

Appendix – Penalties and other fees



The Member agrees to pay Communauto, in the event of non-compliance with any of the provisions of the Rules and Regulation for which a penalty is provided below, the sum indicated plus the costs incurred at Communauto, when appropriate.

1.0 General Fees

Vehicle abandonment	If Communauto is responsible for recovering or moving an abandoned and / or stuck car in the snow.	\$40 + roadside assistance costs + value of loss of use of the vehicle (see 3.3)
Flat Battery	Following the act of forgetting to turn off the headlights or the dome light, or any other reason causing the battery to flatten.	Cost of roadside assistance and / or \$25 (minimum) service charge if an employee is required to move to the incident place (see 3.2)
Credit Card	Upon the loss by the Subscriber of a credit card provided in the vehicles by Communauto.	\$20
Ticket	When Communauto must pay a ticket for the Member	cost of ticket + \$20 administrative fee
Key provided by Communauto (Where applicable)	Replacement of a lost key or billing of a key not returned at the time of the withdrawal of the Membership	\$20/key
Found Key	If the key is returned	\$20 credit of lost key charge if key is recovered
Loss of a car key / key or access card for parking	Variable cost (between a few tens of dollars to more than \$300), depending on the vehicle model of the type of key or card	Cost of replacing the key or access card + \$20 administrative charge
Car key not returned at the end of the trip	If the key is brought back by the Member	Cost of the period elapsed between the end of the trip and the time the problem is resolved
	If the key must be brought back by Communauto	Cost of the period elapsed between the end of the reservation and the time the problem is resolved + roadside assistance cost + any other charges if applicable + \$20 administrative charge
Deep Cleaning	Car brought in a condition requiring cleaning: stains, cigarette smell, pet hair, etc.	Cleaning fee + \$20 administrative charge
Of fuel	When a vehicle is brought back into its station or in the service area without gas, or below the threshold allowed in the case of an electric vehicle (less than 15km of residual range)	\$20 + towing fee if applicable and / or \$25 (minimum) service charge if an employee is required to travel (see 3.2) + value of loss of use of vehicle (see 3.3)
Towing	When a vehicle is towed or must be towed by Communauto	\$20 + towing fee if applicable and / or \$25 (minimum) administrative charge if an employee is required to travel (see 3.2) + value of loss of use of vehicle (see 3.3)
Parking in a prohibited area	If an intervention by Communauto is required	\$20 + towing fee if applicable and / or \$25 (minimum) service charge if an employee is required to move to the incident place (see 3.2) + value of loss of use of vehicle (see 3.3)

2.0 Specific charges for vehicles available on reservation (in cities where applicable)

Late charge	Delay of 30 minutes or less	\$20
Use of a vehicle without reservation	Any late return or departure before the time of more than 30 minutes is equivalent to a "use of a vehicle without reservation"	\$40 + the time of the reserved vehicle, but not used, if applicable, as well as the cost of time (+ km) of the vehicle used without reservation
Cancellation or shortening of a reservation	Reservation canceled, shifted or shortened more than two hours before the original start time of the reservation	No cancellation fees
	Reservation canceled, shifted or shortened between midnight (0:00 am) and 9:00 am, the morning of the reservation	No cancellation fees (the hours of use, if any, remain chargeable)
	Reservation canceled, shifted or shortened less than two hours before the start of the period of use	Invoicing 50% of the cost of the canceled portion of the reservation. No cancellation fees apply beyond the first day (24h).
	Reservation canceled, or shortened after the original start time of the reservation	The lapsed hours are non-refundable. However, a credit of 20% on the normally chargeable time is granted if the Member "releases" the vehicle for the remaining duration of his reservation to make it available again. No cancellation fees apply beyond the first day (24h).

3.0 Other fees

3.1 General Penalties or Basic Administrative Costs:

\$20, plus costs to Communauto, if any, if the Member contravenes any provision of the Rules and Regulations other than those for which a penalty is provided above and, in particular, but without limiting the generality of the foregoing, omissions or negligence of the Member resulting in disadvantages to Communauto or other Members, such as headlights left on, failure to report a problem preventing other customers from using a vehicle, forgetting to charge an electric vehicle, a payment failure, etc.

3.2 Communauto employees' intervention costs

\$25 / hour per employee involved (1-hour minimum chargeable, incremented for every 30 minutes).

3.3 Loss of use of a vehicle

Cost of the same usage period billed at the Member's flat rate

3.4 Flat Tire

In the event of a flat tire, the Member who uses a vehicle available "on reservation" is responsible for returning the vehicle to its station or disposing of it as directed by the Agent. If he repairs the tire, the Member's expenses are credited. Vehicle abandonment fees may be charged to the Member if he does not return the vehicle to its station or does not dispose of it according to the Agent's instructions (see Appendix - Penalties and other fees).

The Member does not have this responsibility when using a FLEX vehicle. In this case, his responsibility is limited to bringing the vehicle back into the Zone or in a FLEX Drop-off point and notifying Communauto who will take care of the repairs. No service charges are charged to the Member in such a case.

3.5 Late Payment

A 2% interest is calculated on unpaid accounts 21 days after the invoice date (based on the date of receipt of payment). Thereafter, a monthly interest of 2% (26.8% annually) is calculated on outstanding balances.

Members whose balance exceeds \$50 after the last invoicing date can not make new reservations or use FLEX vehicles until payment is paid.