

Our Plans

Depending on the duration, length, and frequency of your trips, one of our various plans will be able to meet your needs.

To learn about the advantages of opting for Open Plus or a Value plan even if you use FLEX vehicles, see "Access to FLEX vehicles at the round-trip vehicle price of your Open Plus or Value plan if cheaper" (note 1).

In Ontario, FLEX service is currently only offered in Toronto and Hamilton. However, all members have access to FLEX vehicles if they are traveling in these cities (please consult the Hamilton fee schedule for rates in effect there).

A minimum commitment of 12 months is required for plans with a monthly subscription fee. All our prices include gas and maintenance! Taxes extra.

	Open	Open Plus	Value	Value Plus	Value Extra
Subscription fee	Free	\$5/month	\$5/month	\$12.50/month	\$30/month
FLEX vehicles usage fees	41¢ per minute \$15/hr max \$50 first day \$37.50/additional day 150 km included/trip 27¢/km after 150 km	41¢ per minute \$15/hr max \$50 first day \$37.50/additional day 150 km included/trip 27¢/km after 150 km	35¢ per minute \$14/hr max \$50 first day \$37.50/additional day 150 km included/trip 27¢/km after 150 km	35¢ per minute \$14/hr max \$50 first day \$37.50/additional day 150 km included/trip 27¢/km after 150 km	35¢ per minute \$14/hr max \$50 first day \$37.50/additional day 150 km included/trip 27¢/km after 150 km
Round-trip vehicles usage fees	\$15 an hour max \$50 first day \$37.50/additional day 150 km included/trip + 27¢/km after 150 km	\$6.75* an hour max \$50 first day \$35/additional day + 20¢/km	\$3.95* an hour max \$28.65/day + 44¢/km (km 1 to 50) 26¢/km after 50 km	\$3.55* an hour max \$25.65/day + 37¢/km (km 1 to 50) 24¢/km after 50 km	\$3.05* an hour max \$21.65/day + 27¢/km (km 1 to 50) 24¢/km after 50 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 30¢/hour or \$3/day on Saturday and Sunday.

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

FLEX Advantages

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 refueling

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 on

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.

Perks for Open Plus and Value plans members

	Open Plus	Value	Value Plus	Value Extra
Access to FLEX vehicles at the round-trip vehicle price of your Open Plus or Value plan if cheaper. ¹	✓	✓	✓	✓
Access to Long Distance rate. ²		✓	✓	✓
Quick round-trip preferred rate. ³		✓	✓	✓
Family Membership available.		✓	✓	✓
Business 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 round-trip rate.			✓	✓
Workday rate. ⁴				✓

¹ Access to FLEX vehicles at the round-trip vehicle price of your Open Plus or Value plan if cheaper

This extraordinary perk is exclusive to Open Plus and Value plans members. If cheaper, any trip made with a FLEX vehicle will automatically be charged at the most economical rate between the FLEX rates (41¢ or 35¢/min, \$14/hr, etc.) compared to the cost of the same trip calculated at the round-trip vehicle price of your Open Plus or Value plan. This comparison will be made no matter the duration of the trip, however a minimum of 4 hours will be charged if round-trip vehicle rates are applied (i.e. \$3.05 x 4 = \$12.20 on Value Extra plan).

Here is an example, using Value Extra plan rates:

- If you use a FLEX car for 2 hours and drive 20km, you will be charged only \$17.60 (\$3.05/hr x 4 + 27¢/km x 20). The regular Value Extra FLEX rate would have been \$28 (\$14/hr x 2).
- The benefit is even greater if you keep the vehicle longer. For example, for 3 hours/20km, the price for the trip remains \$17.60, versus \$42 (\$14/hr x 3).

Please note: the Long Distance rate does not apply to FLEX vehicles. Try out your own scenarios and see how much you can save with this advantageous feature of the Open Plus and the Value plans.

² Long Distance rate (round-trip vehicles only)

For trips that require traveling a lot of kilometers in a short time or that extend beyond a few days, Communauto offers through all Value plans highly advantageous daily and weekly Long Distance rates. This pricing formula also allows you to take advantage of cheaper prices per kilometer than the regular rate provided in your Value plan.

Long distance rates are applied automatically upon completion of the trip. Depending on the total kilometres the best rate offered per plan will be applied.

From September to June (low season):

	First day	Additional days	Per week
Time rate*	\$35.95	\$29.95	\$159.75
First 300 km	20¢/km		
After 300 km	13¢/km		
	Cost of gas included		

In July and August (high season):

	First day	Additional days	Per week
Time rate*	\$45.00	\$35.00	\$195.00
First 300 km	20¢/km		
After 300 km	13¢/km		
	Cost of gas included		

* A charge of \$10/h applies for each additional hour, the maximum being the cost of an extra day.

Terms

- Long distance rates are reserved to any one of the Value plans.
- They do not apply to trips made with FLEX vehicles, even if the trip ends up being charged at round-trip rates (see “1. Access to FLEX vehicles at the round-trip vehicle price of your Value plan if cheaper”).

3 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 \$18.75 instead of being charged \$28.55, \$24.45 or \$18.95, respectively, depending on whether you are enrolled in the Value, Value Plus or Value Extra plan. This perk also applies when using a FLEX vehicle, if the trip ends up being charged at round-trip rates (see “1. Access to FLEX vehicles at the round-trip vehicle price of your Open Plus or Value plan if cheaper”).

4 Workday rate (round-trip vehicles only)

Use a vehicle for the flat rate of \$21.05 per day, with 40km included! This great bargain is exclusive to Value Extra plan members and only applies on trips made with round-trip vehicles. It does not apply to trips made with FLEX vehicles, even if the trip ends up being charged at round-trip rates (see “1. Access to FLEX vehicles at the round-trip vehicle price of your Value plan if cheaper”).

Terms

- \$21.05 per day flat fee, 40km included, 27¢ 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.

Other fees

- Surcharge on displayed prices (time + km) of 15% for utility vehicles and 10% for family vehicles. The surcharge also applies on Long Distance and Workday rates.
- 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: Default \$1.10 per trip (\$600 Damage Fee); see other options below.
- Family membership: \$2.50/month per additional driver, regardless of the Value plan chosen.

Damage Protection Plans Options

Damage Fee (per event)*	Cost per driver
\$600	\$1.10 per trip
\$300	\$6.50 per month
\$0	\$8.50 per month

* Liable or not.

All monthly Damage Protection Plan options, except for the default (\$600 Damage Fee for \$1.10 per trip), 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 \$2 per month, and there is no monthly commitment). Requires a signed [Damage Protection Plan Waiver](#) (see online for more info).

FLEX Pass

Plan	Price of the pass
Value Extra	\$55 per month
Value Plus	\$55 per month
Value	\$65 per month
Open or Open Plus	\$70 per month

Terms

- The FLEX Pass allows you to avoid being billed for the first 30 minutes of your trips. Your trips become billable starting on the 31st minute (150 km included/trip, 27¢/km additional kms*).
- Each pass is valid for 20 trips and for one month from its date of purchase. Trips that are unused by its expiration cannot be carried over to the following month.
- 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.
- 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, 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 default amount of one dollar ten (\$1.10) per trip applies, to limit your liability to \$600 in the event of damage or collision (at-fault or not).
- The use of a pass may be suspended without the right to credit, refund, or extension of its period of validity in the event of default or non-compliance with the conditions of use of the service (balance overdue, bank withdrawal failure, etc.).

* Please note that FLEX passes purchased in Toronto are valid in both Toronto and Hamilton, and that the local rates (including the number of kms included) applies for trips where you use the pass (please consult the Hamilton fee schedule for rates in effect there).