

Your handy guide to successful car sharing.



Our Car. Your Car.

**WeCar**<sup>®</sup>



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# Welcome!

Congratulations on becoming a member of the WeCar community. It's made up of all kinds of people with all kinds of reasons for sharing a car. Some are looking to reduce transportation expenses. Others love the convenience, while still others are focused on doing their part to help the environment.

Whatever your reason, you'll soon discover hundreds of situations where it's easier to share a car than to take your own - if you even own one at all. For business, school or personal use. For an hour or for overnight. No matter where you're coming from, we'll help you get where you need to go.

The WeCar fleet is ready and waiting in convenient locations nearby. Any time of the day or night, hop online to reserve a WeCar vehicle whenever you need it. And the normal expenses of owning a car are included in the hourly rate. Easy as that. (See the FAQ's to learn more about what's included.)

Keep this handbook nearby as a quick reference for important WeCar information. In it you'll find the nuts and bolts of car sharing as well as the do's and don'ts of being part of the community. Plus, we've answered the most frequently asked questions from current WeCar members.

Hopefully, everything you need to start your car sharing experience is right here. If you have any questions, feel free to email us at **wecar@wecar.com**.



## How It All Works

Car sharing is actually quite simple. When you need a car, hop on our website at **wecar.com**. Using your member ID number, reserve any of our vehicles from hybrids to fuel-efficient vehicles conveniently located where you live or work.

WeCar vehicles are available 24/7 for as long or as short as you need one. Reserve in increments of 15 minutes with a one-hour minimum. And if you want to keep it overnight, a simple overnight rate may be available. Check the reservation page of our website for overnight rental availability and rates.

Based on the type of car you reserve, you will be billed an hourly rate that covers the normal expenses of car ownership plus the first 200 miles. Any miles over the 200 included miles will be charged incrementally. Additional taxes will vary from state to state, but no longer will you have to worry about expensive car upkeep.

### It's good for the environment.



Like a true community, WeCar members are concerned about our environment. That's why most cars in the WeCar fleet are hybrids, and most are primarily fuel-efficient. Because car sharing helps reduce the total number of cars on the road, WeCar members help contribute to a cleaner, greener environment.





## Member Responsibilities

As with any community, everyone has to do their part to keep the WeCar program running smoothly.

### **Be on time picking up and returning your car.**

No one likes to wait, so be prompt when returning your car at the end of your car share period. If a late car return is unavoidable due to traffic or other delays call 877-599-3227 and we'll do our best to extend your reservation.

If there's another WeCar member waiting for the car you're driving, we'll work to shift them to another car if one is available. But a late return is subject to a penalty plus any costs incurred to relocate the next member to another car. (See section on fees and penalties in this handbook). So do your best to return on time.

If you're out and about and decide you'd like to extend your car share period, log-on to **wecar.com** online or from your smart phone. As a last resort, you can call us before your scheduled end time and if the car isn't reserved by another member, it's all yours.

### **Leave the car as clean as you found it.**

At the end of your car share, make sure the car is neat and clean. The next WeCar member to use the car will appreciate your consideration. If the next member feels the car has been left in an unacceptable condition, you may be charged a cleaning fee.

### **Put it back where you found it.**

So the next member can find the car just as easily as you did, be sure to return the WeCar vehicle to the same parking location where you picked it up.

### **Fill 'er up.**

When gas reaches a ¼ tank or less, fill it back up at the nearest gas station. In the glove box, you'll find a green envelope with the gas card in it. (Please see page 15 "Filling The Gas Tank".) Use this gas card at one of the more than 160,000 gas stations nationwide which display the Wright Express logo. And the gas is included!

### **No smoking, please.**

Out of consideration for your fellow WeCar members, smoking is never allowed in a WeCar vehicle.

### **WeCar members are the only approved drivers.**

We know others will want to share in the excitement of car sharing, but only registered members and their properly licensed spouses are allowed to drive WeCar vehicles. When your co-worker wants to drive your WeCar vehicle, send them to our website to get them started in the car sharing experience.

### **Pets must stay in their carriers.**

To keep the WeCar fleet in top shape for everyone to enjoy, we have to watch out for shedding and "accidents." A clean-up fee will be charged if your pet dirties the WeCar vehicle. Damages caused by pets may also result in costly repairs. So bring your furry friends along for the ride, just keep them in their travel carriers at all times.

### **Enjoy!**

From mid-day errands to lunch appointments, from a special weekend to an evening event. The WeCar program gets you where you need to be conveniently and affordably. And by helping to reduce the number of cars on the road, you'll be contributing to a cleaner, greener environment.

## Fees And Penalties

WeCar members are great with the responsibilities of car sharing. But to make sure everyone's doing their part, members who break the rules will be charged a penalty, not to exceed the following limits:

- Car returned late – \$50 plus incurred hourly charges
- Parking Ticket – cost of ticket – member to pay directly
- Dirty car requiring cleaning – \$50 – If you're returning the car dirty and can't get it cleaned before you return it, let us know about it so we can clean it for the next reservation. We'll just charge you \$25 for that.
- Lost ignition key – cost of replacement
- Smoking in a WeCar vehicle – \$250
- Pet "mess" including excessive pet hair - \$250 plus cost of repairs, if necessary
- Lost membership card or key fob – \$10
- Car left unlocked – \$50 (at the end of the carshare period, please hold smartcard to the sensor to end reservation and lock doors)
- Low gas – \$25
- Missing gas card – \$25
- Car returned to wrong location – \$100 or \$0.50/mile – which ever is greater
- Service call to vehicle required – \$50
- Declined credit card charges – \$25
- Reservation changed or cancelled with less than 4 hours notice – reserved time less time booked by another member
- Missing parking permit/pass – \$50
- Car damage – damages and associated costs
- Towing/impound/administration – cost of action





## How To Reserve And Access A WeCar Vehicle

Once your membership has been approved, you will receive your Member ID by email. To make a reservation, go to: **wecar.com**

**Step One:** Log in using your member ID and personally selected password. You'll be taken directly to the reservation page.

Here you can search for available cars by entering the date and time you need to use it. The reservation page will direct you to the nearest available WeCar vehicle for the day and time you've requested.

**Step Two:** Go to the reserved WeCar parking location at your designated time, then find the make and model of the car you reserved. You can not access the car until your reservation time.

**Remember, you MUST bring your membership card with you.** It is the only way into the car. Hold your membership card over the sensor in the front windshield until the light turns yellow. Once the computer has your reservation, the light will turn green and the doors will unlock. When inside the car, open the glove box to find the ignition key.

**Step Three:** When your car share comes to an end, return the WeCar vehicle to the same location where you found it. That way, the next WeCar member can find it as easily as you did.

When you exit the car take all your things with you - cell phone, phone charger, shopping bags, and don't forget your trash. Put the ignition key back where you found it in the glove box (remember to "snap" the keys back into the holder in the glove box). Close the windows and car doors. **Do NOT manually lock doors.** Hold your WeCar membership card over the windshield sensor. When the light turns red, the car will lock and your car share has ended.

Remember, the WeCar community works best when we all work together. If you believe the WeCar vehicle may need service or if something didn't seem just right, call us right away so we can address your concerns and improve everyone's car share experience.



## Leaving The Vehicle During Your Rental

If you'll be parking the car for a while during your car share, you'll need to follow these guidelines to exit and re-enter the WeCar vehicle:

- When you turn the car off, take the ignition key with you and lock the vehicle as you would normally.
- Do NOT leave the keys in the car.
- To re-enter the car, use the unlock button on the key chain.
- Do NOT use your membership card to lock the car during a stop in your trip. If you do, the system will be signaled incorrectly that you've finished your car share period early, and you could be locked out of the car.
- ONLY use your membership card to unlock the car at the start of your car share and to lock the car at the end of your car share.





## Canceling A Reservation

We know that plans can change. No problem. If you need to cancel or change your WeCar reservation, just go to the reservation page of the **wecar.com** online or from your smart phone. But to avoid fees, cancel at least 4 hours notice before your reservation is scheduled to begin.

If you cancel with less than 4 hours notice, you will be billed for all hours of your reservation minus any time used by another member.





## Filling The Gas Tank

When the gas tank reaches  $\frac{1}{4}$  or less, you are responsible for filling it up. Use the gas card located in the green envelope in the glove box. It's accepted at over 160,000 gas stations coast-to-coast that display the Wright Express logo.

Simply insert the gas card at the pump as if you were paying with a credit card. You will be asked to enter the odometer reading from your car. You will also be prompted to enter the six-digit number found on the front of your WeCar membership card. If you have a key fob, enter the five (5) digit number found on the front of the fob preceded by a zero (0).

Once you've entered these two numbers, use unleaded gas and fill the car up as you normally would. When you're finished, please return the gas card in the green envelope to the glove box so the next member needing to fill up can easily find it.



### **How do I make a reservation?**

Go to **wecar.com** or your company's reservation page on our website to make a reservation. You can also use a smart phone to reserve or change a reservation. Enter your member ID number (located in your welcome email) and personally selected password. You can make a reservation 24/7 and book the car in 15 minute increments with a one-hour minimum.

### **What is the reservation cancellation policy?**

You must cancel your reservation at least 4 hours notice before your scheduled time. Since this is a community, canceling as soon as possible will allow another member to reserve that vehicle. If you cancel with less notice, you will be billed at your rate plan for the time reserved less any time used by another member.

### **Who can drive the car?**

Only program members and their properly licensed spouses can drive a WeCar vehicle. That's the benefit of being a member.

### **Is mileage included in my hourly rate?**

Yes, the hourly rate includes 200 miles per car share period. Any miles over 200 will be charged at a low per-mile rate. Check your local rates for the per-mile charge.

### **Are pets allowed in the WeCar vehicle?**

Pets are allowed only if they are kept in a pet carrier. Pet hair on the seats or even worse, a pet "accident" will result in a cleaning fee.

### **What if I can't find the car when I go to begin my reservation?**

If you get to the WeCar parking area and your car is not there it's likely that the member before you is running late. Call us at 877-599-3227 and we will assist you by locating the car or switching your reservation to another available WeCar vehicle.

### **How do I unlock the car?**

When you arrive at the WeCar vehicle, you'll see a small sensor on the driver's side windshield. Place the card over the sensor until the light turns yellow. Once the computer has accessed your reservation, the light will turn green and the doors will unlock. When inside the car, open the glove box to find the ignition key. (Please note that the Toyota Prius has two glove boxes.) Now you're ready to roll!

### **What happens if I return the WeCar vehicle and there is an unauthorized vehicle in the reserved parking area?**

Call us immediately at 877-599-3227 so we can make arrangements to remove the unauthorized vehicle.

### **Can I take a one-way trip?**

No. WeCar car sharing is not a one-way rental program. Your car must be returned to the original reserved parking area where you picked it up. This allows it to be easily found and used by the next person that has reserved it.

### **How do overnight charges work?**

If you would like to keep the car overnight, a simple overnight rate may apply. Check with your company's WeCar representative or the reservation page of our website to get your specific rate and hours for an overnight rental.

### **Who is responsible for filling the gas tank?**

One of the responsibilities of membership is to refill the gas tank when it hits  $\frac{1}{4}$  or less during your car share period. A gas card is located in a green envelope in the glove box. Instructions for how to use the gas card are printed right on the envelope. The car can be refueled at any one of 160,000 gas stations that display the Wright Express logo. Be sure to return the gas card to the same place you found it after you've filled the tank. A lost gas card could result in a fee.

### **How do I refuel the car?**

*(Please see page 15 for "Filling the Gas Tank".)*

### **What if I'm running late bringing the WeCar vehicle back?**

A late return will incur a penalty but if you know you're going to be late, call us at 877-599-3227. If there's no other reservation right after yours, we can extend your reservation without a problem or a penalty. If another member is waiting for that car, we'll try to switch them to another car if one is available. If your late return causes us to have to take extraordinary measures to provide alternative transportation for the other member (such as a cab ride), you'll be charged for these costs in addition to the late fee.

### **Who pays for a traffic ticket?**

It's the member's responsibility to pay for all traffic or parking tickets while in a WeCar vehicle.

### **What happens if there's a breakdown during the car share period?**

WeCar has 24-hour roadside assistance. In the event of a breakdown, flat tire or other problem, contact us at 877-599-3227.

### **What if I get into an accident or damage the WeCar vehicle?**

An accident checklist can be found in the glove box. Call police and fill out the accident checklist. Please notify us immediately (877-599-3227) so that we can accommodate the next member with a reservation for that car. Failure to contact us immediately may result in loss of membership.

### **What if the car is damaged when I arrive for my rental?**

Fill out the accident checklist you'll find in the glove box and call us at 877-599-3227 prior to driving the car. You may be held responsible for the damage if you do not contact us before moving the vehicle.

### **What happens if I damage the WeCar vehicle?**

Notify WeCar immediately by calling 877-599-3227.

### **What if I hit someone else?**

WeCar will respond to claims from other parties up to the limits required by the state and as described in the terms and conditions.

### **What if I need a WeCar vehicle equipped with a Mobility Device?**

WeCar is committed to providing mobility options for our customers with disabilities. Mobility devices including left hand controls with spinner knobs, left foot accelerators and pedal extenders are available at no additional charge.

Due to the unique nature of WeCar services and the fact that mobility devices require installation, please contact a service representative by phone, 24 hours a day, at 877-493-2270 to reserve a vehicle with such mobility devices. Please note mobility device-equipped vehicles will be provided by our affiliate, Enterprise Rent-A-Car®. Forty-eight (48) hours advanced notice is required. See terms and conditions for more information.





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877.599.3227 | [wecar.com](http://wecar.com)