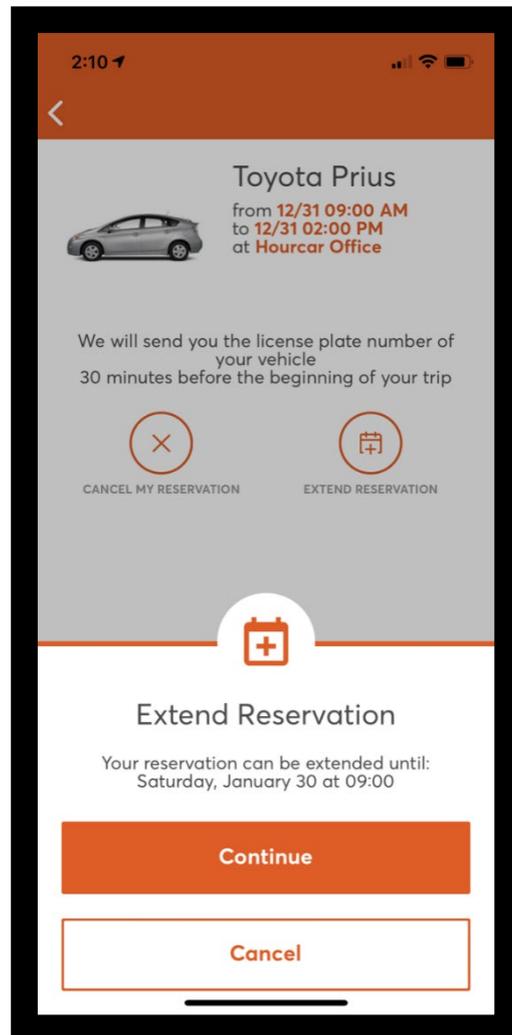


To Extend a Reservation BEFORE Your Reservation Has Started:

1. Tap MY TRIPS

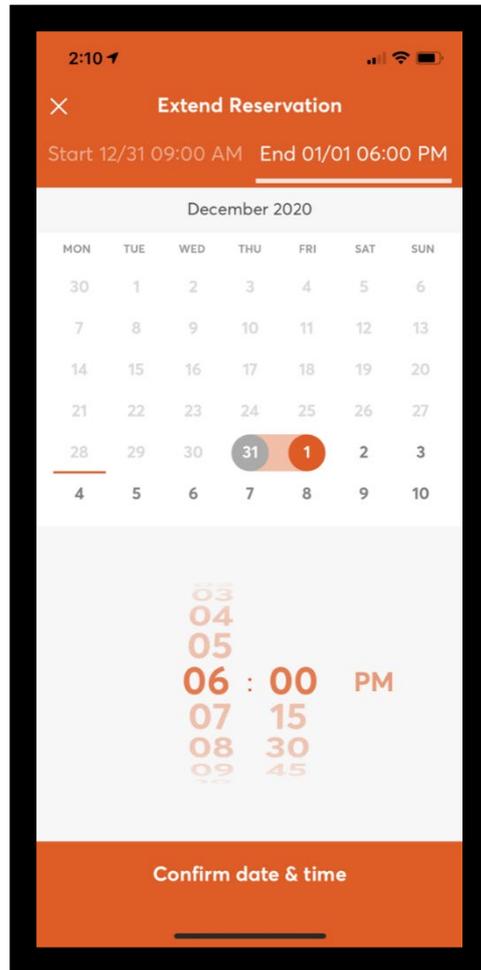
The details of your scheduled reservation are displayed. From here you can cancel your trip, get directions, or extend your trip by tapping the corresponding button.

2. Tap EXTEND RESERVATION



A pop-up will appear to notify you of the the maximum date and time you can extend your trip (for example, Monday, January 4th at 12:30). If your trip cannot be extended, you may either cancel the extension or create a new reservation for the new times you'd like.

3. Choose your new end date and time
 - a. In the calendar, tap on a date.

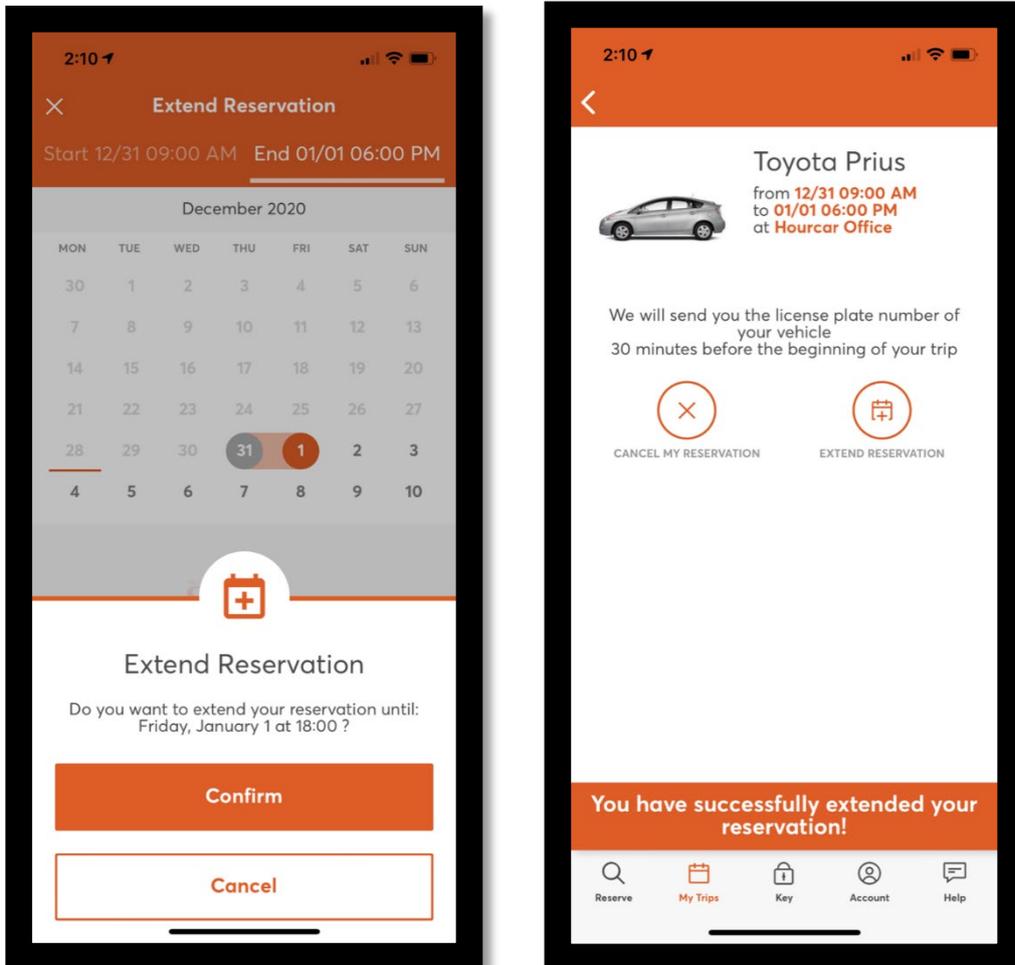


- By default, the start date and the current end date of the reservation are displayed, and the Select the new date & time button is disabled.
- To extend your reservation, you cannot select a date which precedes the current end date.
- For example, if the current end date of your booking is 12/28, you cannot select 12/27 as the date for the extended reservation.
- Additionally, you cannot select a date that comes after the maximum date until which it is possible to extend the reservation, as mentioned above.
- Days/dates that you can select and that are available in the current and future months are colored in black, whereas those that are unavailable are grayed out.
- When you tap on an available day/date, the orange circle around the current end date of the reservation switches to the day/date you tapped on, and the Select the new date & time button is enabled.

4. Scroll to select a new time.

5. Tap Confirm date & time. A pop-up will appear, prompting you to either cancel or confirm extending your reservation.
6. Double check your new reservation times. Tap Confirm when you're sure everything is correct.
7. A pop up message will appear to confirm your reservation has been extended successfully.

NOTE: If you do not see a pop up confirmation, your reservation was not extended. Try again or contact Member Services for help.



To extend your reservation before starting your trip:

Once you receive an email that a vehicle is waiting for you, take the following steps to extend your reservation:

1. Tap Key.
A new screen is displayed, notifying you that the vehicle is ready to be unlocked.
2. Tap EXTEND RESERVATION to extend your trip.
3. Follow the steps outlined above.

To extend your reservation after your trip has started:

You can extend your reservation once you have started your trip.

When you receive an email that a vehicle is waiting for you, do the following to start the trip and extend your reservation:

1. Tap Key.
A new screen is displayed, notifying you that the vehicle is ready to be unlocked.
2. Tap EXTEND RESERVATION to extend your trip.
3. Follow the steps outlined above

To extend your reservation during a stopover

You can extend your reservation during a stopover.

To pause your trip and extend your reservation, take the following steps:

1. On the Key tab, tap PAUSE TRIP.

The vehicle status changes to Locked - on stopover. Additionally, the options to resume the trip and extend the booking are displayed.

2. Tap EXTEND RESERVATION.
3. Follow the steps outlined above.