

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 Regulations for which a penalty is provided below, the sum indicated plus the costs incurred to Communauto, when applicable.

1.0 General Fees

Vehicle abandonment	If Communauto has to recover or move an abandoned vehicle and/or a vehicle stuck in snow, or anywhere else.	\$75 + roadside assistance costs and/or intervention fees if a Communauto employee needs to travel to the vehicle (see 3.6) + value of loss of use of the vehicle (see 3.5)
Deep Cleaning	Car left in a condition requiring cleaning: stains, cigarette smell, pet hair, etc.	Cleaning fee + \$25 administrative charge
Dead Battery	If a Member forgets to turn off the headlights or the dome light, or any other reason causing the vehicle battery to drain.	Cost of roadside assistance and/or + \$25 (minimum) service charge if a Communauto employee needs to travel to the vehicle (see 3.6)
Credit Card (gasoline or electricity)	If the credit card provided by Communauto in the vehicle is lost by the Member or stolen (if the vehicle was poorly secured at the end of a trip).	\$25
Ticket	When Communauto must process a ticket for the Member.	Cost of ticket + \$25 administrative fee
Key fob/card	When requested by the Member or in case of replacement	\$10 per key fob/card
Loss of a car key, or key or access card for parking	Variable cost (between a few tens of dollars to more than \$900), depending on the vehicle model of the type of key or card	Cost of replacing the key (see 3.8) or access card plus reprogramming costs, if applicable + \$25 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 trip and the time the problem is resolved. + \$25 administrative fee + roadside assistance and/or + service charge if a Communauto employee needs to travel to the vehicle (see 3.6)
Empty tank	When a vehicle is brought back to its station or into the service area with a nearly empty fuel tank, or below the threshold allowed in the case of an electric vehicle (less than 15 km of residual range).	\$25 administrative fee + roadside assistance and/or + service charge if a Communauto employee needs to travel to the vehicle (see 3.6) + value of loss of use of vehicle (see 3.5)
Towing	When a vehicle is towed or must be towed by Communauto in order to be recovered.	\$75 + roadside assistance and/or + service charge if a Communauto employee needs to travel to the vehicle (see 3.6) + value of loss of use of vehicle (see 3.5)
Parking in the wrong place or in a prohibited area	If an intervention by Communauto is necessary.	\$75 + roadside assistance and/or + service charge if a Communauto employee needs to travel to the vehicle (see 3.6) + value of loss of use of vehicle (see 3.5)

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

Late charge	Delay of 30 minutes or less	\$20
Late return of more than 30 minutes or use of a vehicle without reservation	Any late return (or early departure) of more than 30 minutes is considered to be "use of a vehicle without reservation".	\$40 + cost of time and distance, if applicable. If the lateness extends beyond 60 minutes: an additional \$5/hour up to a maximum of \$100/day.
Cancellation or shortening of a reservation	Reservation canceled, shifted, or shortened more than two hours before the start time of the reservation	No cancellation fees
	Reservation canceled, shifted, or shortened between midnight (12:00 am) and 9:00 am, the morning of the reservation	No cancellation fees (lapsed time in a reservation, if any, remains billable)
	Reservation canceled, shifted, or shortened less than two hours before the start of the period of use	50% of the cost of the canceled portion of the reservation will be billed. However, no cancellation fees apply beyond the first day (24h).
	Reservation canceled, shifted, or shortened, after the original start time of the reservation	The cancelled reservation or the canceled portion of the reservation remain billable. However, no cancellation fees apply beyond the first day (24h).

3.0 Other fees

3.1 General Penalty

\$25, plus costs incurred by 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 turn off the engine, forgetting to charge an electric vehicle, a payment failure, etc.

3.2 Basic Administrative Costs

\$10, plus costs incurred by Communauto, if any, for any request outside the scope of the service normally offered by Communauto: printing of statements, reimbursement of a credit amount of less than \$10 (except in the case of contract termination, or following a consecutive period of more than 6 months without the Member having used the service), etc.

3.3 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.

If a Member's balance is overdue or if a preauthorized payment has failed, the Member will be blocked from making new reservations or using FLEX vehicles until their account is in good standing and payment has been made in full.

3.4 Flat Tire

In the event of a flat tire, the Member who uses a round-trip vehicle is responsible for returning the vehicle to its station or to another location as directed by an Agent. If the Member has the flat tire repaired, all

expenses incurred by the Member will be fully reimbursed. If the Member abandons the vehicle or fails to leave it at the location agreed upon with an agent, the Member may be charged with a Vehicle abandonment fee.

In the case of the use of a FLEX vehicle, the Member's responsibility is limited to bringing the vehicle back into the Zone or to 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 Loss of use of a vehicle

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

3.6 Communauto employees' intervention costs

35\$ per employee involved (1 hour minimum chargeable; increased in increments of 30 minutes started).

3.7 Fee to receive monthly invoice by mail

\$2.50/month

3.8 Vehicle key replacement costs

GM	\$100
Hyundai	\$350
Kia	\$450
Nissan	\$150
Toyota	\$350