

GENERAL RULES

- Keeping the Car Tidy – please leave the car in the condition you would wish to find it. You can use the fuel card to put it through a car wash or vacuum if need be!
- Smoking and pets are not allowed in the cars. This is for the comfort of other members.
- Always leave the car with at least a quarter tank of petrol.
- If you are running late on your booking, contact the Service Centre, or if you have access to a computer somewhere, go on-line and extend the booking using the internet booking system.
- If you cancel a booking within five hours of the booked start time you will be responsible for the costs of the booked time

MAKING A BOOKING

For any booking there is a minimum charge of one hour. The start of the hiring can be on any half-hour, e.g. 9:30 am, 12:00 pm, 3:30 pm, etc. If your booking extends past midnight (e.g. for a weekend booking), you will have to make two bookings; one up to 11.59 and another from 12am.



Booking By Internet

1. Go to www.co-cars.co.uk/members/login.asp.
2. Enter your Driver ID number and password
3. Check whether the slot for the vehicle you wish to use is free using either todays view or look further ahead by using the weekly, monthly or six monthly view buttons.
4. Click in your preferred start time slot for the day you wish to book. This will bring up the booking form.

Title: This is just a note about the trip for your own reference such as 'shopping trip', or 'day out' etc. Please type in an appropriate reminder.

Facility: VERY IMPORTANT! Make sure you have selected the vehicle and location you actually wish to book. If you get this wrong you could be booking a vehicle in another town! Select from the drop down menu.

Date: Enter the date for your booking.

Repeat period: Use this only if you wish to regularly book the same vehicle at the same time daily, weekly or fortnightly.

Start hour: Enter the start time for your booking. Time slots are in 30 min segments.

End hour: Enter the end time for your booking.

Instruction: Optional notes.

When happy with your selections, click 'Submit'.

Internet booking system – Troubleshooting!

WHY CAN'T I GET THE INTERNET BOOKING SYSTEM TO WORK?

When some people try using the booking system for the first time, they find they cannot get their login to work. This is because you need to have 'cookies' enabled for the site in your internet browser for the booking system to work.

The following instructions assume that you are using Internet Explorer - if you use a different browser please contact co-cars for further help.

1. In Internet Explorer, click on Tools/Internet Options/Privacy and look for the button 'Sites'.
2. In the box marked 'Address of website' type: co-cars.co.uk Then click 'Allow'
3. Click OK and then try logging in again. Hopefully it will work and you won't have any more problems.

If you still have difficulties, contact Co-Cars for further assistance.

Booking By Telephone

Mondays to Fridays 8.30 am and 6.00 pm: **0845 345 2544**

Have your membership number and password handy!

You can contact the Service Centre to make or change bookings if you do not have access to the internet. When you telephone the Service Centre you will first be asked for your membership number. You will then be asked for the dates and times (start and finish) of each booking you wish to make; and which vehicle you wish to use.

Mondays to Fridays 8.30 am and 6.00 pm: **0845 345 2544**

If there is no reply, please leave details on the voicemail or try the mobile number given. The Service Centre will confirm the booking as soon as possible.

Evenings, weekends or bank holidays:

Non-urgent bookings: **0845 345 2544**

Please leave details on the voicemail. The Service Centre will confirm the booking as soon as possible. Please allow 18 hours minimum notice.

Urgent bookings: Co-Cars are not able to take urgent telephone bookings at this time.

Changing a Booking

You should always try to give as much notice as possible when changing a booking to ensure that the car can be made available for other members.

You can extend a booking, subject to availability, at any time before the hire ends, without a charge. If an extension is not possible you must return the car at the booking end time or be subject to a late fine.

You can cancel, reduce or move a booking without charge at any time up to 5 hours before the start of the hire period. After this time you will have to pay the full time charge for that booking. NB The 5 hours notice refers to hours when the Service Centre is open.

Hire Period

The minimum hire period is 1 hour. Bookings can then be taken in half-hour increments. This is to allow members to book an extra half hour to allow for traffic congestion etc and not try to rush back in order to avoid a late fine.

Daily, weekend and longer hires may be offered later, depending upon usage of the car. Check our current user rates.

Overnight Charges

If your hire ends after (23:59) you will not be charged the hourly rate for the period up until (07:00) the next morning but you will be charged for any mileage covered. This gives you the option of returning the car by (07:00) in the morning rather than walking home from the car station late at night.

NB: If you hire the car specifically for use during the night full charges will apply.

Contacting The Service Centre

You can contact the Service Centre to make or change bookings if you do not have access to the internet. You will also need to contact the Service Centre to report damage

USING THE CAR

Picking up a Car

Go to the hire station for the booked start time and **use the key safe combination** to get the car key. See 'Current Car Station Locations' supplied to each member.

Before driving the car, check it for external damage and internal neglect and record any problems on the damage sheet. Enter your name, and the journey start time on the trip record sheet. Check that the mileage on the speedometer matches the mileage shown for the end of the previous hire. You can then drive away. Further details>>



Returning a Car

You must return the car to the car station you collected it from, at the time you agreed to return. Penalty charges apply for not doing so.

If you are unable to return the car to its correct bay (due to being blocked by an illegally parked car for example) Exeter City Council allows car club users to use its **public pay and display car parks** free of charge, providing the car is parked in a pay and display bay, not a permit only bay. **Please note this does NOT include Mary Arches or the Guildhall car parks.** Please use the nearest Exeter City Council car park and leave a post-it note in the keysafe. There is a printed slip to put under the windscreen wipers of the offending car to let them know that they could be heavily fined (£70) for blocking the bay. Also, please contact co-cars on 08453 452 544 so that the car can be moved back. Please note if you have not followed this procedure and the car receives a parking ticket you will be held liable for that charge.

Complete the trip record sheet by filling in the journey end time and mileage figure from the speedometer. Finally lock the car, set the immobiliser, return the key to the safe and make sure the safe is properly closed, return the key to the safe and make sure the safe is properly closed, even when another member is waiting.

You must return the car to the car station you collected it from, at the time you agreed to return. You will be charged (£10) for not returning the car to the right car station and (£5) for every hour, or part of an hour you are late, up to maximum of (£50). If the subsequent Users incur any costs as a result of the vehicle not being available, you will also be liable for a charge to cover their costs of up to (£50).

Refuelling

If the fuel gauge goes below ¼ full you are responsible for refuelling the car. Each car has its own Arval fuel card which is kept in the car folder which is accepted by most major petrol stations including supermarket stations. All cars currently use diesel fuel. Note the mileage before turning off the engine, as you will be asked for this when presenting the fuel card to the cashier. Put the fuel receipt in the car folder.

The fuel card will also cover putting the car through the car wash and vacuuming so if you have got it a bit messy you can easily return it clean for the next member to use with no cost.

Keeping the Car Tidy

It is your responsibility to return the car with the interior in a clean and tidy condition. If the car is left untidy or dirty, you will be charged (£5). The fuel cards placed in each car will also cover putting the car through the car wash and vacuuming so if you have got it a bit messy you can easily return it clean for the next member to use with no cost.

Breakdowns and Mechanical Problems

In the unlikely event of a breakdown occurring contact the ETA (Environmental Transport Association) using the number given on the sticker on the passenger side of the windscreen, or in the car's documents.

CONTACTING THE SERVICE CENTRE

Accident, theft or emergency at any time phone: 0845 345 2544

You will also need to contact the Service Centre to report damage. Please have all the necessary details with you, see **FAQs** below.

INSURANCE COVER AND HEALTH CONDITIONS

It is *essential* that you notify Co-Cars immediately there are any changes to your circumstances that may affect our insurance (points on your license, disqualification, or illnesses etc). All members/users are covered by a fully comprehensive insurance when driving the Service Provider vehicles. However, the insurance does NOT cover anyone other than the users /members to drive the vehicles.

Automatic Liability Insurance cover is defined in our **FAQs**: What does Co-Cars insurance cover?

Health Conditions

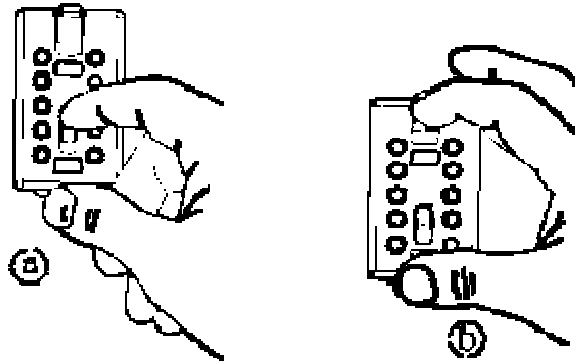
There are some health conditions which could affect your membership. Listed below are ones that the DVLA want to know about. You **MUST** tell us if you had/have any of these:

- An epileptic event (seizure or fit)
- Sudden attacks of disabling giddiness, fainting or blackouts
- Severe mental handicap
- A pacemaker, defibrillator or anti-ventricular
- Diabetes controlled by insulin
- Diabetes controlled by tablets
- Angina (heart pain) when it is easily provoked by driving
- Parkinson's disease
- Any other chronic neurological condition
- A serious problem with memory
- Serious episodes of confusion
- A major or minor stroke
- Any type of brain surgery or brain tumour
- Severe head injury involving hospital in-patient treatment
- Any severe psychiatric illness or mental disorder
- Continuing/ permanent difficulty in the use of arms or legs which affects your ability to control your vehicle
- Persistent misuse of alcohol, illicit drugs or chemical substances in the past 3 years (do not include drink/driving offences)
- Any visual disability which affects BOTH eyes (Do not declare short/long sight, colour blindness).

FAQs

HOW DO I USE THE KEYSAFE?

When taking or returning the keys, please follow these instructions.



1. Press 'clear' button as shown in fig. (a).
2. Enter key numbers firmly, you should hear a click when you press the buttons.
3. Press down 'open' button and hold down as shown in fig. (b). Key safe lid can then be released.
4. Remove key.
5. Replace lid and waterproof cover. N.B. If you have released the 'open' button, you will have to Press the 'clear' button and key in the numbers again.

If you make an error, press 'clear' and start again.

WHAT IF I CAN'T FIND A PETROL STATION THAT ACCEPTS THE FUEL CARD?

Pay for the fuel and send us the receipt. We'll knock it off your next monthly bill. Send to Co-Cars Ltd, 46 Majorfield Rd, Topsham, Devon, EX3 0ES.

HOW DO I CLEAN THE CAR IF I'VE GOT IT DIRTY WHILE ON HIRE TO ME?

The fuel card will also cover putting the car through the car wash and vacuuming so if you have got it a bit messy you can easily return it clean for the next member to use with no cost.

(See also – What penalty charges might I incur?)

WHAT HAPPENS IF THE CAR BAY IS BLOCKED BY AN ILLEGALLY PARKED CAR WHEN RETURN?

If you are unable to return the car to its correct bay (due to being blocked by an illegally parked car for example) Exeter City Council allows car club users to use its **public pay and display car parks** free of charge, providing the car is parked in a pay and display bay, not a permit only bay. **Please note this does NOT include Mary Arches or the Guildhall car parks.** Please use the nearest Exeter City Council car park and leave a post-it note in the key safe. There is a printed slip to put under the windscreen wipers of the offending car to let them

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know that they could be heavily fined (£70) for blocking the bay. Also, please contact co-cars on 08453 452 544 so that the car can be moved back. Please note if you have not followed this procedure and the car receives a parking ticket you will be held liable for that charge.

WHAT HAPPENS IF THE CAR BREAKS DOWN?

The car club cars are regularly serviced. In the unlikely event of a breakdown occurring contact the ETA (Environmental Transport Association) using the number given on the sticker on the passenger side of the windscreen, or in the car's document folder.

If you believe that there is a minor problem with the car contact the Service Centre for advice. Please do not attempt to carry out any repairs yourself.

WHAT DOES CO-CARS INSURANCE COVER?

Co-Cars insurance is fully comprehensive cover.

Possessions

The insurance does not cover you for the theft of personal possessions or valuables from the car. Do not leave them in view in the car.

Uninsured Loss Recovery

The User is fully covered for an accident which is later proven to be the fault of a third party who is uninsured.

Windscreens

The User is covered for damage to the windscreen during the hire period.

Excess: (£100), as long as the designated repair company (currently Auto Windscreens) are used, otherwise it could be more

NB You will not be covered by insurance if you have not been truthful about any prior insurance claims, licence endorsements, any medical condition which could affect your qualification for insurance cover, or you do not notify the club of any changes in your circumstances.

Accidents

In the event of an accident, which is later proven to be the fault of the User, the User has fully comprehensive coverage. This means that a claim can be made to cover;

- the value of the vehicle,
- the value of other vehicles or property up to £5 million
- unlimited cover for death and bodily injury of passengers or other parties.

The User, when driving, is not covered by personal accident cover in the event that they are injured in an accident that is later proven to be their fault. This cover may be added at a later date. However, many people have personal accident cover through their employer, or financial services provider.

Excess: (£100) for damage valued < £300 or (£200) for unreported damage valued < £300 (£250) for damage valued > £300. A further £100 may be charged at Co-car's discretion.

In the event of an accident which is later proven to not be the fault of the User, the insurance company will make a claim against the third party. The User is covered for the value of the club vehicle, and unlimited cover for death and bodily injury to themselves, and passengers.
Excess: none

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Theft

If the car is stolen whilst you have it on hire, please report it to the police immediately. You must inform the Service Centre as soon as possible which would normally be within 6 hours. The User is covered for the theft of the vehicle during the hire period, as long as security procedures have been followed. Failure to follow security procedures may result in the Agreement being terminated.

Excess: (£250) This contribution will be increased at Co-car's discretion if the user is negligent

Preventing Theft

You must ensure that when you return a car to the car station the immobiliser is activated, the car securely locked and that the key safe is properly closed. Similarly, when you park the car while on hire, always ensure the immobiliser is activated and the car is locked. If the car is stolen while you have it on hire, please report it to the police immediately and inform the Service Centre within 6 hours of the theft being discovered (see FAQs)

WHAT HAPPENS IF I HAVE AN MOTOR ACCIDENT WHILE HIRING A CAR?

Accident, theft or emergency at any time phone 0845 345 2544 or if no reply 07762 903 730

- Call the ambulance services if anyone is seriously hurt
- Notify the police of the incident
- Do not admit liability in any circumstances
- Do not offer to pay any third party
- Do attempt any repairs yourself
- Fill in the following details on the incident log form in the car:
 - Time, date and location of incident
 - Details of the all other persons involved, including name and address, and insurer
 - The make and registration number of all other vehicles involved
 - Attending police officers (name, number, rank, and police station)
 - Police incident record number, if applicable
 - A description of what happened, together with a rough sketch of the accident scene.
 - The names and addresses of any witnesses
- Notify the service centre as soon as possible, and in any event within 6 hours

WHAT HAPPENS IF THE CAR IS STOLEN WHILE ON HIRE TO ME?

- Notify the police of the incident
- Make a note of the following details:
 - Date, time and place of incident
 - Attending police officers (name, number, rank, and police station location)
 - Crime number
 - The names and addresses of any witnesses
 - Any other relevant information
- Notify the service centre as soon as possible with this information, and in any event within 6 hours

WHAT PENALTY CHARGES MIGHT I INCUR?

Membership and hire tariffs are as notified on the Co-Cars website. These are under constant review and may change from time to time. While we will endeavour to notify members of changes, we reserve the right to make changes without notification.

Penalties:

Late return:	(£5.00) per hour up to (£50) plus further charge of up to (£50) to cover any expenses of next User.
Cancellation less than 5 hours before booked start time or no show	Full cost of hire is payable
Reducing hire time less than 5 hours before booked start time	Full cost of hire is payable
Extending hire	Free subject to availability
Return to wrong parking place	(£10)
Lost car key	(£25)
Lost or stolen fuel card	(£25)
Untidy car interior	(£5)
Tank left less than ¼ full	N/A

Note: The above charges are subject to regular review.

This material does not give a full statement of the law but is intended for guidance only, and is not a substitute for professional advice. No responsibility for loss occasioned as a result of any person acting or refraining from acting can be taken by Co-Cars Ltd

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