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## Memberships

Membership Applications are made [online](#)

Apply	Membership Type	Fee	Term	To join
\$50	Household Membership	\$200	1 year	\$250
	Quarterly Household Membership Plan	\$60	3 Months	\$110*
	Workplace Membership	\$300	1 year	\$350
	Added Drivers, Household or Workplace	-	-	\$50

\* Reduced to \$99 by our Trial Membership rebate (below).

HST is collected on all CarShareHFX fees & usage. HST is not applied to refundable Security Deposits or contributions to Prepaid balances.

## Membership renewals

We don't believe in negative option billing. We ask for a **positive opt-in** by the member before we bill the first renewal of an annual or quarterly Membership.

After that first renewal the Membership is considered a **subscription** that will be automatically renewed from then on. The subscription Membership fee will be invoiced at the start of the last month of the term. Household Members may switch between annual and quarterly plans at the end of their current plan's term. The Member may terminate their membership at any time. The Refund policy is set out below.

## Rebates, Discounts, Partnerships:

CarShareHFX will establish various promotional offers from time to time and may end them without notice. In general these offers will be Rebates on the cost of an initial Membership.

These offers usually require the applicant entering a Promotional Code in the Application form.

Rebates and other incentives may not be combined, unless an offer specifically states otherwise.

### Standing offers

- **\$99 Trial (3-month) Membership:** We give an **\$11 Rebate** on the cost of a new Quarterly Household Membership Plan (regularly \$110). Enter the words **"3 Month Trial "** in the Promotional Code box.
- **NGO Workplace Membership:** CarShareHFX give a **\$100 Rebate** on the \$300 Workplace Membership and a **\$10 Rebate** on each **Added Driver's** \$50 Application Fee for qualified Non-Governmental Organizations. Contact the Office to discuss eligibility.
- **Where You Live:** CarShareHFX partners with property management companies and developers to offer residents a reduced rate on the cost of joining CarShareHFX. Check the [Condo & Apartment Living](#) page on our website for details.
- **Workplace Employee Benefit:** CarShareHFX give a **\$100 Rebate** on the initial \$200 Household Membership for **all employees of a Workplace Member**.

# CarShareHFX

## Deductible Reduction Fee: Damage Pool

A **Membership** may reduce the amount payable for any at-fault damages from our insurance policy's **\$1,500** deductible to **\$500** by paying our **Deductible Reduction Fee (DRF)**. The fee is added to the CarShareHFX Damage Pool.

Members can reduce their liability through use of a premium credit card's CDLI coverage (recommended), or through other insurance coverage they have that offers coverage for their use of rental cars. See [About Deductibles and Waivers](#)

	term	amount
<b>Household DRF</b>	1 year	<b>\$100</b>
<b>Quarterly Household DRF</b>	/ 3 months	<b>\$50 / 50 /25 / 0</b>
<b>Workplace, Added Driver DRF</b>	1 year	<b>\$125 + \$25/driver</b>

**Temporary DRF** If a member provides an acceptable waiver within 30 days of paying the DR Fee, the amount paid will be credited to the Membership's Current Balance.

**One claim a year** The DRF Damage Pool will pay on one at-fault accident by a membership in a membership year. After a claim on the DRF pool the membership's deductible responsibility reverts to the full \$1,500. Their Deductible Reduction participation can be renewed for that membership by payment of another \$100 DRF.

The **Added Driver DRF** is charged when the driver is added to the Drivers List, and on the anniversary of that date thereafter.

## Usage

The CarShareHFX hourly and daily rates are the same for all memberships. All rates include

- Fuel
- Insurance
- MacPass for the Halifax bridges
- 200 km free driving
- NO surcharges for snow tires in season
- NO surcharges for drivers 25 and younger.

When	Hours	Cost	Notes
<b>Weekdays, Mon-Fri</b>	6 AM – 6 PM	<b>\$ 9.00/hour</b>	Reservations are made and billed in 15 minute increments: 1 hour minimum to 72 hours maximum
<b>Evenings, Mon-Fri,</b>	6 PM–midnight	<b>\$10.00/hour</b>	
<b>Weekends, Holidays</b>	6 AM–midnight		
<b>Late Night</b>	Midnight–6 AM	<b>\$ 3.00/hour</b>	
<b>Day Rate</b>	up to 24 hours	<b>\$89.00/day</b>	The \$89 Day rate is a cap on hourly rates up to, including 24 hours
<b>Excess Mileage</b>	Trip length > 200 km	<b>\$0.32/km</b>	Fuel included

Members' reservations are billed the lowest cost alternative for their reservation.

# CarShareHFX

## **Payment terms:**

**All joining fees must be paid before the membership is activated for use of the reservation system and cars.**

**Credit Cards** (VISA, Master Card) are used by 95% of our members to pay Household and Workplace accounts, and are required for all Quarterly Household Memberships. Members' usage and fees are billed monthly to the account owner's approved credit card on the 10<sup>th</sup> of the month.

**Prepaid Credit Cards** are not accepted for payment of any billed-monthly accounts (i.e., they cannot be used for Household, Quarterly Household, or Workplace Memberships). They are accepted for **Prepaid Household Memberships** and other immediately collected payments.

**Debit cards (Interac), Pre-Authorized Debit/Cheque (PAD, PAC)** CarShareHFX is not set up to accept these payment forms at this time (March 2010).

**PayPal** payments are accepted.

**Cash, money orders, personal and business cheques** are accepted. Payments by non-certified cheques may be delayed until the cheque clears.

**No Credit card? Prepaid Household Memberships** are the only Household memberships for which a **credit card is not required**. Member's reservations are limited to the prepaid balance available at the time the reservation is made.

- Prepaid Memberships do require payment of
  - Application and Household Membership fees (\$250)
  - A refundable security deposit (\$250)
  - A Deductible Reduction Fee (\$100)
  - An initial Prepaid account balance of at least \$100  
(These with HST come to about \$750)

These Prepaid Plan memberships don't require a credit card, but a credit card can be used to pay charges and top up the account's prepaid balance.

- Members who wish to set themselves definite budget limits for their usage may choose the Prepaid plan.
- CarShareHFX may require members with an unacceptable DNH Credit Card history to switch to the Prepaid Household plan or end their membership.

**Workplace** memberships may apply for trade terms and monthly billing. Approval is at CarShareHFX's sole determination. References and a security deposit may be required.

**DNH credit card** transactions and **NSF cheques** incur a **\$25 NSF fee** plus costs incurred.

**Late payment / interest** The account balance is due on date of invoice and payable in thirty days. If an overdue amount exceeds \$25.00, a late payment charge of 1.25% per month, compounded monthly, (16.08% per year) will be charged on the total overdue amount.

**Limit on monthly balance:** CarShareHFX will set a limit on the unpaid trip balance available to each account. If the limit is exceeded during the course of a month, CarShareHFX may immediately charge the membership's credit card or require other immediate payment to bring the balance of unpaid trips to below 50% of the limit. The account is deemed in arrears if the credit card transaction is not honoured.

**Restricting Memberships when an account is in arrears:** CarShareHFX may impose a restriction on the membership's use of the CarShareHFX fleet until the account is made current.

# CarShareHFX

## Refunds, Guarantees

**Application Fees are not refundable.**

**Household Memberships, Workplace Memberships:** CarShareHFX has a 30-day Satisfaction Guarantee for new full-year memberships.

If a new member notifies CarShareHFX within 30 days of the activation of its first fob that the member wishes to cancel their membership, CarShareHFX will refund the membership portion of the cost of joining and any security deposit and any Deductible Reduction fee paid, less any rebates or incentives given, less any outstanding balance on the account. If there has been no usage charged to the account, the refund will be made within 30 days of the termination. If any CarShareHFX cars have been driven, the refund will be paid after 60 days.

**Quarterly Household Memberships (\$99 Trial Memberships)** We offer a limited 30-day guarantee: If the membership has not been used, and the new member notifies CarShareHFX within 30 days of the activation of the first fob for the account that the member wishes to cancel their membership, CarShareHFX will refund the membership portion of the cost of joining (\$60 less any rebates or incentives given), and refund any security deposit and the Deductible Reduction fee (if paid).

**Refund on termination:** except as noted for new memberships, Membership fees are not prorated or refunded.

## Courtesy Charges & other fees

See the [Driver Terms](#) for full details of Courtesy Charges.

**Courtesy charges are applied at the discretion of CarShareHFX.** Repeated infractions may incur double or triple Courtesy charges and/or termination of membership.

**Staff time** out of office is billed at \$40/hour, ½ hour minimum.

**Costs** may include but are not limited to such items as: Inconvenience Credits issued to other members; taxi fares for inconvenienced members or staff; emergency detailing (cleaning) of cars; time the vehicle is out of service; towing; uninsured consequential damages.

Costs may be charged to the Membership's credit card when they are incurred or when they billed to CarShareHFX.

<b>Calls to Hotline</b>	Call Hotline to change or check on reservations: new, cancel, extend, return early, ...	\$1.25	Call Centre Fee Flat rate
	Member reporting problems, issues	<b>no charge</b>	
Made change before reservation end	<b>Extend</b> Called Hotline or logged in to extend reservation, time wanted is available		just extra time
	<b>Late</b> , Will be: Can't return in available time. <b>Hotline Operator assistance is required.</b>	\$ 5	+ extra time + costs
<b>Late</b>	Calls after end of reservation time: <b>Hotline Operator assistance is required.</b>	\$15	+ extra time + costs
<b>Late, No call</b>	Returned car after the end of the reservation, did not call <b>Hotline</b> or <b>log in</b> to report it to CarShareHFX.	\$25	+ extra time + costs

## CarShareHFX

<b>No show</b>	Made reservation, did not drive, AND did not call/login to cancel or explain	\$50	
<b>Vehicle Left Improperly (VLI)</b>	Left in wrong space without reporting; less than ¼ tank of gas; left car dirty; key not put away; lights left on; windows open	\$25	+ staff time + costs to set things right
<b>VLI Serious</b>	Failure to fob out; removed ignition key from car; left car running; smoked in car; pets not in carrier; damaged vehicle	\$50	+ staff time + costs to set things right
<b>Extreme</b>	e.g., unauthorized driver; car abandoned or tampered with; prohibited uses; wrong fuel;	\$250	+ costs + Membership termination
<b>Member inconvenienced</b>	Charged if your actions disrupt another member's reservation or use of vehicles: e.g. car returned late; lights left on, battery dead, car won't go; left too dirty to use, had to switch vehicle/cancel trip; etc.	\$15	In addition to other Courtesy charges and costs
<b>Fines not paid</b>	e.g., parking, traffic tickets	\$25	+ costs
<b>Fob lost</b>	Replaced or not returned at end of membership	\$30	
<b>NSF</b>	Cheque returned by bank or credit card refused	\$25	+ costs