

HOURCAR

Member Handbook



CONTACT INFORMATION

Website

hourcar.org

Online Reservations

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

Reservations/Emergencies

Call 612-343-CARS (2277)

Billing/Membership Questions

info@HOURCAR.org or call 612-343-CARS

Address

HOURCAR
755 Prior Ave N. Ste. 301D
Saint Paul, MN 55104

Fax

651-221-9831

Office Hours

Weekdays 9am - 5pm

Join the Conversation

facebook.com/hourcar
twitter.com/hourcar
instagram.com/hourcar

TABLE OF CONTENTS

P2. Welcome to HOURCAR!

About HOURCAR

P2. Using HOURCAR

Essentials of reserving, driving,
and caring for the cars
Lost and found

P4. Member Rates

Daily and hourly rates
Changing your rate plan

P5. Billing

Fees summary
Billing system

P6. Emergencies and Accidents

What to do
Insurance coverage
Member liability

P7. Ending a Membership

Cancelling your membership
Reasons for termination or
suspension of membership

P8. Final Notes

A few legal notes

Welcome to HOURCAR!

HOURCAR is a local nonprofit car-sharing organization serving the Twin Cities of Minneapolis and Saint Paul. We provide our members with convenient, short-term reservations to a fleet of over 50 safe and efficient cars, trucks, and crossovers at more than 40 hubs located in the neighborhoods where our members live, work, and play. We're dedicated to connecting our members to their families and friends, the services and amenities they need, and the events and activities that make our local community so vibrant and alive.

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, current rate plans, 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 amazing!

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*. Learn more about the cancelled time policy in the Membership Rates and Billing section.

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

This is a fundamental element of car-sharing. 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 that 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. You'll know your swipe in worked if you hear the doors unlock and see the LEDs on the reader turn green. 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. The LEDs in the reader will turn red and the doors will lock after a successful swipe out.

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 HOURCAR member in good standing.

▶ **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.

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 1-3 business days 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 contact HOURCAR. Email us your receipt to get reimbursed for the cost of the gas.

▶ **Keep the vehicle clean**

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

▶ **Never smoke or vape in an HOURCAR**

Some of our members are sensitive to cigarette smoke, and it is difficult to remove smoke residue from vehicle upholstery. Smoking or vaping in an HOURCAR will result in a fine and possible termination of membership.

▶ **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.

Winter Car Care

Minnesota winters can be challenging, but HOURCAR is here to help. All HOURCARs are equipped with either all-wheel drive or winter tires. You'll find a windshield scraper and brush, a shovel, and extra de-icer windshield washer fluid in the trunk or hatch of each car. Below you'll find some tips for making a winter HOURCAR reservation go smoothly.

▶ Plan ahead

In the winter, you may need to clear snow and ice from the vehicle and/or parking spot before using your reservation. We suggest that you plan accordingly and allow for a few more minutes at the beginning of your reservation to clean the car off.

▶ Keep the car clear of snow

Each HOURCAR is equipped with a shovel and scraper to keep the car clear. If snow is falling during your reservation, be sure to clear all snow from the headlights, taillights, and license plates.

- ▶ If you find that you have spent a significant amount of time (15+ minutes) clearing the car at the start of your reservation, please let us know via phone or email and we will happily compensate you with equivalent driving credit for your time.

▶ Turn off the lights

In the winter, leaving the lights on for even a few minutes can drain the vehicle battery. Always double check that all vehicle lights, both inside and out, have been turned off before leaving an HOURCAR.

▶ Take your time

Road conditions may require you to drive slowly in order to reach your destination safely. We recommend adding an additional 30 minutes to the end of your reservation to make sure you have enough time to get where you need to go. You can remove up to 30 minutes from your reservation time with no penalty.

If you're running behind due to the weather, call us as soon as possible at (612) 343-2277 to let us know. We can either help you extend your trip or make sure other members aren't inconvenienced while you get back to the hub safely.

▶ Be safe

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 to us.

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 you have replaced your

registered transit card, you must have your HOURCAR account reset to accept your new card. If you later find your missing fob, please return it to HOURCAR.

Lost and Found

If you 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 specific item.

Membership Rates

Summary of Rate Plans

This table provides a quick overview of our basic personal and household rate plans. Full details for all rate plans, including businesses and nonprofits, are available on our website at hourcar.org/

PLAN	MEMBERSHIP FEE	HOURLY RATE	DAILY RATE	MILEAGE COSTS
Voyager	\$7 monthly or \$65 annually	\$8.95	\$70/weekday \$80/weekend ⁺	100 miles included free per reservation*
Neighborhood	\$7 monthly or \$65 annually	\$5.75	\$70/weekday \$80/weekend ⁺	1 st mile free; 40¢ per mile after
Student	\$4.50 monthly or \$40 annually	\$8.50	\$65/weekday \$75/weekend	100 miles included free per reservation*
Flex	None	\$12.75	Not available	40¢ per mile

*Mileage is charged at 40 cents per mile if you drive more than 100 miles in a reservation.

⁺ Daily rates include 100 free miles per 24-hour increment.

Changing Your Rate Plan

Members can change rate plans at the beginning of any month, a maximum of twice per year. Rate plan changes may be subject to a \$15 administrative fee. Switching from the Flex Plan to a monthly or annual plan is always free. 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 University of Minnesota rate plan, please contact us from your academic email address or be prepared to provide proof of your student status.

Daily Rate Reservations

In addition to hourly rates, some rate plans 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).

Membership Renewals

Monthly memberships will renew automatically each month. Annual memberships renew automatically one year from the month in which your membership began. For all annual membership renewal, HOURCAR will send an email notice to your email address on file at least 14 days prior to your membership renewal. Please help us serve you best by keeping your contact information up to date. Once charged, membership fees cannot be refunded.

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 5th day of the next month, and the amount due is charged to your card on the 15th. For example, a March monthly invoice will close April 5th and be charged April 15th. You will only receive a monthly invoice if an amount is due.

Other Fees

Applicable fees may be added to your monthly invoice or 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 information.

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 and re-run the payment or contact our office for assistance. 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 have 60 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 9:00 a.m. to 5:00 p.m. central time to let us know, or email 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. In extreme situations, the amount will be credited back to your card 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 membership fees and charges that are more than three months old.**

Driving Credit

Driving credit may not be transferred to other members and has no monetary value. Unless specifically stated otherwise, driving credit expires in 60 days and cannot be combined with other promotional offers. By law driving credit cannot be applied to city, state, and local taxes.

Emergencies and Accidents

Emergency Situations

In the event of an emergency, call HOURCAR at 612-343-2277 immediately. **Outside of regular business hours, press '2' for 24-hour assistance.** 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 and 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 roadside assistance, and HOURCAR staff can 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 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 \$2,000 (see fee table on page 6) 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 within 24 hours of the incident in which the damage occurred for the damage fee waiver to apply.

You may avoid the \$2000 damage fee by purchasing a Damage Fee Waiver for \$50 annually. Waiver program at hourcar.org/member-resources

Ending a Membership

Canceling Your Membership

You can cancel your membership at any time. Please visit hourcar.org/cancel/ or contact our office 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, any 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
- ▶ Smoking in the vehicle (including cigarettes, vape pens, e-cigs, etc.)
- ▶ 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 membership and changes in terms using the contact information given by members.

HOURCAR is not responsible for a member missing updates due to incorrect contact information.

