

CarShareHFX Household Membership Rates & Fees

Memberships | Rebates, Discounts, Partnerships | Deductible Reduction Fees Usage | Payment Terms | Refunds & Guarantees | Courtesy and other fees

Household Memberships: Starting, Renewing, Ending

Starting

Membership Applications are made [online](#)

Apply	Household Membership Type	Fee	Term	To join
\$35 each driver	Open plan	\$39	1 year	\$74
	Liberty plans: a refundable Membership Bond required	\$500 \$750	<ul style="list-style-type: none"> • one driver • two or more drivers 	\$500 \$750
	Basic	\$39	1 year	\$74
	Plus	\$145	1 year	\$180
	Prime	\$395	1 year	\$430
	Added Drivers, Household, each	\$39	1 year	\$74

HST is collected on all CarShareHFX fees & usage.

HST is not applied to Security Deposits, refundable Membership Bonds or contributions to Prepaid balances.

Membership renewals

We don't believe in negative option billing. We require a positive opt-in by the member before we bill the first renewal of a Membership.

After that first renewal the Membership is considered a **subscription** that we will automatically renew from then on.

Membership fees are invoiced on the 1st of the final month of the plan term.

Ending

The Member may terminate their membership at any time, by phone, mail or email. The Refund policy is set out below.

RETURN OF FOBS: these are the property of CarShareHFX, and must be returned to CarShareHFX by hand or by mail.

Rebates, Discounts, Partnerships:

CarShareHFX may offer various promotional offers from time to time and may end them without notice.

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

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Collision and Damages Deductible

A **Membership** may reduce the amount payable for any at-fault damages from our insurance policy's \$1,500 **Fleet deductible** by subscribing to one of our **Deductible Reduction Fees (DRFs)**.

	term	amount	Deductible
Household DRFs			
DRF500	1 year	\$80	\$500
DRF250		\$100	\$250
DRFZero		\$125	\$0
Waiver Handling Fee		\$25	per substitute

Credit Card Insurance: Members can reduce their liability through use of some credit cards' Rental Car Collision and Damage **coverage**, or through some other insurance policy they have that offers coverage for their use of rental cars. See [About Deductibles and Waivers](#)

Waiver Handling Fee: re Credit Cards, other insurance policies The fee for accepting your substituted collision and damage coverage. Your actual deductible is set by the Member's other policy.

Temporary DRF If a member pays the Deductible Reduction Fee on joining and within 30 days of joining provides an acceptable waiver, the DRF paid will be credited to the Membership's Current Balance.

One claim a year The DRF Damage Pool will pay for only 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 our policy's full \$1,500. The Deductible Reduction participation can be renewed for that membership by payment of another DRF.

DRF Renewal: CarShareHFX will send a notice of the up-coming first anniversary of the payment. If the membership is continuing, the DRF will be billed on the 1st of the month of the previous term's last month.

Usage

The CarShareHFX rates include

- Fuel
- Insurance
- MacPass for the Halifax bridges
- all ownership expenses
- NO surcharges for snow tires in season
- NO surcharges for drivers under 25

The rate plans charge for the time reserved/used and the distance traveled:

- All time rates are applied 24/7; the Daily Rates are 10 times the hourly rates, and apply to all trips between 10 and 24 hours in length.
- All trips are billed at the lowest applicable rate for duration + distance

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Plan	hourly/ daily	per km	Notes
Open	\$5.95 / \$59.50	17¢ /km	Reservations are made and billed in 15-minute increments from a ½ - hour minimum to 72-hour maximum
Liberty, all			
Basic	\$2.75 /hr, \$27.50 /day	36¢ /km first 100 km per trip, 29¢ /km above	
Plus		29¢ /km first 100 km per trip, 22¢ /km above	
Prime		22¢/km	
Liberty Long Distance	\$43 (24-hour day rate)	12¢ /km	Available by advance reservation only;

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

Time Billed is the longer of the **Time Reserved** or the **Time Used**.

Cancellation, Early Return: Applies to the first day of a multi-day reservation.

- **No Charge:** Cancellation or reduction of a reservation **more than 2 hours** prior to the start time
- **50% Charge:** Cancellation or reduction of a reservation **less than 2 hours** prior but before the start time.
- **100% Charge:** Cancellation or reduction (Early Return) **after the start** of the reservation.

Payment terms:

Application fees must be paid before the applicant's driver record is reviewed.

The initial **membership plan** fee and **Liberty Membership Bond** must be paid before the membership is activated for use of the reservation system and cars.

Credit Cards (VISA, MasterCard only) are used by 95% of our members to pay their accounts. Members' usage and fees are billed monthly to the account owner's approved credit card on the 10th of the month.

Someone else's credit card: a parent, sibling, or some other person or organization can provide the credit card that pays a membership's fees and charges. A written authorization is required.

Non-credit card payment options are available only to Liberty Plan members

- **Prepaid Credit Cards**
- **Debit cards (Interac), Pre-Authorized Debit/Cheque (PAD, PAC)** CarShareHFX is not set up to accept these payment forms at this time (June 2011). We will offer these options in the near future.
- **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.

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. For new accounts the limit is initially \$250. If the limit is exceeded during the

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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.

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 job that the member wishes to cancel their membership, CarShareHFX will refund the membership portion of the cost of joining, less any rebates or incentives given, less any outstanding balance on the account. The refund will be paid within 60 days.

Refund on end of membership: except as noted for new memberships, Membership and Deductible Reduction fees are not pro-rated or refunded.

Membership Bonds are refunded on leaving the Liberty Plans. Refunds are issued after a minimum of a full year or within 60 days of the notice of Quitting, whichever is later.

Courtesy Charges & other fees

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

Courtesy charges are administrative fees applied at the discretion of CarShareHFX.

Members with often-repeated infractions may result in termination of the membership.

While CarShareHFX may waive or reduce Courtesy fees in some instances, any incurred **costs** will be itemized and invoiced, and may be charged to the Membership's credit card at the time they are incurred, when they billed to CarShareHFX, or as part of the regular monthly billing cycle.

Costs to CarShareHFX Items with "costs" noted in the table below may include but are not limited to such items as:

- Inconvenience Credits issued to other members;
- taxi fares for inconvenienced members, or for staff;
- emergency detailing (cleaning) of cars;
- time the vehicle is out of service;
- towing costs;
- uninsured consequential damages;
- staff time.

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

Time out of Service: Time when the vehicle is rendered "not available" is billed at 80% of the responsible member's hourly and/or daily rates.

Calls to Hotline	Reservations: to change, check on, make new, cancel, extend, return early, ...	\$1.25	Call Centre Fee
	Problems: Member reporting issues	no charge	

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Made change before reservation ended	Extend login online or call Hotline to extend reservation: time wanted is available Will be Late: can't return in available time. Hotline Operator assistance is required.	extra time reserved \$ 5	+ extra time + costs
Late	Calls after end of reservation time: Hotline Operator assistance is required.	\$15	+ extra time + costs
Late, No call	Returned car after the end of the reservation, did not call Hotline or log in to report it to CarShareHFX.	\$25	+ extra time + costs
No show	Made reservation, did not drive, AND did not call/login to cancel or explain	\$50	
Vehicle Left Improperly (VLI)	<ul style="list-style-type: none"> • car left in wrong space without reporting • less than ¼ tank of gas • car dirty • key not put away • lights left on • windows open 	\$25	+ staff time + costs to set things right ¹
VLI Serious	<ul style="list-style-type: none"> • 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
Extreme	<ul style="list-style-type: none"> • unauthorized driver • car abandoned or tampered with • prohibited uses • wrong fuel 	\$250	+ costs + Membership termination
Inconvenience	Your actions disrupt another member's reservation or use of vehicles: e.g. <ul style="list-style-type: none"> • car returned late • lights left on, battery dead, car won't go • left too dirty to use, had to switch vehicle/cancel trip 	\$15	In addition to other Courtesy charges + costs
Fines not paid	e.g., parking, traffic tickets	\$25	+ costs
Fob lost	Replacement fee	\$30	

Administrative Fees

NSF	Cheque returned NSF by bank; credit card refused DNH	\$25	+ costs
Experience letter	CarShareHFX Insurance Experience Letter for driver-member	\$25	Minimum of 12 months' membership