



Member Manual

CARSHARING
igo™

Member Manual



1.

Reserve

Schedule the vehicle you want via our Web or Phone Reservation System. You can make reservations up to a year in advance or on the spur of the moment. Locations of all vehicles are available on our website, or on the Phone Reservation System.

2.

Drive

Follow the directions on the Web or Phone Reservation System to get to the vehicle. When you arrive at your reserved vehicle, use your I-GO Smartcard to enter the car. Find the FOB with the ignition key in the Key Pad in the glovebox. Take your trip. On intermittent stops, take the key with you and use it to lock and unlock the doors.

3.

Return

Return the vehicle to the same parking space where you picked it up. Be sure to return it on time since others may be waiting. Ending your trip is a two step process. First, put the FOB with ignition key back into the Key Pad in the glove box. Second, use your Smart Card to lock the door.

Using I-GO is as easy as 1-2-3!

Welcome to I-GOSM

Thank you for choosing to become an I-GO member. This manual describes how the service works and your responsibilities as a member of an organization with thousands of other members.

The procedures and policies included in this manual may change. It is your responsibility to keep informed of I-GO procedures and policies. For the most current information, **check our website at www.igocars.org**. On the website, you can find other helpful information such as our Online Orientation, Go Guide and Monthly Newsletter.

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I-GO Reservation System

Using the Reservation System

When you're ready to use I-GO, reserve a vehicle through our Web or Phone Reservation System.

Using the Web Reservation System

The following is a quick guide to using the I-GO Web Reservation System. You will find help files, icons and links within the system to give you more detailed information on how to use it.

To begin, go to www.igocars.org and enter your Member Number and PIN to log-in to your account. You can change your Pin # once you are in the account.

The first screen is a welcome screen with your messages. To make a reservation, click on the New Reservations tab at the top of the screen. Follow these easy steps to make a reservation.

- 1. Choose your Start and End time on the reservation:** Click on the calendar icon for the date and the drop down for the time. To expand your search, the site is defaulted to include vehicles that closely match your search criteria and non-matches. You can unclick these boxes at any time if you do not want these vehicles included in the search.
- 2. Choose your location/address where you will pickup/drop off vehicle:** The site is defaulted to search for vehicles close to your home. You can customize your location drop down and add new addresses at any time by clicking "Manage Locations" in the dropdown. This will make searching for your favorite vehicles quick and easy. If you need to reserve a vehicle in a new location that you do not wish to save, you can click the link to search for vehicles by neighborhood.
- 3. Choose your vehicle type:** If you are searching only for Hybrids or you want to see all models, use the drop down to make your selection and the search will include your vehicle type criteria.
- 4. Choose Amenities:** Click on all of the various amenities you require or leave them blank if you want all vehicles to show up in your search.

Once you've selected the criteria for your reservation, click "Search." A list of vehicles meeting your criteria will populate the screen with an estimated cost based on the member plan you've chosen. You can map the location of any vehicle by clicking the "map" icon at the top of the page. Select the vehicle and reservation by clicking the box under "EST COST." The vehicle and reservation you have chosen will pop up confirming all of the details of the reservation. You can make edits to the reservation on this screen, cancel this search and try again or click "Reserve It."

After you reserve a vehicle, you will receive a confirmation of the reservation. Your credit or debit card on file will be charged for the estimated cost approximately 24-hours after your trip. Any additional fees or credits to the estimate will be adjusted on your next bill.

TIP: Your confirmation page contains helpful information, so please print it and bring it with you on your trip. You can cancel any reservation without penalty if done within 59 minutes of making the reservation or within 8 hours before the confirmed reservation time.

Using the Phone Reservation System

The automated system allows you to reserve vehicles over the telephone. It will prompt you for information, and will provide help options as well. Call 773-278-4446 for the automated system. Once in the system, you can press "0" at any time to be connected to I-GO's Member Services. Remember to always press # after you've entered info to speed the process.

1. Press 2 to make, extend, cancel or release the balance of a reservation.
2. Enter your Member ID and press the number key. Enter your Pin # and then press the number key.
3. You are prompted to press:
 - 1- for a new reservation
 - 9- for assistance in how to make a reservation
 - 0- to speak to I-GO's Member Services.
4. You can search for vehicles a number of ways. Choose one of the prompts:
 - 1- if you know the vehicle number

-
- 2-you want a vehicle near your home
 - 3-you want to choose from your saved “favorites”
 - 4-you want to choose a vehicle by neighborhood
 - 5-other
5. Choose the type of vehicle you want to search:
 - 1-all vehicle types
 - 2-hybrids (for example, the Toyota Prius)
 - 3-everyday vehicles (for example, the Honda Civic)
 - 4-hauling vehicles (for example, the Honda Element)
 6. You are prompted to choose when you are reserving the vehicle:
 - 1-immediately
 - 2-today (but at a later time)
 - 3-tomorrow
 - 4-future date
 8. You are prompted to choose your pick up time and then the number of hours you are reserving the vehicle or you can also choose your return date and time if you do not enter a number of hours.
 9. Once you have entered the information requested, the system will search available vehicles.
 10. You can choose any of the available vehicles and confirm or begin your search again.
 11. A confirmation email will be sent to you unless you have disabled this type of notification in your account.

NOTE: The Reservation System accepts both standard and military time format. For instance, if you enter the time as 0700, the system interprets it as 7:00 am. If you enter 700, the system will prompt you to select 1 for “AM” or 2 for “PM”.

When you call the Reservation System during a scheduled trip, it will give you the option to extend the current reservation or release the unused balance of your time if you return early. See the Member Responsibilities for more information on returning a vehicle late.

Vehicle Rates

You will be charged based on the member plan you have chosen. For example, Mini-vans will cost more than Hybrids. Having different rates for vehicles during weekdays versus the weekend has advantages for members. Currently the highest-demand time to reserve a vehicle is the weekend. Members with flexible schedules have the opportunity to save money by reserving vehicles during the week and it offers members who must drive on weekends a better chance of getting their first choice vehicle. We also offer special rates on all vehicles from midnight to 6 a.m..

Reservation Cancellation

There will be no charge for cancellation if the reservation is cancelled within 59 minutes of making the reservation or if it is cancelled more than 8 hours before scheduled use. If cancellation occurs less than 8 hours before scheduled use, you will be charged at your rate plan for all hours reserved less any hours used by another member. Your statement will indicate whether another member “recycled” a portion of your trip.

To cancel a reservation online, log-in to the Member Center at www.igocars.org, click the My Reservations tab, and select the reservation you wish to cancel. When you click on the reservation number, a pop-up window appears with the option to cancel on the right side of the screen. Click the button and select “yes” when asked if you’re sure you wish to cancel.

To cancel a reservation through the Phone Reservation System, dial 773-278-4446, then enter your Member Number and PIN. If the reservation is already in progress, select 2 to release the unused balance. If the reservation has not yet started, select 3 for reservations and then choose option 2 to cancel reservations. Enter the date of the reservation and follow the prompts to cancel.

NOTE: It is not possible to change reservation dates or times. If your plans change, please cancel the reservation you have and make a new one in its place. Reservations over 72 hours in length must be split into two or more consecutive reservations.

Picking Up the Vehicle

Before departing to pick up the vehicle, be sure you know where to find it. Specific vehicle location information is available on the website as well as through the Phone Reservation System. Transit route information is also available online and on your reservation confirmation page—another great reason to print it off and bring it with you!

You may not park any other vehicle in the reserved I-GO parking space.

Make sure that you do not enter the vehicle before your reservation time. The vehicle technology is set to atomic time and, unfortunately, the dashboard clock may not be set correctly. So, please be cautious, and check the time before you enter the vehicle. Entering the vehicle more than five minutes before your reservation will result in an extra half hour charge. You can synchronize your watch by going to www.time.gov.

Types of Vehicles

Our standard vehicles are Honda Civic Sedans, Honda Civic Hybrids, Honda Elements, Honda Fits, Toyota Prius Hybrids, Toyota Matrix's, Toyota Sienna minivans, Toyota Tacoma Trucks and Scion xB's. To learn more about the types of cars we offer, please refer to Vehicle Information in the Cars and Locations section of www.igocars.org.

Accessing the Vehicle

1. To unlock doors, hold your I-GO Smartcard over the card reader on the driver's side front windshield for approximately 4 seconds (or until the light turns yellow.) The card reader has three indicator lights:

- Red: The car is locked and waiting for you.
- Yellow: The system is verifying your information (this may take up to 30 seconds).
- Green: You may enter the car; it is now unlocked.



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2. Find the FOB with the ignition key in the Key Pad in the glove box.

NOTE: You can also use the portable keypad to call 911, to call our 24-hour Emergency Operator and to extend or release the balance of your reservation.



3. Insert the ignition key and start the car as you normally would. **Please note that the Toyota Prius has a rectangular shaped black “fob” instead of a traditional key. Instructions for starting a Toyota Prius is on Page 21.**
4. If this vehicle is located in a garage with controlled access, the vehicle will be equipped with a garage access card located in the driver’s side visor organizer or a transponder attached to the inside of the windshield. **When entering and exiting a controlled access lot or garage please make sure that you do not follow too closely behind the car in front of you.** Let the gate go down and then follow the above procedures. Failure to do so will inconvenience the next member and will result in an inconvenience fee.

TIP: If you have followed the instructions and cannot access the vehicle, please wait for the card reader light to turn red and try again. If this does not work, call our 24 hour Emergency operator at 773-278-4446.

Inspecting for Damage

Before you begin each trip, be sure to check the inside and outside of the vehicle for damage. Minor damage, such as scratches, should be noted on a Vehicle Damage Report Sheet located in the driver’s side visor organizer (if the damage has already been noted on the Vehicle Damage Report Sheet, you do not need to do it again). For major outside damage or very dirty interiors call 773-278-4446 to report the problems. **If you fail to report damage to a vehicle by another member, you may be held responsible for that damage.**

Intermittent Stops

If you leave the car during your reservation for mid-trip stops, be sure to take the key with you and use it to lock and unlock the doors. The Smartcard will not get you back into the vehicle. Please do not leave your Smartcard in a visible place in the car while you are away from the vehicle as it could be a security hazard.



If you need to temporarily allow a restaurant valet or a car wash operator to operate an I-GO vehicle you may leave the key with them.

Returning the Vehicle

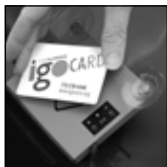
Running Late?

- You must return the vehicle by the end time of your reservation. If you realize you are running late, you are required to either extend your reservation or contact member services at least 30 minutes prior to the end of your scheduled reservation time. If you do not extend your reservation or contact us within 30 minutes you will be charged additional fees.
- To extend your reservation online, simply make a second reservation that begins when your first reservation is scheduled to end.
- To extend your reservation during your trip, you can use our automated phone reservation system by calling 773-278-4446 and follow the prompts. You will need your Member ID and Pin # to extend the reservation. If the vehicle is not available for you to extend, please call 773-278-4446 at least 30 minutes prior to the end of your reservation. One of our Member Care Specialists will do their best to accommodate you and the next member with a reservation on the vehicle.
- Returning the vehicle past the end of your reservation time without extending the reservation or contacting our office will result in an automatic \$20 fee and potentially other fees if another member

was inconvenienced.

Leaving the Vehicle

- When you are done with your reservation and have turned off the ignition, **it is very important that you return the FOB and key to the Key Pad located in the glove box. Please make sure that it is fully inserted into the Key Pad. You will be subject to an inconvenience fee if you fail to return the fob back in the slot** (see credits and additional fees section). This action stops the clock on your reservation and protects you and other members from a host of problems.
- Check around you for personal items, make sure interior and exterior lights are turned off, the windows are rolled up, and you have picked up any trash.
- A trip receipt book is available in the glove box if you wish to record the details of your trip for your own records or if you wish to communicate something about your trip or the condition of the car to the I-GO staff. Just take your copy and leave a copy for us.
- Return all seats back to their regular positions (**it is especially important that the rear seats are left in the upright position on Honda Elements**). **Failure to do so will result in a fine.**
- Step out of the car and close the doors.
- Place your I-GO Smartcard over the card reader on the front windshield until the car locks. The light on the card reader display will turn red. (Locking the doors manually does not end your reservation: you must use the Smartcard.)



Fueling and Washing the Vehicle

Fueling the Vehicle

If the gas gauge drops to $\frac{1}{4}$ of a tank while you are driving, it is your responsibility to fill the tank. Please use REGULAR UNLEADED GAS only. Fueling with diesel causes mechanical problems and we will pass the expensive repair costs on to you.

A Wright Express fuel card is found in each vehicle in the Key Pad in the glove box. Please use this fuel card rather than your own credit card. It is a member requirement to fuel any vehicle if it gets to a $\frac{1}{4}$ tank on your trip.

NOTE: If the Wright fuel card is missing from the car or you are having trouble using it, please call our office immediately so we can approve a gas purchase using your own credit card. If we give you permission you will be reimbursed for the amount that you spent on the fuel. Please save your receipt and contact our member services department to receive your refund.

Using the Fuel Card

1. Locate the Wright Fuel Card in the Key Pad located in the glove box.
2. Swipe the fuel card at the gas pump or pay station. It is not necessary to press the Debit or Credit button.
3. Enter the Driver ID number located on the Key Pad screen.
4. Enter the odometer reading if prompted.
5. Fill the tank, and replace gas cap securely.
6. Return the fuel card to the Key Pad.



Washing the Vehicle

We have a cleaning service that washes our vehicles on a regular schedule, but please realize there will be times when a vehicle may require a wash in between scheduled cleanings. If the outside of the vehicle is dirty and you have the time to get it washed we will reimburse you for up to \$5.00 of the washing costs.

NOTE: To insure that you are properly credited, please write your member number and vehicle number on the car wash receipt. You can leave the receipt in the glove box of the vehicle or you can mail your receipt to the I-GO office.

Emergencies and Troubleshooting

We do our best to make sure that you do not have problems while driving I-GO vehicles, but if you do, we are ready to help.

In case of an emergency, please contact our 24-hour Emergency operator at 773-278-4446.

Problems Accessing Car

- **If the doors do not unlock** when you hold your I-GO Smartcard over the card reader, try removing the Smartcard for a few seconds and try again. (If the previous member didn't remember to hold their Smartcard over the card reader at the end of their reservation, your first attempt with the Smartcard ended the previous reservation, the second attempt starts your own.)
- **If the light turns yellow and stays that way for 90 seconds** when you hold your Smartcard over the card reader, just remove the Smartcard and try again. The second time, the light should turn green and unlock the doors. (This occasionally happens in subterranean garages when the vehicle can't confirm your reservation because it is having difficulty communicating with the satellite signal.)
- **If nothing happens** when you hold your Smartcard over the card reader, check the doors.
- If they are **unlocked**, get in and check for the key.

If it is not in the Key Pad in the glovebox, then you will need to insert the FOB with key back into the Key Pad, step out of the car, and close the doors. At this point you need to hold your Smartcard over the card reader twice, once to clear the previous driver from the system and the second time to give you access to the vehicle under your reservation.

- If the doors are **locked**, you will need to call the Emergency operator at 773-278-4446 to have them remotely unlock on the vehicle and assist you with starting your reservation.

Frequently Asked Questions

What if I need to update my account information?

You can update your account by logging in and clicking the My Account tab at the top of the page. Here you will be able to update your contact information, change your password and pin #, view and change your rate plan, update your credit card information and view your online invoices. You can also customize your vehicle and location searches when making reservations.

What happens if my reserved vehicle is not in its vehicle location?

If the I-GO vehicle you reserved is not parked in the I-GO location, first, look around; the previous member may have parked it in a space nearby. If you can't find it, call 773-278-4446. If we can't find another car that is easy walking distance from the car that you originally reserved, we will pay your cab fare to the next nearest car.

NOTE: I-GO will pay for the taxi and will pass these costs along to the member at fault (if any).

What happens if another vehicle is parked in the I-GO space when I return?

If another vehicle is parked in the I-GO space, park the I-GO vehicle in the next nearest space and call member services to let us know where it is parked. If there isn't another space in the same parking lot to park the I-GO vehicle call our 24 hour call center right away for instructions on what to do. **Please do not**

park in a metered space or on the street! Failure to notify I-GO that you have parked a vehicle out of place will result in a penalty of \$75 and a big inconvenience to the next member.

What if I have other problems, such as a flat tire?

I-GO has 24-hour roadside assistance for all our vehicles. Call the I-GO 24-hour Emergency operator immediately and we will dispatch a tow truck to help you or call a taxi to get you on your way. I-GO will make every effort to get you to your destination.

What if I want to use I-GO in another city?

I-GO has partnerships with other car sharing organizations in other cities. If you are traveling to another city that has car sharing available, contact member services at least two weeks prior to your trip and we will give you the details on any partnership we may have in that city. For a list of existing partnerships, visit our Partners and Friends page at www.igocars.org.

What do I do if I lose my Smart Card?

If you lose your Smart Card, please report it to us immediately! All you need to do is request a new one by calling our Member Services Department at 773-278-4446. Replacing your lost Smartcard will cost you \$15.

Can I add someone to my account?

Yes! The person you'd like to add will first need to become an I-GO member. They can do this by clicking the "Join Today and Save" tab on our home page and then selecting "Join an existing Individual Account." Please understand that by making this request, you will be held responsible for any costs incurred by that member. You will be notified of any member requesting to be added to your account and no new member will be added without you approving them.

NOTE: For insurance reasons, only I-GO members can drive I-GO vehicles. If you want someone (spouse, partner, child, etc.) to share driving duties, they will need to become an I-GO member first.

Member Responsibilities

The following is an outline of your responsibilities. The purpose is to ensure your safety, the safety of others, and the success of the program. If you have questions or comments, please let us know.

- In order to use an I-GO vehicle, you must be approved for membership and have accepted our Member Agreement. If you apply online, the Member Agreement is part of the joining process, otherwise you will be asked to sign an individual or corporate agreement.
- You may not use an I-GO vehicle without a reservation arranged through the I-GO Reservation System. Doing so is grounds for termination of your membership.
- You are responsible for observing and complying with all applicable laws, regulations, rules, and ordinances. You are fully responsible for and shall pay any and all fines, tickets, penalties, claims, losses, or damages, including towing charges you incur.
- You agree to report any damage using the Vehicle Damage Report Sheet provided in the driver's visor organizer in the vehicle.
- You agree to cooperate fully with I-GO's insurer if any claim is made.
- You agree to report any traffic violations or crimes involving your driving record, whether or not such violation or crime involves an I-GO vehicle or property.

Accidents and Damage

If You Are Involved in an Accident

1. IF THERE ARE INJURIES OR DAMAGE TO ANOTHER VEHICLE, CALL 911 IMMEDIATELY.
2. As soon as possible, notify I-GO's 24-hour Emergency operator at 773-278-4446.
3. Please cooperate with the other party and the police. Vehicle registration and insurance information can be found in the driver's side visor organizer.

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4. Fill out and return the accident report form to I-GO, even if the accident is not your fault or the police are not notified. **You must complete the entire accident report which includes information about the other person(s) involved in the accident** (i.e. name, license plate, insurance, etc.).

Vehicle Damage

Please report damage immediately to I-GO's 24-hour Emergency operator at 773-278-4446. Please also use the Vehicle Damage Report Card in the vehicle to report damage.

Insurance

I-GO's fleet insurance policy covers you while you are driving I-GO vehicles. In the event of an accident for which you are at fault, you or your organization is responsible for the first \$500 of damage caused to the I-GO car or other vehicles. In the event of an insurance claim, you or your organization is responsible for the first \$500 of the \$1,000 deductible on incidents for which you are negligent. **If you fail to report damage and we determine that you are responsible you will be responsible for the first \$750 of the deductible and your membership may be terminated.**

For more information on insurance coverage, please call our Member Services Department at 773-278-4446.

THE FOLLOWING WILL VOID ANY INSURANCE COVERAGE PROVIDED BY I-GO:

- Allowing non-approved drivers to drive an I-GO vehicle, including family members;
- Any use of an I-GO vehicle without a reservation;
- Driving an I-GO vehicle outside the United States without prior permission from I-GO.

Prohibited Uses of I-GO Vehicles

YOUR PARTICIPATION CAN BE TERMINATED AND YOU MAY BE PERSONALLY LIABLE FOR ANY AND ALL DAMAGE IF YOU:

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- Drive in an unsafe or reckless manner;
 - Allow someone who is not an approved member of I-GO to drive an I-GO vehicle, including family members;
 - Drive an I-GO vehicle without a reservation;
 - Carry persons or property for hire (i.e., taxi or parcel delivery service). You may use the car for business purposes, such as attending meetings;
 - Drive under the influence of alcohol, drugs or intoxicants;
 - Drive an I-GO vehicle for any illegal purpose or in the commission of a crime;
 - Drive off graded or paved roads;
 - Carry more passengers than the vehicle has seatbelts for, or fail to ensure that all occupants fasten their seatbelts, including yourself, the driver;
 - Load the vehicle beyond its rated capacity;
 - Drive an I-GO vehicle into Canada, without prior permission from I-GO;
 - Drive an I-GO vehicle into Mexico;
 - Carry animals in the vehicle, except in an airline-type travel carrier;
 - Smoke or allow smoking in the vehicle.

Lost and Found

I-GO does not assume responsibility or liability for personal items left in our vehicles.

- If you leave a personal item in an I-GO vehicle, you should call our 24-hour Emergency operator, and let them know the vehicle location number and date/time you returned the vehicle. You are responsible to retrieve your own item(s). Please make a reservation (30 minute minimum) and go to the car as soon as possible.
- If you find another member's belongings, please put it in the glovebox or vehicle trunk. If you feel it may be of value, please call our 24-hour Emergency operator and let them know the vehicle location number and the description of the item. Please do

not take the item with you. You can also report any lost or found items online by clicking the “Feed-back” tab and submitting the information.

Billing

All membership and driving charges will be applied to your credit or debit card that you provided on your application. You will receive a statement each month with details of your usage and reservations for the previous month.

NOTE: You are responsible for keeping your credit or debit card information current. Failure to keep your credit card on file up to date may result in late fees and/or suspension of your account. You can update your credit card by logging in and clicking on the My Account tab at the top of the page. Go into Billing to update your account.

Please call our Billing Coordinator at 773-278-4446 if you have any billing questions. Please update your account if your billing information, such as address, phone number, credit card or email address changes.

Please be advised that if your account is suspended or inactivated, your standing reservations for future use may be released for other members. Upon reactivation of your account, you should confirm the status of these reservations.

You are charged according to the rate plan you have chosen. Rate Plan changes made online or over the phone will go into effect at midnight of the first day of the next month. To change your rate plan log in and click the My Account tab at the top of the page. Go into Rate Plan and choose the new plan. Go Budget and Go Anytime require a 6-month commitment.

Credits and Additional Fees

There may be additional credits and/or fees. This list is subject to change.

Referral Credit: Members who refer new (approved) members receive a \$20 driving credit per new member. So, tell your friends about I-GO and have them note your name and/or Member Number when they apply. The referral credit happens automatically and you should see it on your statement.

Vehicle Washing Credit: Members are reimbursed (up to \$5) for washing a vehicle. Leave the receipt in the car with your member number on it or mail it to our main office. The credit will appear on your statement.

Annual Renewal Fee: All plans require a \$25 annual driver renewal fee (charged at anniversary date).

Late Payment Fee: If the credit or debit card you have on file declines for any reason you will be assessed a \$25 late fee.

Reservation Cancellation Fee: There will be no charge for cancellation if the reservation is cancelled within 59 minutes of making the reservation or if it is cancelled more than 8 hours before scheduled use. If cancellation occurs less than 8 hours before scheduled use, you will be charged at your rate plan for all hours reserved less any hours used by another member. Your statement will indicate whether another member “recycled” a portion of your trip.

Late Return Fee: Notifying I-GO **at least** 30 minutes prior to scheduled reservation end—no late fee, but possible charge for inconvenienced member’s cab fare and potential other charges. Notifying I-GO **less than** 30 minutes prior to scheduled reservation end—\$20 + an additional \$10 for every 30 minutes you are late + possible charge for inconvenienced member’s cab fare and GO Standard rate plan charge for additional time needed. **Failure to notify** I-GO if running late—\$20 + an additional \$10 for every 30 minutes you are late + possible charge for inconvenienced member’s cab fare and GO Standard rate plan charge for additional time and any other costs associated with the inconvenienced member. **NOTE: You can avoid late return fees by scheduling extra time on your reservation and/or trying to extend your reservation.**

Inconvenience Fee: Member will be charged **up to \$75 plus costs for inconveniencing other members** (no fuel, no ignition key, fob not put in Key Pad in glove box at end of trip, misplaced garage keycard, car not parked in I-GO spot, etc.).

Damage Fee: Reported damages to a vehicle in which the member is not responsible will result in no charges to the member. Not reporting existing damage to the exterior or interior of a vehicle you have reserved could result in fees up to \$75. Damage reported in which a member is responsible is up to \$500. Unreported damage in which a member is responsible is up to \$500 + membership termination (must turn in Smart Card.).

Wrongful Fuel Fee: Members will be charged the cost of repairs if anything other than unleaded fuel is used in the vehicles.

Leaving less than ¼ tank of gas in vehicle—\$25

Having a pet not in a carrier or leaving pet hair on seats—\$100 + cost of cleaning

Smoking in an I-GO vehicle—\$100 + cost of cleaning

Dirt or trash left in vehicle—\$25 + cost of cleaning

Failure to report low fuel, pet hair, smoky vehicle or dirt and trash in vehicle—\$75

Not returning vehicle to original parking space and not informing I-GO—\$50 + cost of inconvenience

Any moving, parking or toll-way violations—\$20 + cost of ticket

Picking up the vehicle early—You'll be charged for the time in half early increments according to your rate plan.

Taking the wrong vehicle—\$75 + cost of inconvenience

Taking a vehicle without a reservation—\$75 + cost of inconvenience

Not putting FOB and key back into Key Pad in glove box—\$30

Not locking door with Smart Card at the end of trip—\$30

Failure to turn off dome lights, headlights or hazard lights resulting in a dead battery—\$100

Permitting a non- I-GO member to drive on your account—Termination

Not returning rear seats to upright position—\$25

Ignition key replacement—\$75 + cost for materials and labor

Smart Card replacement—\$15

Remote door unlock for members forgetting Smart Card—\$15

Contact Information

WEBSITE www.igocars.org

24-HOUR RESERVATIONS 773-278-4446

24-HOUR EMERGENCY ASSISTANCE 773-278-4446

BILLING SUPPORT 773-278-4446

9:00 a.m. - 5:00 p.m. (Central)

billing@igocars.org

MAIN OFFICE I-GO

2125 W. North Avenue

Chicago, IL 60647-5415

MEMBER SERVICES 773-278-4446

773-278-3840 – fax

info@igocars.org

9:00 a.m. - 5:00 p.m. (Central)

Toyota Prius Quick Guide

Turning On the Car

Insert the key

- 1 Insert the key as shown below:



Please note: Not all of the Priuses have keys. If you do not see one, skip to step 2.

Press down the brake pedal

- 2 Depress the brake pedal firmly, push the "POWER" button, and the "READY" light will now be on (see dashboard lights).
- 3 If engaged, depress the parking brake to disengage.

Turning Off the Car

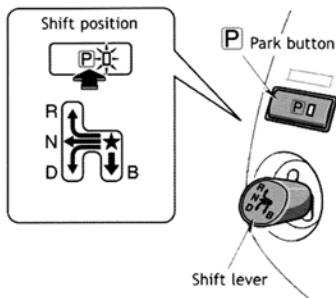
- 1 Push the "POWER" button.
- 2 Remove the key from the slot and place in pouch.



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Shifting



P Park (button)

R Reverse (you'll hear a beeping sound)

N Neutral

D Drive

B Engine Brake

Note: The shift lever will always return to its original position after shifting. Always confirm shift position by checking indicator symbols on the dashboard lights.

Chi-Town Rewards

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