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Want to join the CCT board? Contact us at info@ithacacarshare.org to find out more.

Contact Us

24-Hour line
(urgent booking issues only):
607-277-3210 x2

Office
607-277-3210 x3

Damage report voicemail box:
607-277-3210 x4

Email: info@ithacacarshare.org

Mailing address:
P.O. Box 418
Ithaca NY 14851

Ithaca Carshare is part of the Center for Community Transportation, which also includes Ithaca Bikeshare and Bike Walk Tompkins.
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Thank you for joining your local, nonprofit carsharing organization. We’re so glad you decided to become a member!

Members like you help us achieve our mission of enhancing community access to transportation while reducing the negative environmental and economic impacts of personal vehicles.

Since our service launched in 2008, our members have avoided owning — or delayed the purchase of — over 2,500 vehicles!

As a member, you get to enjoy many benefits:

• 24/7 access to a fleet of 22 vehicles (and growing), including two Electric Vehicles (EVs), three Plug-in Hybrid Electric Vehicles, several hybrids, two minivans, and a pickup truck
• Saving thousands of dollars each year on auto loans, gas, insurance, and maintenance
• Helping the planet and our community by greatly reducing your carbon footprint and minimizing traffic

We want every member to enjoy the benefits of carsharing, so please read through this handbook and familiarize yourself with its contents.

You’ve made a wise decision in joining, and we’re here to help any way we can.

Warmly,

The Ithaca Carshare Team
Carsharing Basics

Make generous time estimates

Please make sure to plan enough time for your trip, as someone may book the car immediately following you. Sometimes you can extend your time, but not always, and there are fees for late returns. Please call us immediately if you’re running late.

Be considerate of the next driver

On any given day, several people will use the same car. Please return on time, keep the fuel above one-quarter full, and remove your trash and belongings when you’re done.

Use your keycard

Lock the doors any time you leave the vehicle with your keycard, not with the door lock buttons. The keycard system locks all doors, disables the ignition, and tracks your usage.

Inspect the car

Before driving, check the car for damage or other issues. Existing damage should be noted in the damage diagram in the glove box. Report new issues at 607-277-3210 x4 at the beginning of your trip. For major damage or issues that affect the drivability of the car, report to the 24-hour line. Please take photos of any new damage. If you do not report damage or issues, you may be held liable.

Help is available if you need it

There is a quick reference guide in each glove box for your use while out on a trip. Our 24-hour phone line is there to help you in the case of urgent reservation or booking issues during your trip. Please only use it in the middle of the night for urgent issues that cannot wait until morning.
Conditions of Membership

Eligibility and driving record

Ithaca Carshare reviews every applicant’s driving record before approval and may recheck records at will.

Your membership is conditional upon your possession of a valid driver’s license, which you must carry when using Ithaca Carshare vehicles. If your license is suspended, withdrawn, or expires for any reason, your driving privileges end immediately.

These eligibility requirements are passed down from our insurance company and may change at any time. No exceptions can be made:

- 18 years old or older and legally able to drive in New York State
- 2 years with unrestricted driving license (including past 2 years)
- No suspensions or major violations (in the past 3-7 years)
- Careless or reckless driving
- Excessive speeding
- Excessive disregard for traffic control devices
- Distracted driving (at Ithaca Carshare’s sole discretion)
- Driving under the influence of drugs or alcohol
- More than 1 accident in any 12-month period
- Persistent violator
- Vehicular manslaughter

If you are 21 or older, you may have up to two minor moving violations or collisions (combined) in the past 3 years.

If you are 18-20, your record must be spotless. No violations or collisions. You must also be covered by another insurance policy with liability coverage of at least $300,000 per incident. You must provide proof of this coverage and a Younger Driver Consent form signed by the owner of the policy. This insurance will act as primary coverage in the event of a collision for which you are at fault.

If you are 80 or over, additional eligibility screening may apply, such as a doctor’s note for safe driving approval.

If there are any changes to your record after you become a member, you must notify Ithaca Carshare staff. This includes any violations, suspensions, or collisions. If it becomes clear that your record has changed without notification, your membership may be terminated.
Foreign driving records

If your driver’s license is from another country, you must provide a copy of your own license and a record or abstract that shows any violations or accidents.

If you’ve held a license other than your current one within the past 3 years, that record will also be reviewed. You may need to provide that license number or record in addition to your current one.

Damage and insurance

*Please note, our insurance requirements may change at any time.*

In the event of damage or claims arising from member use of Ithaca Carshare’s vehicles or equipment, the member is responsible to pay for damages up to the first $1,000. Failure to report any collision immediately and obtain a police accident report removes the $1,000 limit on damage responsibility, and members may be held liable for full cost of repair. Installment plans for damage fees may be arranged.

Please note that Ithaca Carshare self-insures for first party physical damage coverage. Ithaca Carshare’s insurance provides coverage for third party liability claims arising from use of a covered auto by an Ithaca Carshare member, up to Minimum Financial Responsibility Limits in New York State. Members are responsible for damages beyond this level of coverage or that are not covered by Ithaca Carshare’s insurance. Installment plans for damage fees may be arranged.

This insurance covers all approved members of Ithaca Carshare, age 21+, who are in good standing, and provides secondary coverage for drivers 18-20. This coverage does not transfer to any vehicle not owned by Ithaca Carshare. Ithaca Carshare assumes no liability for personal property in or on the vehicle.

Members may seek to increase their liability coverage with a personal non-owned automobile policy. They may seek to increase their damage coverage by paying for Ithaca Carshare bookings with a credit card that comes with CLDI (Collision Loss Damage Insurance) benefits.
Use of Vehicles

Ithaca Carshare members must abide by all state and local traffic and parking laws. Vehicles may not be driven under the following circumstances:

- By any person who is not an approved driver in good standing
- Outside of the timeframe of a confirmed booking
- For any illegal purpose
- While the driver is under the influence of any intoxicating substance
- In any race, contest, or competition
- In a careless or negligent manner
- To carry person or property for hire
- If a vehicle has been obtained by fraud or misrepresentation
- If a vehicle has been loaded beyond its weight capacity or with more passengers than the vehicle has seat belts for
- Outside the continental United States and Canada
- Off maintained roads
- For towing or pushing
- After a collision or major mechanical issue has occurred, unless staff have approved your continued trip

Driving under these circumstances is grounds for a $250 penalty, immediate termination of membership, and possible legal charges.

Keycard

Each driver is issued one keycard, which unlocks and locks the vehicle and enables the ignition during current bookings. It also tracks your start and end times and your mileage during your trip. You will not be able to access any Ithaca Carshare car with your keycard other than when you have a current booking on that car.

Always use your keycard for locking the doors, and not the manual door locks in the car. This is important to the security of the vehicles, as the ignition keys are kept inside, and should never leave the vehicle.

Your keycard remains the property of Ithaca Carshare. Members are liable for the loss, destruction, or misuse of the keycard. If you lose your keycard, you must contact Ithaca Carshare as soon as possible to report the loss and make arrangements to get a new one. Keycards must be returned at the termination of your membership.
Payments & Invoices

Pay by credit or debit card

In order for automatic payments on your account, you must have a valid debit or credit card on file. We accept Visa and Mastercard. If your payment information changes, you must update this online or notify Ithaca Carshare.

Payments for your trips will automatically be charged to your card on file 5 days after the trip takes place. This delay exists so that the correct mileage can be uploaded from the cars and the final trip cost can be calculated. The charge includes hours, distance, taxes, and any fees.

If your card bounces, your account will automatically be made inactive, you may incur bounced payment fees, and you won’t be able to make bookings until you’ve resolved it. If your card bounces multiple times you’ll need to pre-pay for all trips.

Pay by cash or check

You may elect to pay by cash or check. In this case, a $200 initial deposit is required and you must pre-pay for all bookings. Cash or check payments can be made at our office, or at Alternatives Federal Credit Union at 125 North Fulton St., where you can let the teller know you want to deposit directly to Ithaca Carshare’s account: 3043100.

Payments for your bookings will automatically be charged on the 5th day after the trip takes place. This delay exists so that the correct mileage can be uploaded from the cars and the final trip cost can be calculated.

Credit limit: The default account credit limit is $300. If your total unpaid balance from past, current, and future bookings exceeds $300, you may be restricted from extending or making additional bookings until you make a payment. Some accounts may have lower or higher credit limits.

You’ll get a monthly statement via email by the 10th of the month, which contains your membership fee (if applicable) and any fees not yet charged to your card.

This invoice details your bookings and payments, and any other account charges from the previous month. If you have any balance due on this statement, it will be automatically charged 3 days after the statement is issued. If you prefer a hard copy of your invoice, let us know.
Ending your membership

Your membership will continue to renew on an annual or monthly basis until you call or email Ithaca Carshare to end it. Your remaining account balance will be charged, or any outstanding credit reimbursed to you, within 60 days of this request.

All remaining driving credits will expire, and account balances under $5.00 in the member’s favor will be forfeited unless a special request is made. **There are no refunds for annual memberships if you close your account before its term is up.** Ithaca Carshare reserves the right to take necessary action to recover any amount due after the termination of an account.

Revocation or suspension of membership

Ithaca Carshare may revoke or suspend membership at any time for violation of the terms or conditions of the Membership Agreement or this Handbook. Your membership may be suspended or terminated if any major infraction is committed, or ongoing minor infractions occur without improvement. Non-compliance with policies interferes with Ithaca Carshare’s smooth operation.
Bookings

Make a booking on a web browser at reserve.ithacacarshare.org

Bookings can be made last minute or up to one year in advance. Bookings start with a 30-minute minimum, and can be made in 15-minute increments after that.

Log in on a web browser using your member number or username and password to make and adjust your bookings. You may also call Ithaca Carshare during business hours to make and adjust your bookings.

You can sort by your favorite vehicles, vehicles near you, or vehicles with certain features. Once you click “book it,” the booking is final. The price you see does not include mileage.

Overestimating trip time is recommended to account for traffic or having to fill the tank. Booking an extra 15 minutes is cheaper than a late fee, and you can always shorten your time if you get done early. Bookings can be made back-to-back, so if you’re running late, there is no guarantee that you’ll be able to extend your time.

Multiple bookings

You can have as many bookings as you want, as long as the time doesn’t overlap for multiple bookings. If you have two bookings less than 30 minutes apart on the same vehicle, you will be charged for the entire period. If you have multiple drivers on your account, the drivers can have separate overlapping bookings.

Change or cancel a booking

It is easiest to make changes to your booking using the mobile website from your phone, or the mobile app.

When you log in to your account during a current booking, you’ll immediately get the options “add 15 minutes” or “I’m done with this car”.

Please avoid using the 24-hour line to make booking changes unless you are unable to use the mobile site or there is a conflict with another user.

If you change or cancel a booking within 5 minutes of making the booking, there will be no charge. If you change or cancel a booking more than 3 hours in advance, there will be no charge.

If you change or cancel a booking within 3 hours of your scheduled time, you’ll pay for half the time unless another member books it. Canceled time is calculated in 15-minute increments.

Trip distance

The vehicles automatically record the distance you drove during your booking. In the rare instance that this data is unavailable, we will charge eight miles per hour booked.
Make a Booking with Our Mobile App

The app is only for making and managing bookings. You’ll still need to use the web browser reservation system for invoices, passwords, and everything not related to booking.

The app is available for both Apple and Android users. Search for “Ithaca Carshare” in your phone’s app store.

Once you’ve downloaded the app and logged in with your member number, select “book a trip” from the “trips” tab, and start by entering the date and time you want to start and end the trip. Then the map will come up with cars that are near you and available.

You can select any vehicle on the map, and it will give you information about the vehicle and your trip, including its home location, the time and date you selected to pick up and return the car, and an option to change the time of your trip.

Scroll down to see more information about the vehicle and an estimated cost of your trip. Please note that these estimates only include the hourly charge, and not the mileage charge or any fees you may incur.

Scroll back up to select “book vehicle” and it will ask you to confirm your booking.

During your trip, you can use the app to submit text reports with photos, or find where your car is parked.

If you arrive to find the state of your car less than satisfactory, you can submit a report and photo and flag it as damage, maintenance, cleaning, or lost-and-found. This option becomes available 15 minutes before your booking starts, and ends 24 hours after your booking ends.
The app also includes a “Where’s My Car?” feature.

You can see not only the designated home location for your current booking, but also the last-known-parked location of the car. This is especially useful if the previous member had to park around the corner or it’s parked in a crowded parking lot, or if you simply forgot where you parked the car during your own booking!

The car’s location is visible to you only if all of the following conditions are met:

• *It’s booked, right now, by you* — a car’s location is never visible without a booking
• It’s booked, *right now, by you* — your car’s location is never visible before your booking starts, nor after it ends
• It’s booked, right now, *by you* — your car’s location is visible only to you, not to anybody else
• *It’s parked* — the app will not display a car’s location while it’s in motion

Putting these conditions together, it means that if the previous member is running late and still driving when your booking starts, you won’t be able to see the location of the car while they’re driving — though you will see that it’s being driven. This protects the privacy of the driver. But if they’re running so late that they haven’t started driving when your booking starts, in that case you’ll be able to see where the car is parked.
Taking Trips

Find your vehicle

Ithaca Carshare vehicles and parking signs are marked with our pinwheel logo. Your booking confirmation email will have GPS coordinates and directions to help you find the location. If you cannot find the vehicle, call the 24-hour line.

Access your vehicle

Use your keycard to unlock the doors. The card reader is located on the driver’s side of the windshield or the small side window and has slowly flashing lights. Hold your card against the glass over the reader for a few seconds until it beeps, and the doors unlock.

If the light flashes an alternating green and red, the car does not have a booking for you in its system. Double check your booking confirmation and call if you need help. If the car has an ignition key, it is on a retractable cord near the driver’s right knee. Please note that hybrid and electric vehicles may not have an audible noise when you start them.

Inspect your vehicle

Walk around the outside of the car and look around the interior. Each vehicle has a damage diagram in the glove compartment where known issues should be noted. Call the 24-hour line immediately about any new major damage to a vehicle.

For minor issues, you can leave a message at 607.277.3210 x4, email info@ithacacarshare.org, or if you’re using the mobile app, submit a text report with photos and flag it as damage, maintenance, cleaning, or lost-and-found. This option becomes available 15 minutes before your booking starts, and ends 24 hours after your booking.

If a mess was left in the vehicle, has less than one quarter tank of gas, a very low EV charge status, or has materials missing from the glove box, please report it. If you do not report it, you may be held responsible when the next user does.

Return your vehicle

Park, turn the car off, take the key out of the ignition and let it retract gently, or turn off the engine with the power button.
Park your vehicle
If your spot is blocked upon your return, please find the nearest legal parking spot, and call the 24-hour line with the plate number of the offending vehicle and location of the Ithaca Carshare vehicle. If you leave the vehicle out of its space and do not notify staff via phone, you will be held liable for any parking tickets and towing fees.

Take your trash and belongings out and leave the vehicle as clean as you found it. Do not use the parking brake unless you are parking on a hill.

Lock your vehicle
Use your keycard to lock the doors every time you leave the vehicle, even in the middle of your booking. This disables the ignition and prevents theft. Never lock the vehicle using the manual locks!

Check the doors before walking away to confirm that they are actually locked. If the doors do not lock, check to make sure the vehicle is off, then try again. Lock the door with your keycard, even if another member is waiting to use the car, so our system knows you’re done with the car.

Care of your vehicle
Treat the vehicle with respect and leave it in good condition. Misuse of the vehicle may result in penalties, suspension, or termination of membership. You are liable for any damage to the vehicle that results from improper use.

Smoking and Vaping: Use of cigarettes, e-cigarettes and vaping devices are not allowed inside vehicles.

Animals: Pets are only allowed inside a vehicle if they are inside a carrier; exceptions can be made for service animals kept under the handler’s control at all times. We strongly recommend using a cover to protect the car’s interior.

In all cases, a cleaning or damage fees may be assessed in the case of issues that require staff attention, such as nail scratches, dirt, or fur or hair (from non-service animals) left in the interior of the car.

Fragrances: Use of perfumes or any other fragranced item is discouraged while you are in the vehicle, as some users have chemical sensitivities.

Lost and found: We do everything we can to find the owner of items left behind in cars. We hold on to unclaimed items for 6 months. If you left something in a car, call or email us for help locating it. We hold no liability for items left behind in cars.
**Fill the Gas Tank**

Please put gas in the tank if your trip will cause the tank to go below one-quarter full. It’s members’ responsibility to return the car with at least one-quarter tank of gas. Low gas fees may be added to your trip if you return the car low on gas.

Please only use regular unleaded gasoline in Ithaca Carshare vehicles!

To purchase gas, use the fleet gas card located inside the small binder in the glove box. This card can be used at most gas stations. Please let us know if you encounter a station that does not accept it. You do not need to save the receipt.

- Swipe the card at the pump or inside as you would for any credit card.
- Enter the 4-digit user ID number, which is written near the card in the binder. This is NOT your member number.
- Enter the odometer reading from the car.
- If you have trouble, call the 24-hour line.

If you cannot use the card, please pay for gas yourself if you’re able, and send the receipt via email for a reimbursement.

*If you’re unable to pay for gas, please let us know via email or call the general office line and leave a message to avoid having a low gas fee added to your trip.*

**Charging Electric Vehicles (EV & PHEV)**

If your car is located at a charging station, begin your trip by unplugging the charger from the car and putting it back on the charging station. When you end your booking, follow instructions in the car to access the charger and plug the car back in before ending your booking.

Each EV has a Chargepoint RFID card in the glovebox binder. You can use this card to access many charging stations throughout the region. Google Maps, Plugshare, and ChargePoint apps can help you find chargers.

Chevy Bolts are compatible with Level 3 DC Combo (CCS/SAE) and Level 2 J-1772 chargers.

Chevy Volts are compatible with Level 2 J-1772 chargers. If you pay for charging yourself, keep a receipt for reimbursement.
The Ithaca Carshare Fleet

The fleet consists mostly of Honda Fits, Toyota Prius C hatchbacks and Toyota Prius 2s, with a limited number of Chevy Bolts (EVs), Chevy Volts (PHEVs), and one Toyota Yaris.

There are also some cargo vehicles, which have permits for the Tompkins County Recycling and Solid Waste Center. If using the cargo vehicles, please keep the following in mind:

**Toyota Tacoma pickup truck (2WD)**

- Clean the bed if you made it dirty
- Return the tarp and bungees behind the seat
- No towing or pushing
- No off-road driving
- Legally, *any loose load must be covered*
- Bed dimensions are 6 feet by 4 feet (3.75 feet between wheels, 1.5 feet tall)
- Load capacity is 1,500 lbs, including passenger weight. Don’t overload!

**Dodge Grand Caravan**

- Seats 7, including driver
- Is equipped with Stow’n’Go seating (all rear seats fold flat), with directions in the glove compartment
- Return seats to their upright position when you finish
- Interior dimensions with seats stowed are 7.5 feet long, 4.5 feet tall, and 5.3 feet wide
- Please do not use the van for messy loads like wood, mulch, or trash

**Vehicle locations**

Vehicles are located throughout the following neighborhoods: Downtown, Fall Creek, Northside, Southside, West End, Collegetown, and Cornell University.

Find the exact location of each car when you’re logged in at:

[reserve.ithacacarshare.org](http://reserve.ITHACACARSHARE.ORG)

Or see our map with general locations here: [ITHACACARSHARE.ORG/CARS/MAP](http://ITHACACARSHARE.ORG/CARS/MAP)
Rates

**Individual memberships**
There is a one-time application fee of $20 for each driver. Each membership covers up to two drivers and can be paid either monthly or annually. Annual plans renew automatically on the month before your start date. Monthly plan fees are prorated for the first month and are charged on your monthly invoice each month thereafter. Booked time is charged additionally at your hourly rate plus a per mile rate.

**Organizational and business memberships**
Organizations can register up to ten drivers and see all usage on one monthly bill. This is a great alternative to reimbursing staff for mileage and the associated record keeping. All business and organizational memberships are annual on the *It’s My Car* rate plan. Plus, drivers also get free personal *Just In Case* annual memberships. Contact Ithaca Carshare to set up an account. Additional drivers can be prorated if you have more than ten drivers.

**Membership and hourly rates**
Please note that rates are subject to change at any time.

- *It’s My Car*: $355/year or $35/month; $6 per hour
- *Just in Case*: $75/year or $7.50/month; $9 per hour
- *Easy Access*: $10/month; $6 per hour + $20/month driving credits
- Business *It’s My Car*: $200/year; $6 per hour
- Non-profit *It’s My Car*: $100/year; $6 per hour

**Mileage rates**
Cars: 42c/mile | Vans: 44c/mile | Trucks: 52c/mile
*fuel surcharges are possible during periods of high gas costs

**Discounted plans**
Students at Cornell University, Ithaca College, and Tompkins Cortland Community College are eligible for discounts off of either annual membership plan (hourly and mileage rates stay the same).

In addition, if you commute to Ithaca for work, you may be eligible for our commuter discount. To find out if you’re eligible, visit [ithacacarshare.org/students-commuters](https://ithacacarshare.org/students-commuters).

If you’re income is at or below [150% of the US Federal Poverty Guideline](https://www.epa.gov/housing/2023-poverty-guideline), you may be eligible for our Easy Access plan. EA members pay a low monthly fee for the *It’s My Car* plan and receive $20/month in driving credits that can be used toward hourly and mileage rates. Unused monthly credits roll over for up to 12 months.
Special hourly rates (all plans)

Full Day Rates

Pay for only 10 hours in a 24-hour period on most vehicles. When making your reservation, use the vehicle features filter to find locations with daily and weekend rates.

Switching membership plans

You may switch from one membership plan to another, however if you do so more than once in a six-month period, there is a $30 administrative charge. There may be restrictions on this if you are receiving a discount on your membership plan.

If you’re upgrading an annual plan from Just in Case to It’s My Car within a month of joining, the full amount you have already paid will apply toward the new plan. Within 6 months, half of your original plan fee will apply. After that, you will be charged a full plan fee for the new plan.

If you’re downgrading an annual plan from It’s My Car to Just in Case, there will be no refunds. If you do so within a month of joining, the full amount of the original plan fee will apply back to your account as driving credit. Within 6 months, half of that amount will apply.

Frequently Asked Questions

Can I earn driving credits by volunteering?
Yes! Ithaca Carshare members can earn driving credit by volunteering as Car Captains (taking a car for cleanings twice a month) or on Snow Crew (helping to shovel out the fleet after snowstorms).

How far can I drive an Ithaca Carshare car?
There are no limits to how far you can drive, but all usage must be round-trip, not one-way, and vehicles must stay within the continental U.S. and Canada.

How long can I keep an Ithaca Carshare car?
You can book a car for up to 10 days. Keep in mind you pay by the hour and mile for your usage, though many vehicles get the Daily Rate.

See more FAQs:
IthacaCarshare.org/how/faq
What If?

The vehicle I booked isn’t there
Call the 24-hour line. Staff will do their best to get you where you need to go. This may include shifting your booking time, moving to a nearby vehicle, or in rare cases, taking a bus or taxi trip, which Ithaca Carshare will pay for (up to $30 fare). If those options are not suitable for your trip, you can cancel your booking with no fees and get a credit at Ithaca Carshare’s discretion for your inconvenience.

I’m running late
As soon as you think you might be late, extend your booking using the website from a mobile device or the mobile App, or call the 24-hour line. If there is a booking immediately after yours, staff will facilitate the best solution for both parties. Late return fees are significantly lower when you call before the end of your booking.

There’s a collision
Call 911 if life or safety is in danger! Any collision or other damage to a vehicle must be reported immediately to Ithaca Carshare, even if it’s a minor fender bender. Staff will help facilitate the appropriate steps, which will likely include getting a police report (even for minor collisions). You may continue your trip only with the explicit permission of Ithaca Carshare staff. Failure to report a collision to Ithaca Carshare staff may increase your damage responsibility.

The weather has turned bad
You may always cancel a booking at any time. If the conditions are particularly poor, Ithaca Carshare may waive cancellation fees at their sole discretion and will inform drivers when this happens. Look for announcements via email and on our website. If there is a snow emergency and the roads are closed, you’re not allowed to drive the vehicles, and all cancellation fees will be waived.

I’m at the car but I forgot my keycard
It may be possible to unlock the vehicle remotely for you, and staff may request that you go home to retrieve your keycard to use for the rest of your booking. Remote unlocks may incur a $5 fee. If you have lost your keycard, you must report it. A replacement card is $15.

There’s another kind of issue
Call 911 in an emergency! Otherwise, call the 24-hour line to resolve any urgent issue. Ithaca Carshare carries roadside assistance with a third party vendor. If you get a flat tire, run out of gas, or the vehicle has a dead battery, Ithaca Carshare staff will come or they will call roadside assistance to come help you.
Fees and Penalties

**Late return**
If you’re running late you must extend your booking by using the mobile site, mobile app, or calling the 24-hour line **before** you’re late. Calling early helps staff alert the next member. If there is no conflict with another booking, you will only pay for the extra time. If you regularly return vehicles past your booking time, your membership may be terminated.

If you do not extend your time and you do not call, you will be charged $1 per minute with a $30 minimum, plus the extra time.

If you do call, the fee is significantly lower. If there is a conflict, you pay 50c/min with no minimum, plus the extra time.

**Other penalties - $30 each instance**
- Failure to inspect the vehicle before driving
- Failure to report a vehicle damage or cleanliness issue
- Driving without a valid booking, or taking the wrong vehicle
- Failure to use the keycard to lock the vehicle
- Leaving a vehicle dirty or messy
- Returning the vehicle with less than one-quarter tank of gas
- Multiple bounced credit or debit card payments
- Vehicle left on, with windows down, or lights on
- Failure to pay tolls, parking tickets, solid waste, or other fees
- Failure to plug in an EV at its home charging location

**Major penalties - $250**
- Carrying pets without a proper carrier
- Abandoning the vehicle more than a block from its home spot
- Allowing any person who is not an approved member to drive
- Smoking inside the vehicle
- Obtaining an Ithaca Carshare vehicle fraudulently

**Staff time**
If staff time is required to fix a problem for which you are at fault, you will be charged a flat $30 fee or $25 per hour of staff time, whichever is larger, and a $15 administrative fee for any tolls, fines, or charges incurred.

**Remote roadside assistance**
If you are outside of Tompkins County and our staff come or dispatch a 3rd party vendor to resolve a dead battery, flat tire, or other issue for which you are at fault, you may be charged up to $100, plus any vehicle repair costs.

**Towing**
If a vehicle must be towed related to a member’s action, the cost of the tow and any impound fees may be charged back to the member above and beyond the damage fee.
Member Agreement

This document is a binding agreement between me and Ithaca Carshare, Inc. I recognize that my application constitutes acceptance of the terms in the Member Handbook, in the Younger Driver Consent form (if applicable), and in this Agreement. I understand that Ithaca Carshare’s acceptance of my application and subsequent activation of my membership are subject to my payment of any applicable security deposits and/or initiation fees, and that my eligibility for the program is subject to a satisfactory check of my official driving record and my credit history. I authorize Ithaca Carshare and its agents to check my credit and employment history, driving record, criminal record, and other background information Ithaca Carshare finds relevant to my participation in the program, and that this information will be retained by Ithaca Carshare and its agents and insurers, whether or not my application is approved. Organizations that become members, and drivers on such accounts, are subject to the same terms, conditions, and agreements in this Handbook that apply to individual members and drivers.

I agree to be bound by this Agreement and understand that failure to disclose vehicle-related violations or accidents will cause automatic rejection of my membership. The application fee is non-refundable, even in the event of non-approval by Ithaca Carshare. I agree to observe the terms and conditions of Ithaca Carshare’s Member Handbook, as it may be revised from time to time.

Ithaca Carshare will provide me with access to vehicles owned, leased, or rented by Ithaca Carshare and Ithaca Carshare will pay for vehicle-related expenses such as fuel, tires, maintenance, and repairs as described in the Handbook.

I understand that Ithaca Carshare will endeavor to ensure that vehicles are clean, reliable, and well-maintained and will periodically inspect the vehicles. I understand that:

1. Ithaca Carshare will rely on members for primary inspection of vehicles that they use, and that members must immediately report to Ithaca Carshare all maintenance and safety problems or concerns.
2. Ithaca Carshare does not make any representations or warranties as to the fitness or condition of any vehicle.
3. Ithaca Carshare will have a program of regular preventative maintenance and will take action with respect to defects that are reported to it.

I understand that Ithaca Carshare will cause its vehicles to be insured and that Ithaca Carshare has relied upon the accuracy and truthfulness of the information I provided in my application in obtaining insurance. I recognize that I will be responsible for paying various fees, including damages not covered by insurance and insurance deductibles (in case of accident or collision), expenses, liens, and fines arising out of my use of Ithaca Carshare vehicles; and that if Ithaca Carshare satisfies such obligations owed by me (which it may, but is not required to do), I agree that this money will be a debt due and payable to Ithaca Carshare and that I will adhere to the prescribed time schedule for payment.
I waive any right I have to sue or make claims against Ithaca Carshare and its respective directors, officers, agents, employees or other members for any damages or losses arising out of or in connection with either vehicle or property-related issues (such as vehicle not being available when it was supposed to be, any malfunction or deficiency in a vehicle, any defect in a vehicle, or any breach of warranty or other obligation by any manufacturer or supplier or repairer of a vehicle); or personal injury-related issues (such as any damage or injury to persons or death). In no event will Ithaca Carshare be liable for loss of profits or indirect or consequential damages, however caused. Notwithstanding the above, I do not waive any rights to make claims against Ithaca Carshare for damages arising solely from Ithaca Carshare’s gross negligence.

In the event of an accident, collision, or other claim arising out of my use of an Ithaca Carshare vehicle, and to the extent allowed and paid by such insurance policy, Ithaca Carshare’s insurance will cover any related costs, damages, claims, and fees. Any costs, damages, claims, and fees that are not allowed or paid by Ithaca Carshare’s insurance policy, including but not limited to my portion of the insurance deductible, will be my responsibility.

To the extent such liability or expense is not covered by the insurance policy provided by Ithaca Carshare, I also agree to defend, indemnify and hold harmless Ithaca Carshare and its directors, officers, agents, and employees where any of them has incurred liability, damages or expense (including, without limitation, attorneys’ fees and costs) as the result of a claim by a third party for personal injury (including death) or damages arising out of use of an Ithaca Carshare vehicle through my membership, unless Ithaca Carshare’s gross negligence solely caused the damage.

If any provision of this Agreement is not enforceable, then that unenforceable provision will be reformulated in a manner consistent with applicable laws and regulations and that most closely reflects the parties’ original intentions, as set forth herein, and the remaining provisions of this Agreement will continue to be in effect. Our mutual agreements set forth in this Agreement are instead of a warranty, whether express or implied.

I reserve the right to terminate my status as a Member at any time, with or without cause, and without advance notice to Ithaca Carshare, and that Ithaca Carshare reserves the right to terminate my status as a Member at any time, with or without cause, and without advance notice to me. If my membership is terminated, I will be liable for all amounts, including account balances and any damages incurred as of the date the other party receives notification of my termination. Regardless of which party terminates, I will return all Ithaca Carshare property (such as keys, fobs, or keycards) and I will receive a refund of any funds due me, less all outstanding account balances, damages, and losses chargeable by Ithaca Carshare against me, which refund shall be made no later than sixty (60) days after I return all Ithaca Carshare property to Ithaca Carshare. This Agreement shall be governed by the laws of New York State without application of any conflicts of laws provisions.
Contact Us

24-Hour line
(urgent booking issues only):
607-277-3210 x2

Office
607-277-3210 x3

Damage report voicemail box:
607-277-3210 x4

Email:
info@ithacacarshare.org

Mailing address
Ithaca Carshare
P.O. Box 418
Ithaca, NY 14851
IthacaCarshare.org

We love photos of cars on trips! Please share pics, recommendations, or testimonials and tag us @ithacacarshare