

Our Member Loyalty Team is available 24/7

Phone 604.685.1393 (1, pause, 1)
Victoria 250.995.0265
Nanaimo 250.741.4141

Toll free 1.877.266.2277
Email info@modo.coop



Welcome to Modos

**Carsharing with Modos is easy.
Here's how you do it.**

1. About Modos



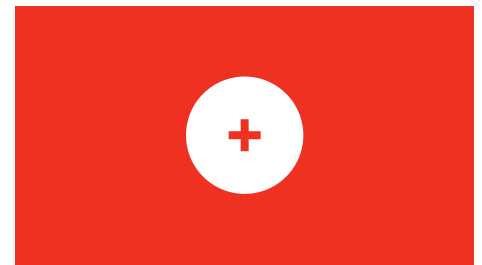
Modos is two-way carsharing

Every Modos has a home. That means you drop off your Modos at the same spot that you picked it up for the next member to find.



Book a minute or a year in advance

You can book a Modos the minute you need it or up to a year in advance. Pop over to the store, or plan a ski trip in July!



Modos membership includes...

Gas, parking, local bridge tolls, repairs, maintenance, insurance, routine cleaning and great perks!

2. Booking



Booking is easy

Book your Modos with our app, online at bookit.modos.coop, or give us a call 24/7.

Need something special? Click "Required Features" to find things like bike racks, Bluetooth or accessible transport options.



Cancelling a booking

There's no charge for cancelling within five minutes of booking a Modos or more than 12 hours before your booked time.

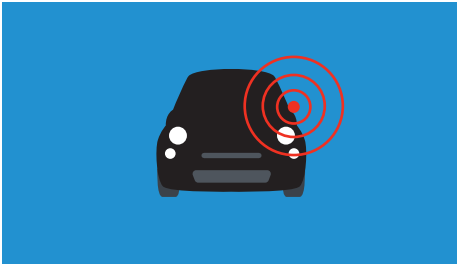
Otherwise, cancellations are charged at 50% the hourly charge. No shows are charged at 100% the hourly charge plus \$10.



Adding another driver?

Want to share the driving? Add another Modos member to your booking under 'Driver Permissions' so they can use their fob to access the Modos as well.

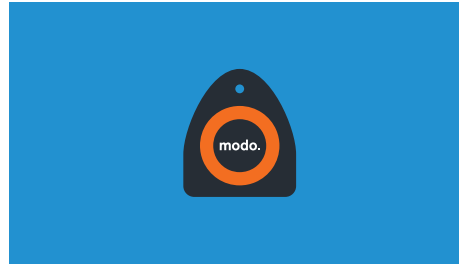
3. Starting your trip



Fob in...

Hold your Modo fob up to the reader on the driver's side front windshield to unlock.

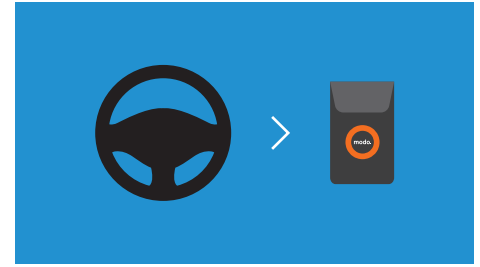
You lock the Modo the same way.



...and fob out

Even if you're just making a quick stop. This disables the engine so nobody can steal it. Failure to fob out can lead to a fine.

Make sure to take the keys out of the ignition so you don't drain the battery!



Find the keys

They're in a pouch to the right of the ignition.

If it's a keyless Modo, step on the brake and press the power button to start it. Hybrids and electric vehicles are silent.



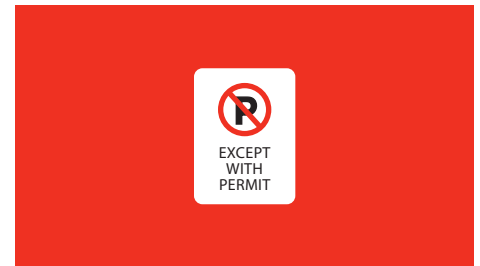
Inspect inside and out

Send a photo of any damage or mess you notice to report@modo.coop and we'll take care of it. Be sure to include the date/time of your booking. Or give us a call.



Pets welcome

...as long as they're in carriers. No pets are allowed in allergen-free vehicles. If you find pet hair in your Modo, email a photo or call us.



Parking perks

Parking is free in permit and resident-only zones in the City of Vancouver.



Leave the tank a ¼ full

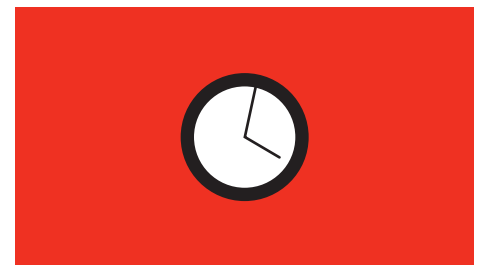
- Pay at the pump only
- Select a dollar amount, not "fill up"
- Don't worry about the receipt!

Travelling in the US? Keep the receipt and we'll reimburse you.



Make a mess, clean it up

We'll reimburse up to \$15 for a car wash, and add one hour of free driving to your account.



Running late? Call us

Let us know so we can tell the next driver. Pro-tip: Book a little extra time to avoid the \$30 late charge.