

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.	\$40 + roadside assistance costs + value of loss of use of the vehicle (see 3.3)
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 is required to attend the vehicle (see 3.2)
Credit Card	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).	\$20
Ticket	When Communauto must pay a ticket for the Member.	Cost of ticket + \$20 administrative fee
Lost or not returned key fob/card or lock box key provided by Communauto	Replacement of a lost key fob/card/lock box key, or not returned at the time of the withdrawal of the Membership	\$20 per key fob/card/lock box key
Key fob/card/lock box key provided by Communauto recovered	If the key fob/card/lock box key is returned	\$20 credit per key fob/card/lock box key returned
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 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. + \$20 administrative fee + towing fee if applicable and/or + \$25 (minimum) service charge if a Communauto employee is required to attend the vehicle (see 3.2)
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).	\$20 administrative fee + towing fee if applicable and/or + \$25 (minimum) service charge if a Communauto employee is required to intervene (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 in order to be recovered.	\$20 administrative fee + towing fee and storage fee, if applicable, and/or + \$25 (minimum) service charge if a Communauto employee is required to attend the vehicle (see 3.2) + value of loss of use of vehicle (see 3.3)
Parking in a prohibited area	If an intervention by Communauto is necessary.	\$20 administrative fee + towing fee and storage fee, if applicable, and/or + \$25 (minimum) service charge if a Communauto employee is required to attend the vehicle (see 3.2) + value of loss of use of vehicle (see 3.3)

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 + the cost of time reserved but not used, if applicable, as well as the cost of time used without reservation (+ km). In the event that the problem persists beyond one day (24 hours), the \$40 penalty is multiplied by the number of days the vehicle is late by (a fraction of a day being considered a full 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

\$20, 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 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

\$25/hour per employee involved (1-hour minimum billable, then billed in 30-minute increments).

3.7 Fee to receive monthly invoice by mail

\$2/month