaning and repair cost + Possible termination of membership.
Smoking in Car	Cost of cleaning + possible termination of membership.
Pet in Car Without Carrier	Cost of cleaning + possible termination of membership.
No Swipe Out	\$50
Car Left Unusable	\$30-\$50 (Higher fee if unscheduled cleaning is necessary.)
Caused Dead Battery	\$25 first instance, \$40 thereafter.
Low Gas	\$25
Unpaid Ticket or processing fee	\$15 + cost of ticket
At-Fault Damage	Up to \$2000 if no damage fee waiver

## Failed Payments

If we are unable to collect payment for any invoice, you will be notified via email and your account will be restricted until payment is received. To restore your account, update your card information online, if necessary, and email or call our office to have the payment rerun. You are responsible for keeping your credit card and payment information updated.

## Cancelled Time Policy

This policy applies to any reservation change that frees up time you originally had reserved, even if the length of your reservation stays the same or increases.

- ▶ You will not be charged for any cancellations or changes you make more than 8 hours before the start of a reservation.
- ▶ You always have 5 minutes after making a reservation to cancel or change without incurring a fee.
- ▶ You will be charged a Cancelled Time fee for cancellations or changes made less than eight hours in advance.
- ▶ If you cancel or shorten your reservation because severe weather makes driving unsafe, let us know by phone or email and we will waive the fee. Your safety is most important.
- ▶ Please note: If you do not use a reservation, you will be charged for time you have reserved. If you're not planning to use a reservation, only cancel it if the time you reserved will cost more than the Cancelled Time fee.

## Refund Policy

At HOURCAR, our first priority is our members. We realize that you have a choice in meeting your transportation needs and we appreciate that you've chosen us. If you ever have a billing question or believe a charge to be in error, please contact our business office at 612-343-CARS (2277) weekdays 9 – 5 to let us know, or email [info@hourcar.org](mailto:info@hourcar.org). We will investigate the problem and do our best to explain and resolve it for you.

If a refund is owed to you, our standard method of handling refunds is to place the credit into your HOURCAR account, where it will automatically be applied to future trip costs. However, if it is a situation where a refund to your HOURCAR account does not make sense (e.g., account closure), or if you specifically request it, the amount will be credited back to the card we have on file.

Please help us serve you best by bringing billing questions to us during the active billing period or within a month of the charge in question. **We are unable to refund charges that are more than three months old.**

# Emergencies and Accidents

## Emergency Situations

In the event of an emergency, call HOURCAR at 612-343-2277 immediately. After hours, hold the line or press '2' for the 24-hour call center. Even if you don't need help, call HOURCAR in the following situations:

- ▶ **Reserved vehicle is not at the hub**  
This may occur if another member is running late. We can contact the late member to find out when the car will be back, or we can switch your reservation to another nearby HOURCAR.
- ▶ **Reserved vehicle is not drivable (flat tire, dead battery, damage, etc.)**  
We will immediately send someone to fix the problem and let you take another HOURCAR, or help arrange alternative transportation if necessary. If you choose to make repairs yourself or arrange your own assistance, you are responsible for any and all costs.
- ▶ **HOURCAR parking space is taken**  
Occasionally, someone may ignore the HOURCAR sign and park in one of our hubs. If this happens, park the vehicle as close as possible to the hub (in a legal parking space), and then call HOURCAR to notify us of the vehicle location.
- ▶ **Vehicle is towed/impounded during your reservation**  
If a vehicle is towed because you parked in a prohibited area, we will retrieve it but will charge you the impound costs plus a fee for leaving the car unusable.
- ▶ **Unable to swipe out**  
If you cannot lock the car with your HOURCAR fob or transit card at the end of your trip, call us before using the manual door locks. The No Swipe Out fee will apply if you do not contact us.

## Insurance

HOURCAR members are covered by our insurance policy while driving HOURCAR vehicles. We have no-fault and personal injury

protection coverage, as required by Minnesota law. We also have up to one million dollars of coverage in each of the following categories: bodily injury and property damage liability, underinsured and uninsured motorist bodily injury. HOURCAR assumes no liability for personal property in or on the vehicle.

## Roadside Assistance

HOURCAR has nationwide roadside assistance through the Better World Club. HOURCAR staff can also respond quickly to emergencies in the Twin Cities metro area. When you call us, we will arrange for someone to come help you.

## In the Event of an Accident

- ▶ **Safety first**  
Move everyone to a safe location. If anyone is injured, call 911 immediately.
- ▶ **Call HOURCAR**  
Call us at 612-343-2277 as soon as possible (and before you leave the scene), and our local on-call staff will assist you.
- ▶ **Exchange information**  
Get insurance information from other drivers involved, license plate numbers, and any other pertinent information (such as names of responding police officers and police report information).
- ▶ **Continuing Your Reservation**  
After an accident, you may continue driving your reserved vehicle only if given permission by HOURCAR staff.

## Member Liability

The At-Fault Accident/Damage Fee of up to \$2000 (see fee table on page 5) will be applied if you are deemed wholly or partially responsible for damage sustained during your reservation (to the HOURCAR or to another vehicle). If you were driving in violation of our insurance or member terms (e.g. suspended license, non-member driving) you are liable for the entire cost of the damage. Damage must be reported in order for the damage fee waiver to apply.

You may avoid the \$2000 damage fee by purchasing a Damage Fee Waiver for \$45 annually. Waiver program at [HOURCAR.org/waiver-faq](http://HOURCAR.org/waiver-faq).

## Ending a Membership

### Cancelling Your Membership

You can cancel your membership at any time. Please visit [HOURCAR.org/cancel](http://HOURCAR.org/cancel) to complete a short cancellation form. HOURCAR closes accounts at the end of each month after we have received your cancel request.





## Termination or Suspension of Membership

HOURCAR may suspend or terminate the membership of anyone who no longer meets membership eligibility requirements or who violates the terms of use in HOURCAR's Member Agreement, Member Handbook, or vehicle operator's manuals. HOURCAR may end the membership of anyone who repeatedly returns cars late, leaves cars messy, or otherwise repeatedly inconveniences other members.

Finally, the following major violations of our terms (listed at right) will result in a \$250 fee and possible loss of membership:

## MAJOR VIOLATIONS

- ▶ Driving recklessly or in a negligent manner
- ▶ Driving with a suspended or revoked driver's license
- ▶ Driving under the influence of drugs/alcohol
- ▶ Allowing anyone who is not a member in good standing with HOURCAR to drive
- ▶ Intentionally damaging or tampering with the vehicle or vehicle technology
- ▶ Using the vehicle for any illegal purpose
- ▶ Using the vehicle to transport people or property for money (i.e. taxi or parcel service)
- ▶ Leaving the scene of an accident
- ▶ Failing to report accidents, traffic violations, or damage to HOURCAR
- ▶ Taking the vehicle outside the continental United States
- ▶ Using the vehicle for off-road driving
- ▶ Obtaining the vehicle from HOURCAR by fraud or misrepresentation
- ▶ Using the vehicle to push or tow anything
- ▶ Using the vehicle in any race, test, or competition
- ▶ Fueling the vehicle with the improper type of fuel
- ▶ Loading the vehicle beyond its rated capacity or with more passengers than available seat belts

## Final Notes

### Severability and Amendments

If any single part of this handbook is found to be legally ineffective, it shall not affect the validity of the rest. HOURCAR reserves the right to amend the member terms, rates, and fee structure at any time, without notice. Current terms and conditions are always available on HOURCAR's website. HOURCAR will send out written notice of any significant changes to our terms of service.

### Notice and Contact Information

Members are responsible for updating their postal and email mailing address, billing address, and other contact information through their online account. HOURCAR will send out notices about changes in terms using the contact information given by the members, and is not responsible for a member missing updates due to incorrect contact information.

### HOURCAR Property

HOURCAR key fobs remain the property of HOURCAR and must be surrendered upon membership cancellation or termination.

