



Applying for Membership

- **How do I enroll?**

Go to: www.zipcar.com/vanderbilt

Click on "I am a Vanderbilt student" or "I am Vanderbilt faculty or staff" and follow the instructions. Vanderbilt Departments should click on the last option for enrollment information.

- **Where should departments enroll?**

Departments should also go to: www.zipcar.com/vanderbilt and click on the bottom link which says "My department's interested in setting up a new account for workplace driving." Zipcar will take you through a step-by-step process to set up your account.

- **How much does an individual membership cost?**

Members of the Vanderbilt community may join for only \$35 per year. However, this cost is given back to all new members, who receive a \$35 credit to be used toward hourly driving costs. The credit must be used within 30 days of your enrollment.

- **How much does a departmental membership cost?**

Vanderbilt departments may join at no cost (as of 5/09). Further details on departmental accounts can be found during the enrollment process.

- **Who is eligible to become a Zipcar member under the Vanderbilt program?**

Anyone over the age of 21 may join Zipcar; however, only Vanderbilt faculty, staff, students and departments receive the discounted membership rates and will join at the special Zipcar-Vanderbilt link above. You must have a drivers license for at least one year. You must have a clean driving record.

- **Can I still become a member if I am a Vanderbilt student, but under 21?**

Yes, as long as you are enrolled at Vanderbilt and are at least 18 years of age. Zipcar will only approve your application if you have a clean driving record. You will only be able to rent vehicles located on Vanderbilt's campus.

- **Can I join if I have a driver's license from outside the U.S. or Canada?**
Yes. You will need to contact your country's motor vehicle records department to obtain an official copy of your driving record (translated into English) or you will need to contact your old automobile insurance provider and obtain adequate insurance documentation of driving history from them.
- **What constitutes a "clean driving record"?**
Zipcar requires that you have had no more than two "incidents" (moving violations plus accidents) in the past three years and no more than one incident in the past 18 months. Zipcar also requires that you have had no major violations in the past three years and no alcohol violations in the past seven years.
- **When will I receive my individual membership card?**
Once Zipcar verifies your driving record and approves your application, your membership card will be sent to the billing address on your credit card. You should receive it within a few business days.
- **When will I receive my departmental membership card?**
Setting up a departmental membership takes a little longer than setting up an individual membership. The designee from each department will be taken through a step-by-step process, training him/her to approve/deny employees under the membership. When inquiring about a departmental membership, you will be contacted by the appropriate Zipcar employee within a week or so to get the ball rolling.

General

- **What types of vehicles are located on the Vanderbilt campus?**
We have 5 vehicles: two Honda Civics, two Honda CRVs and one Volvo S40.
- **Does Vanderbilt have the ability to get additional vehicles?**
Absolutely. If the cars are in high demand, Zipcar will recommend that Vanderbilt order as many vehicles as necessary to meet this demand.
- **Where are the cars located on the Vanderbilt campus?**
The Volvo is located behind Sarratt Student Center in Lot 15, one Civic is located in Lot 84 at the Commons, one CRV is located in Lot 96, and one Civic and one CRV are located in Lot 3 by Kissam Quad.

- **Where do I park on campus?**

Zipcars on the Vanderbilt campus can only be parked in their reserved parking spots in Lot 3, 15 and 84. It must be returned to the same spot where it is picked up. Please note that Zipcars are not intended to be driven within campus from building to building. Parking on campus for these vehicles must remain in their convenient, reserved parking spaces.

- **Where should I park when taking the car off campus?**

Park in any legal space, but you are responsible for any fee associated with off-campus parking. For example, if you are traveling to 100 Oaks, you should park in the designated Visitor parking areas. A Zipcar is just like any other vehicle and will not receive special treatment when off campus.

- **Can I use Zipcars in other cities?**

You must be at least 21 years old to book a vehicle in another city and you use the same reservation system to do so. Students under the age of 21 are only allowed to use the Zipcars located at Vanderbilt.

- **If I reserve a Zipcar in the U.S., can I drive out of state or in Canada?**

Yes, if you are 21 years old. If you would like to drive to Canada, contact Zipcar at least 3 days in advance because they will need to issue you a special insurance card.

Reservations

- **How far in advance can I book a car?**

You can book up to a year in advance. You can also reserve one minutes before you want to drive, but that obviously depends on availability.

- **Can I reserve a Zipcar by the hour or by the day?**

Yes, members can reserve the cars by the hour or by the day. Zipcar will automatically charge the lower, daily rate at the point when the hourly cost of the reservation exceeds the daily rate. See "Fees, Billing and Insurance" section below for hourly and daily pricing.

- **Is there a limit to how far I can drive the car?**

Yes, 180 miles are included with each reservation (for each 24 hour period). So if you reserve for an hour, you get 180 miles. If you reserve for a day, you still get 180 miles. Zipcar charges about \$.45 per mile above and beyond the 180 miles allowed in a 24-hour period. For example, if you drive 400 miles in 2 days, you would be charged for 40 additional miles, a total of \$18 (40 x \$.45).

- **Is there a maximum rental period?**

Yes, you can rent the car for a maximum of 4 days.

- **How do I get into a Zipcar?**

When you join, you are issued a Zipcard. This card has a unique number assigned only to you. When you reserve a Zipcar, that car is expecting you and ONLY you (and your Zipcard) at the time of your reservation. When you get to the car, just hold the Zipcard above the card reader. The lock pops open.

- **How do I get the keys?**

The keys will be inside the car waiting for your use.

- **Who pays for gas?**

Zipcar does. You just need to fill the tank using the fuel card inside the car when it gets to ¼ full.

- **Can I smoke in the car?**

No. Zipcar will apply penalties to your account if you are reported to have been smoking in a vehicle.

- **Can I take my pet in the car?**

Pets are only allowed into Zipcars in locked pet carriers and members are responsible for the removal of any residual pet hair. Please do not let your pet out of their carrier. Service animals used by disabled members or passengers with disabilities are an exception and are allowed in the car without a pet carrier.

- **What happens if I return a car late?**

You will be charged a penalty of \$50 per hour with a minimum charge of \$50 plus regular hourly charges. Zipcar charges this to keep the customer who has rented your car next from having to wait or lose their reservation. Be sure to book the car for an extra half-hour or hour if you have any doubt about being able to make it back on time.

- **Can I extend my reservation while I am driving?**

Yes, but only if another member has not already reserved your car. Call Zipcar's automated telephone system at (866)-4ZIPCAR to see if you can extend your reservation.

- **Do I get a refund if I cancel my reservation?**

It depends on when you cancel. The policy changes as you get closer to your reservation. When you make your initial reservation, the confirmation page will tell you the exact day/time you can make changes or cancel your reservation with no charge.

- **What happens if the car needs a repair while I am driving (example: flat tire)?**

Always call the Zipcar help line at 1-866-4zipcar. A member service agent will direct you through the appropriate process of getting the vehicle fixed. A member should never have to pay for any type of maintenance to the vehicles.

- **What happens if I get a parking ticket or other violation?**
You must pay any tickets or violations you receive while driving a Zipcar.
- **Where can I find a list of typical penalties and penalty amounts?**
Go to: <http://www.zipcar.com/apply/penalties>

Fees, Billing and Insurance

- **What are the hourly rates for each car?**
Civics cost \$7/hour, CRVs cost \$8/hour and the Volvo costs \$10/hour.
- **What are the daily rates for each car?**
Civics cost \$60/day, CRVs cost \$65/day and the Volvo costs \$77/day.
- **How do I pay for Zipcar?**
During the application process, you will need to enter a credit card number. Zipcar accepts all major credit cards, including: American Express, Visa, MasterCard, Discover and Diners Club. Your credit card will initially be charged your application fee, your annual fee and applicable taxes.

Once you become a member, your driving charges will be charged to your credit card once you have completed a reservation. This is all automatic and electronic.
- **How do departments pay for Zipcar?**
Vanderbilt departments should use their P-cards.
- **Does Zipcar accept 1180s for payment?**
No. Departments should use their P-cards.
- **Can I use my Commodore Card?**
Zipcar cannot accept the Commodore Card as payment. A major credit card must be used instead.
- **What's the deal with insurance?**
For Zipcar members 21 years and older, Zipcar's insurance coverage consists of a combined single limit of \$300,000 per accident, meaning that all third party bodily injuries, or property damage costs relating to the accident is covered in the aggregate up to \$300,000.

For drivers under 21, Zipcar provides coverage up to state-mandated levels. In Tennessee, it is \$25,000 per injured person up to a total of \$50,000 per accident for Bodily Injury and Property Damage Liability coverage of \$10,000. Vanderbilt University requires that the parents/guardians of all members under the age of 21 sign an "Insurance Coverage Acknowledgement". Vanderbilt University also encourages, but does not require, additional personal insurance for those under the age of 21.

- **What is a damage fee?**

This is Zipcar's deductible. If you get into an accident, you will be required to pay the first \$500 of the total cost to all parties involved. So, if vehicle repairs and medical costs amount to \$2,500, the member's damage fee is \$500. If the amount totals \$350, then the damage fee is \$350.

- **Will my personal insurance cover my damage fee?**

It might...many personal insurance policies also provide coverage for rentals. Check with your insurance agent to get the correct information.

MORE QUESTIONS?

Visit: <http://www.zipcar.com/how/faqs/>