Fee Schedule

Effective Date: June 15, 2026

Communauto Ontario

The cost of gas and maintenance are always included in our rates, taxes extra.

Our Plans

The following rates apply to all trips made with a "station-based" vehicle and, under certain conditions, when you drive a "FLEX" vehicle (see **FLEX Vehicles**). Choosing a plan is mandatory. A minimum commitment of 12 months is required for plans with a monthly subscription fee.

	Open	Open Plus	Value	Value Plus	Value Extra
Subscription fee	**Free**	**$5/month**	**$5/month**	**$12.50/month**	**$30/month**
Station-based vehicles usage fees	**$14.25*** **an hour** max $55 first day $50/additional day 75 km included/trip + 31¢/km after 75 km	**$7.65*** **an hour** max $50 first day $36.50/additional day + 30¢/km (km 1 to 50) 29¢/km after 50 km	**$4.65*** **an hour** max $36.50/day + 51¢/km (km 1 to 50) 38¢/km after 50 km	**$4.05*** **an hour** max $30.50/day + 43¢/km (km 1 to 50) 34¢/km after 50 km	**$3.75*** **an hour** max $26.50/day + 34¢/km
Refundable membership bond**	No membership bond	No membership bond	$500/Individual Membership (Family $750)	$500/Individual Membership (Family $750)	$500/Individual Membership (Family $750)

* Add 35¢/hour or $3.50/day on Saturday and Sunday.

** The refundable membership bond is non-taxable and is fully refundable after one year if you leave the service (3 months' notice is required for reimbursement).

FLEX Vehicles

Any trip made with a FLEX vehicle will automatically be billed at the lowest price between the FLEX rates indicated below and the cost of the trip calculated at the rates for station-based vehicles of your plan (see **Our Plans**). This comparison is made regardless of the trip duration. However, a minimum of 4 hours will be charged even for shorter trips if the final applied cost is that of the station-based vehicles of your plan.

43¢ per minute
$14.25/hr, max. $50/day
75 km included per trip
31¢/km after 75 km

Some examples with the Value Extra plan to illustrate how to calculate prices:

- If you use a FLEX vehicle for 15 minutes and drive 20 km, the price calculated at the FLEX rate will be $6.45 (43¢/minute x 15) versus $21.80 calculated at the Value Extra plan rates ($3.75/hour x 4 hours + 34¢/km x 20). Since the lower price applies, this trip will only cost you $6.45.
- On the other hand, if you keep the vehicle for a longer period, for example, if you use a FLEX vehicle for 2 hours and drive 20 km, the price calculated at the Value Extra plan rate will be more advantageous. You will only pay $21.80 ($3.75/hour x 4 hours + 34¢/km x 20). The same trip billed at the FLEX rate would cost you $28.50 ($14.25/hour x 2 hours).
- The savings are even greater if you keep the vehicle for a longer period. For example, for a trip of 3 hours/20 km, the price will still be $21.80, compared to $42.75 ($14.10/hour x 3 hours).

There is no minimum billable number of hours when you use a station-based vehicle, only a minimum reservation time of 30 minutes. Therefore, the usage costs for a station-based vehicle, for these three examples, would be $8.67 ($3.75/hour divided by 2 + 34¢/km x 20), $14.30 ($3.75/hour x 2 hours + 34¢/km x 20), and $18.05 ($3.75/hour x 3 hours + 34¢/km x 20), respectively.

For trips of 4 hours or more, prices are generally the same whether you drive a FLEX or station-based vehicle. This This is generally the case, except on Saturdays and Sundays, when the 35¢/hour ($3.50/day) weekend surcharge does not apply to FLEX trips. In addition, Open Plan members can save money by choosing a FLEX vehicle for trips longer than 4 hours, since the first-day maximum rate is lower ($50 instead of $55). Use our online trip calculator to test your own scenarios.

Other fees

- Surcharge on displayed prices (time + km) of 15% for minivans and 10% for family vehicles. The surcharge also applies on Long Distance and Workday rates.
- An additional charge of $10 per extra day applies to all trips longer than 28 days.
- Online reservation or modification: free; reservation or modification by phone: $1.50 per transaction from 8am to 5pm and $2.50 in the evenings.
- Damage Protection Plan: See below the cost of the different damage fee options offered.
- Family membership: $3.75/month per additional driver, regardless of the Value plan chosen.

See also: Appendix – Penalties and other fees

Plan Perks

	Open	Open Plus	Value	Value Plus	Value Extra
Access to FLEX vehicles at the station-based vehicle price if cheaper.		✓	✓	✓	✓
Access to Long Distance rate.[1]			✓	✓	✓
Quick round-trip preferred rate.[2]			✓	✓	✓
Family Membership available.			✓	✓	✓
Reduced price with the purchase of a FLEX pass.			✓	✓✓	✓✓
No hourly fee between 1am and 6am when your trip is billed at the station-based rate.				✓	✓
Workday rate.[3]					✓

[1] Long Distance rate

For trips that require travelling a lot of kilometres, Communauto offers through all Value plans highly advantageous daily and weekly rates. The “Long Distance” rate allows you to take advantage of cheaper prices per kilometre than the regular rate provided in your plan.

These prices are automatically applied to your trips if it is cheaper for you to be billed this way.

From October 16 to June 14 (low season):

	First day	Additional days	Per week
Time rate*	$46.00	$37.00	$220.00
First 300 km	29¢/km		
After 300 km	19¢/km		
	Cost of gas included		

From June 15 to October 15 (high season):

	First day	Additional days	Per week
Time rate*	$61.00	$52.00	$290.00
First 300 km	29¢/km		
After 300 km	19¢/km		
	Cost of gas included		

* A charge of $15/h applies for each additional hour, the maximum being the cost of an extra day.

[2] **Quick round-trip preferred rate**

Value plans members **automatically** enjoy the Open Plus plan rates when calculating the trip price **if it works out to be cheaper for them.**

For example, if you do a quick one-hour round trip to drop someone off and drive 60km, this trip will end up costing you only $25.55 (price calculated at Open Plan prices) instead of being charged $33.95 or $28.95, respectively, depending on whether you are enrolled in the Value or Value Plus plan. Since trip prices are already so low for Value Extra members, this advantage rarely applies to trips taken on that plan.

	Open Plus	Value	Value Plus	Value Extra
Time	$7.65/h x 1h	$4.65/h x 1h	$4.05/h x 1h	$3.75/h x 1h
Kilometres	30¢ x 50km +29¢ x 10km	51¢ x 50km +38¢ x 10km	43¢ x 50 km+34¢ x 10km	34¢ x 60 km
Total cost	$25.55	$33.95	$28.95	$24.15

[3] **Workday rate**

Use a vehicle for the flat rate of $25 per day, with 40km included! This great bargain is **exclusive to Value Extra plan members**.

Terms (automatic)

- $25 per day flat fee, 40km included/trip, 39¢ per additional km.
- Available Monday to Friday only.
- Max. of 10 consecutive hours. If your trip exceeds this period, it will be fully charged at your regular plan rates.
- An unbilled period from midnight to 6am is included (one more hour than when regular Value Extra rates apply). This means that, for example, you can pick up the car at 5pm and return it the next day at 9am (16 hours later) without incurring any extra costs.

FLEX-specific features

30 minutes free blocking time
Once you've located a FLEX vehicle using our mobile app, you can block it free of charge for up to 30 minutes, giving you time to reach it. You can block the same vehicle one additional time if you do not access it within the first 30 minutes.

20 minutes credit if you are refuelling
A time credit of 20 minutes will be applied for any trip of an hour or less billed at the FLEX vehicle rate if it costs at least $20 (taxes included) to fill up the tank. In the case of a trip of less than 20 minutes, the maximum credit will be equivalent to the length of the trip.

Up to 15 minutes to clear snow
During winter, a credit of up to 15 minutes is applied to your trip for snow removal. Your billed trip time will begin when you start driving, or 15 minutes after you unlock the vehicle, whichever comes first. The snow removal credit is applied regardless of the weather. If you use more than one FLEX vehicle in a day, the credit applies to each vehicle used. If you happen to use the same vehicle again during the day, the credit will only apply once.

Damage Protection Plans Options

The default damage fee in the event of an accident (whether at fault or not) is $1000 and is available at the following cost:

$1.35 at the start of the trip + $1.15/hour*
Capped at $11/day and $30/week.
*In practice, this is 1.916666¢/minute

The following options are also available to you:

Damage Fee (per event)*	Cost per driver
$500	$14.00 per month
$0	$19.50 per month

* Liable or not.

All monthly Damage Protection Plan options, except for the default ($1000 Damage Fee), are a minimum 12-month commitment. You can reduce these costs by taking advantage of the protection offered by the credit card you use to pay your invoices if it includes collision loss damage insurance (cost per driver falls then to $4.50 per month, and there is no monthly commitment). To take advantage of this offer, select the option when joining or through your account (app or online).

FLEX Pass

Plan	FLEX Unlimited Pass	15 trips FLEX Pass
Value Extra	$65 per month	$40
Value Plus	$75 per month	$45
Value	$85 per month	$50
Open Plus	$95 per month	$55
Open	$105 per month	$60

General terms of use

- Your eligible trips only become billable starting on the 31st minute (75 km included/trip, 31¢/km additional kms*).
- The free period applies to the first billable 30 minutes of your trip. You remain eligible for all other credits that may apply when you use a FLEX vehicle: 30 free minutes to get to the vehicle once it has been blocked, credit of up to 15 minutes for snow removal in winter, and 20 free minutes when you fuel up with at least $20 of gas. The relocation credit, however, cannot be combined with the 30-minute FLEX Pass credit. Only one 30-minute credit will be granted per trip.
- Unless you have chosen one of the other Damage Protection Plan options (see above), the costs per trip with the default option to limit your liability to $1000 in the event of an accident, whether at fault or not, apply.
- The use of a pass may be suspended without the right to credit, refund, or extension of the period of validity, in the event of non-compliance with the terms of the Contract or Rules and Regulations for the use of vehicles (balance overdue, bank withdrawal failure, etc.).

Condition specific to FLEX Unlimited Pass

- The FLEX pass is valid for one month from its effective date.
- **Consecutive use of vehicles:** in order to enjoy the 30 free minutes of use, you must allow for a period of 45 minutes after the end of a trip before blocking or using a vehicle again. The same period (45 minutes) applies to successive use of the same vehicle by a Co-Member or another authorized driver from the same business account.

Conditions specific to 15 trips FLEX pass

- The pass is valid for 15 trips.

- The 15 trips FLEX pass has no expiration date.
- It’s up to you whether or not you apply the pass on a particular trip. You can activate it on any trip (there are no restrictions).
- You can activate your pass from the moment you block a vehicle; it is then possible to deactivate or reactivate it as many times as you wish for as long as the trip is still in progress. Once the vehicle has been released, it is no longer possible to modify your selection.
- The use of a FLEX Pass is reserved to its holder. As part of a family or business membership, each co-member or authorized driver will need to add their own FLEX Pass to their account to also take advantage of the offer.

* Please note that FLEX passes purchased in Ontario are valid in Ottawa-Gatineau, Hamilton, and Toronto. Check the fee schedule for each city to see the number of kilometres included per trip and the current local rates.

This document was last updated on: June 17, 2026.