



CONTACT INFORMATION

Website

hourcar.org | eviecarshare.com

Online Reservations

<http://hourcar-fo.vulog.center/>

Reservations/Emergencies/Fax

Call 612-343-CARS (2277)

Billing/Membership Questions

info@HOURCAR.org or call 612-343-CARS (2277)

Address

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

Office Hours

Due to COVID-19, our office is temporarily closed.

We will notify our members when this has changed.

Join the Conversation

facebook.com/hourcar
twitter.com/hourcar
instagram.com/hourcar
linkedin.com/company/hourcar/

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Welcome to HOURCAR!

HOURCAR is a local nonprofit carsharing organization serving Minneapolis, Saint Paul, and Rochester, Minnesota, and the operator of the Evie Carshare program in the Twin Cities. We provide our members with convenient, short-term reservations to a fleet of vehicles at stationary hubs and free-floating locations in the neighborhoods where our members live, work, and play to connect 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.

We offer two models of service for carsharing – round trip with the HOURCAR fleet and one way with the Evie fleet. Each model works for different scenarios, so reserve the right service for your trip!

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://hourcar.org) and eviecarshare.com

Communication

Communication is Key

Communication is essential to our service. We send service updates when there are important updates to our system, terms & conditions, and privacy policy, as well as other important updates. These communications may come in the form of phone calls, text messages, emails, or other means.

From time to time, we communicate with our members for marketing purposes. These messages will have opt-out options. Once you have opted out, you can only subscribe again by directly contacting us and requesting to opt in. You cannot opt out of service updates.

Using HOURCAR and Evie

Members make HOURCAR amazing!

As a member of HOURCAR and Evie, your experience is affected by the behavior of other members. Please follow the “leave the car in as good condition as you found it or better” rule, drive safely, and be considerate of other members. The policies and rules listed below help keep HOURCAR and Evie affordable, keep our cars in great shape, and ensure a positive experience for all members.

Use the mobile app for the best experience

Find us now on Google Play and Apple App store. It’s as easy as opening an app, signing up, and getting started! The mobile app (hourcar.org/app) allows you to make and use reservations on both Evie and HOURCAR, manage your account, and more. Members are not required to download the app to use HOURCAR or Evie, but we strongly recommend doing so as the app provides the best member experience.



Our Services

Overview

As a member, you have access to two unique fleets of vehicles with different service models.

HOURCAR

The HOURCAR fleet is a round-trip service made up of gas-powered or hybrid vehicles, meaning you must pick up and return the car to the same location by your scheduled end time. Trips on the HOURCAR fleet can be scheduled for 30 minutes to 72 hours, and you can reserve a car up to 6 months in advance.

Evie (Available 2022)

The Evie fleet is made up of electric vehicles and is a one-way service, meaning that you can pick up the car from anywhere in the Home Zone and leave it anywhere else within the Home Zone. The car can leave the Home Zone during your trip, but the trip cannot be ended until you are back in the Home Zone and in a valid publicly accessible parking space. Once you reserve a car, you have up to 15 minutes to start your trip and can keep the car for up to 72 hours.

Evie – One-Way Trips (Available 2022)

- **Return the car to the Home Zone**

When you're done with the car, return it to an approved parking space within the Home Zone. The Home Zone shows on the mobile app, as well as on our website and in-car material.

- **Park and end your trip in approved parking spaces**

While using Evie you can park without payment and end trips in approved parking spaces. Approved parking spaces include City meters with time limits of 2 hours or greater and any curbside parking space on public streets with a 2-hour or greater time limit, including "Residential Permit Required" zones. Find more details on our website or inside the cars. Ending trips on private or commercial property is not permitted.

- **Always start and end your trip**

Use your mobile app or registered Metro Transit GoTo card to access the vehicle. The Evie is a keyless vehicle, so once you start your trip, you'll be able to start driving right away. You are charged for the time you have the car, so be sure to end your trip to stop being charged for the vehicle. At the end of your reservation, end your trip via app or via the card reader.

For app users, **start your trip** via the app by pressing the Key icon in the bottom right of the screen, then follow the instructions on the screen to Start Trip. **End your trip** by following the instructions on the screen to Finish Trip.

For Metro Transit GoTo card users, **start your trip** by doing a 1-3 second swipe over the reader in the windshield, until the yellow light starts to blink. You'll know your swipe worked if you hear the doors unlock and see the LEDs on the reader turn yellow. **End your trip** by doing a 5-7 second swipe at the reader with your card. The LEDs in the reader will turn green and yellow and the doors will lock after a successful trip end.



- **Return the car within 3 days**

Evie does not have a scheduled end time, so take the car for the time you need, up to our three-day (72-hour) limit. If your Evie trip is not ended within the 72-hour window, you risk membership termination and other fines.

HOURECAR – Round-Trip Reservations

- **Always make a reservation**

Reservations can be made via app, online, or by phone 24 hours a day. When reserving via app or online, be sure to watch for a reservation confirmation screen and verify the time and location are correct. Reservations can be made on the spot or up to six months in advance. The minimum reservation length is 30 minutes and the maximum is three days (72 hours).

- **Return the car to its hub by the end of your reservation**

HOURECAR is a round-trip carsharing model, so please be sure to pick the car up at a hub and return it to the same exact hub. You will be charged a late fee if you return the car after your reservation ends. If you need more time, call our office or open your mobile app to extend your reservation and avoid a fee. If you cannot extend your reservation because another member has the car reserved, you may incur an additional fee for displacing that member, along with late fees.

- **Always start and end your trip**

Keys for each HOURECAR are stored in the glovebox holder. Use your mobile app or registered Metro Transit GoTo card to access the vehicle.

For app users, trips can be started via the app by pressing the Key icon in the bottom right of the screen in the Reserve tab, then following the instructions on the screen to Start Trip.

For Metro Transit GoTo card users, start your trip by doing a 1-3 second swipe over the reader in the windshield, until the yellow light starts to blink. You'll know your swipe worked if you hear the doors unlock and see the LEDs on the reader turn yellow.

At the end of your reservation, return the vehicle keys to the holder and end your trip via app or via the card reader.

For app users, trips can be ended by following the instructions on the screen to Finish Trip.

For Metro Transit GoTo card users, trips can be ended by doing a 5-7 second swipe at the reader with your card. The LEDs in the reader will turn green and yellow and the doors will lock after a successful trip end.

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

You will receive a \$4 drive credit within 1-5 business days of refueling an HOURECAR *with 5 or more gallons of gas* using the provided fuel card. If you find a car with less than one-quarter tank of gas, let us know by email or phone so we can follow up with the previous user. Use the gas card in the glovebox to refill the tank. If the vehicle's gas card is missing or does not work, pay for the gas yourself then contact HOURECAR. Email us your receipt to get reimbursed in drive credit for the cost of gas. If you're unable to fill the tank for some reason, please contact us to let us know.



- **Be considerate of other users**

By choosing to be a part of a carsharing community, your actions directly affect other members. We ask that you keep this in mind and be considerate of other users. Try to cancel in advance if you know you won't be using a trip so the car is freed up for other users. We also ask that you limit yourself to one 3-day reservation on a car in a row. Consistently monopolizing a car's availability with back-to-back reservations may be grounds for suspension or termination of your HOURCAR account.

During an Evie or HOURCAR Trip

- **Lock the car with your app or card**

Use the pause trip function on your app or swipe with a GoTo card to lock the car and engage the immobilizer any time you step away. Resume the trip on the app or with the card, then continue on your way. At the end of your trip, return the vehicle keys to the holder and end your trip via app or card.

- **Only HOURCAR members can drive**

Even if someone is part of your household or paying for your account, they cannot drive an HOURCAR or Evie unless they are an HOURCAR member in good standing. Allowing a non-approved person to drive the vehicle is a major violation of terms and can result in membership termination.

- **Reservation function can be used with the mobile app or Metro Transit GoTo card**

For the best experience, stick with one access method (either the mobile app or Metro Transit GoTo card) throughout your trip. In emergency situations, using the other method as a backup may be okay - give us a call if you are unsure.

- **Pay any parking or traffic tickets**

You are responsible for tickets caused by your actions (such as parking in a prohibited area). If we must 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 must stay in the US to be covered by our insurance. You are responsible for any toll charges in your travels. If you fail to pay your tolls yourself and we receive a bill, we will charge your account for the total and a processing fee will be added to the cost.

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 messiness. Check the app for existing damage first, and then report new damage in the app at any point during your trip using the "report damage" function on the "key" tab. Don't worry about normal wear and tear or very minor scratches.

- **Report problems, performance issues, and new 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.



- **Keep the vehicle clean**

Take your belongings and trash with you. Use the cargo blanket provided underneath pet carriers, bikes, or anything that may leave behind pet hair, dirt, grease, or other hard-to-clean substances. Sanitizing wipes are also provided in the vehicle. We ask that if the exterior got particularly dirty on your trip, you take it for a carwash. Each car has a Holiday Unlimited Car Wash Pass which can be used for a free wash at Holiday Gas Stations.

- **Never smoke or vape in an HOURCAR or Evie**

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 or Evie will result in a fee and possible termination of membership. Failing to report that a vehicle was smoked in before your reservation may also result in fees.

- **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 or Evie vehicle must always be kept in a carrier. Please use the provided cargo blanket when traveling with pets, and clean up any fur or mess at the end of your reservation to avoid fees.

- **Lost HOURCAR Metro Transit GoTo Card**

Please notify us immediately if you lose your HOURCAR and Evie registered Metro Transit GoTo card, or if you would like to use a different Metro Transit GoTo card. If you have replaced your registered transit card, you must have your HOURCAR account updated to accept your new card.

- **Lost and Found**

If you have left an item in the car, you can either give us a call or make another reservation to get into the vehicle. Let us know if 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 regular visits to our cars and our member services staff follow up on any items that have been left behind. If you find an item in the car, please leave it in the car and email us. If you're looking for an item you may have left, please call or email us.

- **Turn off the lights**

Leaving the lights on for even a few minutes can drain the vehicle battery. In addition to being subject to a fee, a dead battery can inconvenience other members and be difficult for us to resolve immediately. Always double check that all vehicle lights, both inside and out, have been turned off before leaving an HOURCAR or Evie.



Winter Driving Tips

Minnesota winters can be challenging, but HOURCAR is here to help. All HOURCARs and Evies are equipped with either all-wheel drive, all season tires, or winter tires. You'll find a windshield scraper and brush 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.

- **Be safe**

If you cancel your reservation because severe weather makes driving unsafe, let us know by phone or email and we will waive any associated charges. Your safety is most important to us.

- **Keep the car clear of snow**

Each HOURCAR is equipped with a 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 had to spend 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. In addition to being subject to a fee, a dead battery can inconvenience other members and be difficult for us to resolve immediately. Always double check that all vehicle lights, both inside and out, have been turned off before leaving an HOURCAR or Evie.

- **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 scheduled HOURCAR reservation to make sure you have enough time to get where you need to go.

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



Membership Plans

Summary of Membership Plans

Your membership fee covers membership for both HOURCAR and Evie Carshare vehicles, but each service has different costs for hourly, daily, and mileage rates. For the most up-to-date information on our membership plans, visit hourcar.org and eviecarshare.com.

Verification-Required Plans

When selecting a plan that has criteria for eligibility, you will need to provide the appropriate verification to remain on this plan. If you do not provide verification as requested by Member Services, you will be moved to the Try-It Plan instead of your selected plan once your billing month is completed. Examples of verification include proof of student, faculty, or staff status to join a Student Plan, or certifying you meet the income qualifications for the Access PLUS Plan.

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 automatically change from the hourly to the daily rate after 7.5 hours, and then will cap your time cost up to 24-hours. Any over-mileage charges will still apply. You do not need to make sure the start times are exactly 24 hours apart to incur the daily rate. If your trip will be longer than 24 hours, you will be charged a daily rate and then the hourly rate for any additional hours up until a second daily rate charge would kick in.

Membership Plan Renewals

All members are billed monthly. Your membership plan starts as soon as your payment is confirmed. Subscription plans will automatically renew after a month unless you opt out by switching to our no membership fee Try-It plan. For example, if your membership plan starts on March 3rd, your plan will auto-renew on April 3rd unless you opt out. You will not receive a reminder about your automatically renewing monthly membership charge. If your renewal charge fails, your account will revert to the Try-It plan and you will have to re-enroll in your selected paid plan after successfully re-running the failed monthly charge.

Please help us serve you best by keeping your contact information up to date and making any changes to your membership in advance of your next monthly renewal. **Once charged, membership fees cannot be refunded.**

Changing Your Membership Plan

Members can upgrade from the Try-It plan to a paid plan at any time. Switching paid plans can be done once per month based on the billing cycle date. Any changes you make will take effect at the start of your next monthly billing cycle. See "Membership Plan Renewals" above for more details.

To switch between paid plans, [log in to your account](#) and unenroll from autorenewal of your current plan by switching to the Try-It plan, our no membership fee option. You can check your renewal date in the "Mobility Plans" box under the "My Account" page.

Once you are unenrolled and your billing date has passed, you will be able to select your new preferred plan. At that point, you will be charged the membership fee and enrolled for the next month and will continue to auto-renew every month. If you'd like to switch again, just repeat this same process.

If you need assistance, contact our office by email or phone for help with switching plans.

Billing

HOURLCAR Fees

| Fee Name | Amount |
|--|--|
| Administrative Fee | \$15 |
| At-Fault Damage | Up to \$1,000 per incident if no Damage Fee Waiver or if not reported |
| Caused Dead Battery | \$25 first instance, \$40 thereafter |
| Displacement Fee – other member inconvenienced | \$25 per affected member |
| Issue Unreported | \$10-50 |
| Late Return | \$40/hour + normal hourly rate for time beyond your reservation's scheduled end time \$25 displacement fee if you displace another member |
| Low Gas – Car left with ¼ tank or less | \$25 |
| Major Violation of Terms | \$250 + any cleaning and repair cost + possible termination of membership |
| Pet in Car Without Carrier | Cost of cleaning + possible termination of membership |
| Smoking in Car | \$200 + possible termination of membership |
| Trip Not Ended | \$10 first instance \$25 second instance \$50 third instance \$75 thereafter + possible termination of membership |
| Unavailable Vehicle Fee | Day rate times number of days vehicle was out of service |
| Unpaid Ticket, Toll, Tow, or Parking Fee | \$15 + cost of ticket/toll/tow/parking |

Fees can be incurred for damaging the vehicle, failing to keep the car clean and smoke free, leaving lights on that cause a dead battery, and major violations of terms, among other things. For a full list of the most up to date fees, visit hourcar.org and eviecarshare.com.

All fees are nonrefundable. All charges are subject to an additional 17.075% tax in Saint Paul, 17.225% in Minneapolis, and 17.325% in Rochester, which includes city sales tax, county sales tax, state sales tax, transit improvement sales and use, and motor vehicle rental (9.2%) taxes. Driving credit cannot be used to pay state and local taxes. Qualified tax-exempt organizations should [contact us](#) to apply an exemption.

Billing Details

Trip Invoice

For individual 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). Any trips cancelled after their scheduled start will also be billed the full reservation cost, unless you reached out to us for assistance.

Each reservation generates a separate trip invoice, viewable online in the "Billing" menu. Reservation usage details are available on each trip invoice.

Monthly Subscription Invoice

Subscriptions renew automatically after a month. You will receive an invoice after your subscription is renewed. Our system does not send renewal reminders, so please manage your subscription accordingly.

Other Fees

Any applicable fees will be charged to your card on file within 1-10 business days of the violation.

Fees are subject to change. Our website will always have the most up-to-date information.

Failed Payments

If we are unable to collect payment for any invoice, 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. If your monthly renewal membership charge fails, your account will revert to the Try-It plan, and you will have to re-enroll in your selected paid plan after successfully re-running the failed monthly charge.

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 7:00 p.m. central time to let us know, or email info@hourcar.org or evie@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 can 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 charges that are more than three months old, or membership fees at any time.**

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. Driving credits are automatically applied to drive time charges and cannot be applied to other fees or costs. By law, driving credit cannot be applied to city, state, and local taxes.

Emergencies and Crashes

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 HOURCAR vehicle is not at the hub**
This may occur if another member is running late on their HOURCAR reservation. 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 or Evie.
- **Reserved vehicle is not drivable (flat tire, dead battery, damage, etc.)**
As staff availability allows, we can immediately send someone to fix the problem and let you take another HOURCAR or Evie or help arrange roadside assistance or alternative transportation if necessary. We ask that you let us know about vehicle issues instead of fixing them yourself. If you choose to make repairs yourself or arrange your own assistance, you are responsible for all costs, including damages if a repair is done wrong and possible extra fees for tampering with a vehicle.
- **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's location.
- **Vehicle is towed/impounded during the 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 end trip**
If you cannot end your trip and lock the car with your mobile app or registered GoTo card, call us before using the manual door locks. The Trip Not Ended fee will apply if you do not contact us.
- **You're in a crash**
See below section header, "In the Event of a Crash" for more details.

Insurance

HOURCAR members in good standing are covered by our insurance policy while driving HOURCAR and Evie 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. The insurance information is in the glovebox of the car and is also available in the app. HOURCAR assumes no liability for personal property in or on the vehicle. HOURCAR members are responsible for keeping their driver's license up to date and alerting us about any moving violations or other changes to their driving record which may affect their eligibility for membership.

Roadside Assistance

HOURCAR staff can respond quickly to emergencies in the Twin Cities metro area. For emergencies outside the Twin Cities or outside of standard office hours, an outside party may be called to assist you with roadside assistance instead. When you call us, we will arrange for someone to help you.

In the Event of a Crash

- **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). Photos are especially helpful when making an accident report, such as photos of damage to our vehicles, or other parties' contact information, and can be sent to us at info@hourcar.org when safe to do so. Additionally, you can report damage and include pictures with the mobile app.
- **Continuing Your Reservation**
After a crash, 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 \$1,000 will be applied if you are deemed wholly or partially responsible for damage sustained during your reservation to the HOURCAR or Evie or to another vehicle. This assessment of responsibility is made by our insurer, and HOURCAR staff cannot affect or change the decision made regarding fault. 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. If you have a Damage Fee Waiver on your account, 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 \$1,000 damage fee by purchasing a Damage Fee Waiver for \$5 per month via any of our PLUS subscription plans. Waiver program information available at <https://hourcar.org/faq/>.

Ending Your Membership Plan

Cancelling 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 within 1-5 days after we have received your cancellation request. In the event of cancellation, we are not able to transfer or refund any remaining driving credits to you, as driving credit has no monetary value.

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 or otherwise at our discretion.

Finally, any major violations of our terms (listed below) 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, or possession of alcohol in violation of open container laws
- Smoking in the vehicle (including cigarettes, vape pens, e-cigs, etc.) by driver or passengers
- 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 or violating state or federal laws while within the vehicle
- 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 update due to incorrect contact information.

