



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. Partial time charges apply for cancellations within 12 hours. (50% for Modo Plus and 75% for Monthly Members)

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



SET OPEN

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

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".



Since 1997

**Our live customer
service is available
24/7**

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