# modo

**Building a sustainable, inclusive future where shared vehicles strengthen communities.**

# WELCOME TO MODO

Congratulations on joining the carsharing community!

Modo is your local, member-owned carsharing co-operative with a purpose of building a sustainable, inclusive future where shared vehicles strengthen communities.

# GET STARTED

### Modo is round trip carsharing
Pick up and drop off at the same location.

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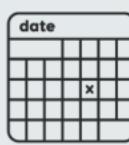Hold your Modo fob up to the reader on the driver's side front windshield to unlock.

### Leaving the car?
Always fob out or risk a fine. Remove the key from the ignition and return it to the pocket. Use your fob to lock the vehicle (not the car locks).

### Find your nearest Modo
Check our car locator at modo.coop/car-map

### Booking is easy and available up to a year in advance!
Download and book through the Modo app or call in to our member care team. (contact details on back of this pamphlet)

### Need to cancel?
No cancellation fee up to 12 hours before the booking starts. 50% charge applies for cancellations within 12 hours prior to your start time.

### Inspect inside and out
You're required to inspect the vehicle and report any damage or mess you find before and after driving. File your report and photos on the app or email report@modo.coop

# TIPS FOR A SMOOTH RIDE

### Dedicated Parking
Parking privileges vary by city, municipality and district. Read more at: modo.coop/parking-privileges

### Be mindful of gas and EV charge
Always keep at least 1/4 tank of gas or return the EV to its home charging location for the next member. To top up during your booking, locate the Modo card in the pouch by the ignition and use it at partner stations

### Make a mess, clean it up
Remove your trash and clean up spills. Give us a hand in keeping our fleet clean. You could earn driving credit & save on your next drive. Visit modo.coop/cleandrive

### Two return options
Choose Set Return when you know your end time, or Open Return when you don't know.

### Avoid late charges
For maximum flexibility book an Open Return. You're on a Set Return? Check if the vehicle is available and extend your booking before it ends on the app or by calling us.

### End your booking
When using Open Return, you must end your trip through the Modo app or by calling us. Failure to do so will result in the full booking charge.

### Furry friends are welcome
As long as they're in carriers. Keep it clean, keep it safe!

### Can my friends drive?
If they are a Modo member in good standing, you can add them under "Driver Permissions".

**modo.coop**

**modo**

Since 1997

## Our live customer service is available 24/7

Vancouver
604.685.1393

Victoria
250.995.0265

Nanaimo
250.741.4141

Kelowna
250.469.6617

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