

Our Member Loyalty Team is available 24/7

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# Welcome to Modos

**Carsharing with Modos is easy.  
Here's how you do it.**

## 1. About Modos



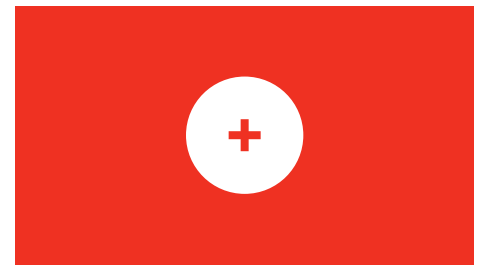
### **Modos is two-way carsharing**

Every Modos has a home. That means you drop off your Modos at the same spot that you picked it up for the next member to find.



### **Book a minute or a year in advance**

You can book a Modos the minute you need it or up to a year in advance. Pop over to the store, or plan a ski trip in July!



### **Modos membership includes...**

Gas, parking, local bridge tolls, repairs, maintenance, insurance, routine cleaning and great perks!

## 2. Booking



### **Booking is easy**

Book your Modos with our app, online at [bookit.modos.coop](http://bookit.modos.coop), or give us a call 24/7.

Need something special? Click "Required Features" to find things like bike racks, Bluetooth or accessible transport options.



### **Cancelling a booking**

There's no charge for cancelling within five minutes of booking a Modos or more than 12 hours before your booked time.

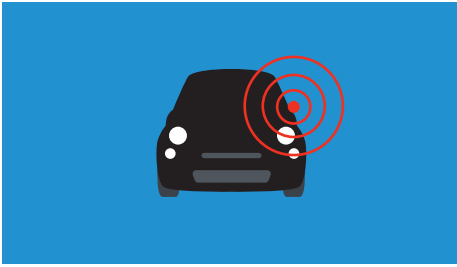
Otherwise, cancellations are charged at 50% the hourly charge. No shows are charged at 100% the hourly charge plus \$10.



### **Adding another driver?**

Want to share the driving? Add another Modos member to your booking under 'Driver Permissions' so they can use their fob to access the Modos as well.

### 3. Starting your trip



#### Fob in...

Hold your Modo fob up to the reader on the driver's side front windshield to unlock.

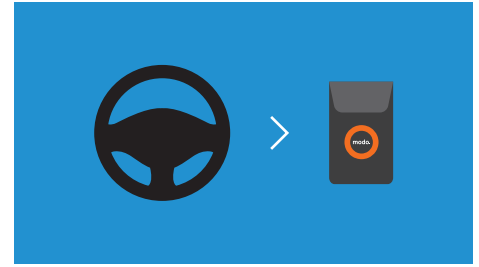
You lock the Modo the same way.



#### ...and fob out

Even if you're just making a quick stop. This disables the engine so nobody can steal it. Failure to fob out can lead to a fine.

Make sure to take the keys out of the ignition so you don't drain the battery!



#### Find the keys

They're in a pouch to the right of the ignition.

If it's a keyless Modo, step on the brake and press the power button to start it. Hybrids and electric vehicles are silent.



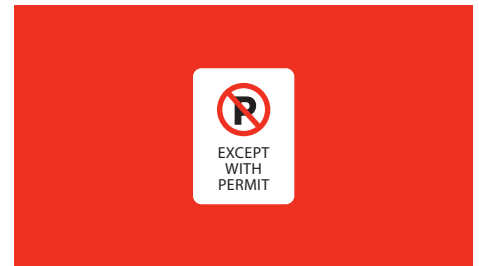
#### Inspect inside and out

Send a photo of any damage or mess you notice to [report@modo.coop](mailto:report@modo.coop) and we'll take care of it. Be sure to include the date/time of your booking. Or give us a call.



#### Pets welcome

...as long as they're in carriers. No pets are allowed in allergen-free vehicles. If you find pet hair in your Modo, email a photo or call us.



#### Parking perks

Parking is free in permit and resident-only zones in the City of Vancouver.



#### Leave the tank a ¼ full

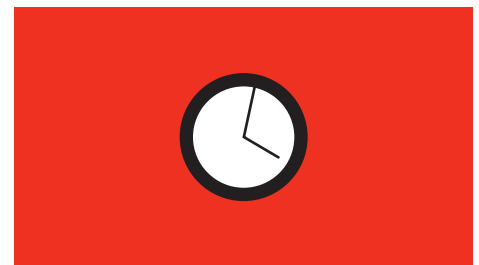
- Pay at the pump only
- Select a dollar amount, not "fill up"
- Don't worry about the receipt!

*Travelling in the US? Keep the receipt and we'll reimburse you.*



#### Make a mess, clean it up

We'll reimburse up to \$15 for a car wash, and add one hour of free driving to your account.



#### Running late? Call us

Let us know so we can tell the next driver. Pro-tip: Book a little extra time to avoid the \$30 late charge.