

Moray Carshare

Membership Agreement

21st September 2021

1. Joining & Responsibilities

Moray Carshare is a charity controlled by its members. All the vehicles (i.e. cars, bikes or other equipment) available to members belong to Moray Carshare. All members have equal rights and equal responsibilities.

In signing the Application Form to join Moray Carshare:

1. I confirm that the details recorded on my membership application form are correct, and that I am required to inform Moray Carshare of any changes to these, including if I lose the right to drive in the UK.
2. I agree to adhere to the rules and conditions defined in:
 - the Constitution of Moray Carshare
 - this Membership Agreement including on-going amendments
 - Moray Carshare's Privacy Statement
 - all current policies of Moray Carshare.
3. I also agree to drive all the vehicles in a responsible way, following the highway code and adhering to all driving laws and regulations. And to park vehicles in accordance with the law, local regulations and consideration for others.
4. I understand that I am legally responsible for all my actions while driving Moray Carshare's vehicles. So, for example, I will be required to pay any parking charges, speeding fines etc.
5. I understand that failure to comply with any of the above may result in my use of the vehicles being restricted or in my membership being terminated. My rights as a member and the procedures to be used in these circumstances are defined in paragraphs 30 - 32 of the Constitution.

After 6 months membership a member can resign membership of Moray Carshare with one months notice.

Moray Carshare exists for the benefit of its members and is controlled by its members. To ensure that Moray Carshare continues to meet the needs of its members, all members are encouraged to participate in member meetings and surveys and to read emails from the staff and to give feedback to the staff.

2. Insurance

<p>Cars: All members must inform the Manager of Moray Carshare if they have any insurance claims, accidents or losses in the last 3 years or any motoring convictions in the last 5 years. Members must inform the Manager of any new claims or convictions, no matter who owned the vehicle concerned. Members must also inform the Manager if</p>
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a driving prosecution is pending at any time.

The cars of Moray Carshare are insured for staff and members of Moray Carshare who at the time of driving:

- Hold a valid licence to drive a car in the UK
- Are 25 years of age or more
- Are not banned from driving
- Are medically fit to drive
- Are driving for social, domestic, pleasure or occasional business purposes, excluding driving for hire.

No other person is insured to drive the cars of Moray Carshare and no member shall drive a vehicle without insurance, nor allow any non-member to drive a Moray Carshare vehicle.

The cars may only be driven within the UK.

Bikes: Our electric bikes are insured for all members. The insurance covers accidental damage and theft and public liability for Moray Carshare. It does not cover **public liability** for you – the individual member. If you have home insurance then that may cover you for public liability while using our electric bikes. Or you can take out your own personal liability insurance for about £2 a month.

It is absolutely vital that our e-bikes are **always locked** when you leave the bike unattended. When anywhere **outside our shelters**, you must lock it to **something immovable** – like a lamppost or a tree. Also make sure the lock goes through the spokes of the back wheel. Otherwise our insurance will not cover us and **you will be liable to pay** us compensation of up to £250 if the bike is stolen or damaged.

You will also be liable to pay us compensation up to £250 if a bike is damaged due to your negligence or hazardous action, or if you are medically unfit to cycle.

Only Moray Carshare members may ride the e-bikes. No member shall allow any non-member to ride a Moray Carshare e-bike.

3. Usage Fees and Other Charges

The current rates for all charges may be found at www.moraycarshare.com. The rates applied will depend on the price plan you have signed up to.

The charges may include the following:

- Joining fees (including a refundable deposit)
- Subscriptions (annual or monthly)
- Hourly charge for the use/booking of vehicles
- Mileage charge for each mile driven (cars only). Note that: members are credited for fuel purchases as described under “Fuel & Other expenses”
- Additional charges as defined in this agreement or in other policies.

4. Booking

The availability of vehicles may be viewed on the booking system accessed via www.moraycarshare.com. Each member has a user-name and password to allow them to login to this site to make bookings.

Members generally book vehicles closest to where they live or work, but any member can **book any vehicle**. You may never use a vehicle without having booked it. Bookings should adhere to the fair usage policy described later in this document.

You must always ensure that you **take the vehicle you have booked**. We send you a text message an hour before the booking to remind you of which car you have booked and when.

We charge an admin fee of £10 whenever members take the wrong car or an un-booked car. Depending on how much extra work this causes us and how much other members are inconvenienced there may be additional charges: e.g. to cover taxi costs or our staff time. You will also be charged the cost of both bookings in cases where you take the wrong car. So please remember to check the reminder text message to avoid this situation.

A **booking can be cancelled** any time before the start of the booking, **but not after**. A booking can be lengthened at any time, but may not be shortened once the booking has started. The overarching principle is that **you pay for what you book and not for what you use**. This is because you “occupy” the resource (making it unavailable for others) for the whole time you have booked it. However, if you have booked a car for more than 1 day and you need to return it early, then please call the helpline, at least 2 hours before you return, so that we can shorten the booking for you.

Members are expected to **always cancel bookings** they no longer need as soon as they are aware of this prior to the start of the booking, so that the vehicle becomes available for other members. Members will be charged for unused bookings according to the number of hours booked.

Overnight bookings: We do not charge hourly charges for the hours between 11pm and 7am. But for cars, mileage charges will still apply.

Multi-day trips: For all our tariffs we have a cap on the number of hours you will be charged for each calendar day. For details, see the **daily rate** in the Prices section of our website. If you make a booking that spans over more than one day, then this cap applies to each calendar day of the booking. For example, if you book a vehicle from 9am on 24th until 9am on the 25th, then you would be charged for 14 hours (9am – 11pm) for the 24th and for 2 hours (7am – 9am) for the 25th.

Cars: Please note that bookings are **not transferrable**. The discounted hourly rates given to ‘Contract’ members are only valid for them. You may not book a vehicle for someone else to use in order to save them money.

However, you may book a car in your name and arrange for another member to pick you up or drop you off in that vehicle. And you may agree to let them use the remainder of your booking for their own purposes. Members can also agree to **share the driving** on any trip that one of them has booked.

Cars: In general, members are encouraged to reduce the environmental impact of vehicles by sharing lifts. For this reason, a members' list including full name, **telephone number, and email address** is placed inside each vehicle, and email lists of members willing to share lifts are maintained. Members may choose to opt out of these lift-sharing lists. Members are welcome to **contact other members** who have already booked a vehicle to see if they can share a lift or cooperate in some other way.

5. Locations for Parking and Keys

The locations of Moray Carshare parking bays and vehicle keys are given to members during an introduction session with the Manager.

Only the members of Moray Carshare should know where the keys are kept and the access code, and all members agree not to disclose this information to anyone else.

A spare set of **keys** for each vehicle are kept in various locations, which will be explained during the Introduction Session. If a vehicle is in its normal parking place but the key is missing, then the member who has booked the vehicle may take the spare key and use it. But they must always inform the Manager of this. And if they find the main key when they return, then they should also put the spare key back in its normal place.

6. Recording usage etc.

Cars: Inside each car is a **trip sheet**: a piece of paper on a board with a pen. A driver must record their usage (date, name and number of miles) on the trip sheet after each journey. Note that:

- The hours charged for will be taken from the booking system.
- We do not charge hourly charges for the hours between 11pm and 7am - only mileage charges apply then.

7. Fuel & Other Expenses

Every new member must attend an **Introduction Session** with the Moray Carshare Manager before using any of the vehicles. The introduction will include an administrative overview and practical demonstration of unusual features and fuel type of each vehicle.

Cars: It is the responsibility of each member to **familiarise themselves with vehicle controls** before driving any vehicle. Some of our vehicles use petrol fuel, some use diesel, some are electric. It is the responsibility of the members to refuel with the **correct fuel type**. The type of fuel is clearly displayed inside the fuel flap of each vehicle. "Unleaded" means unleaded *petrol*. If unsure about controls or refuelling, members should contact the helpline (08458 609 609) for advice.

When the fuel dial shows **half full** or less, the driver should **purchase fuel** (petrol or diesel). Where possible, please fill the tank.

Fuel purchased will be credited to your monthly bill. You must:

- Provide a **VAT receipt** for fuel purchased
- Write your name on the front of the receipt and put it in the plastic wallet in the drivers door
- Enter the date, your name and details of the fuel purchased (cost and litres) on the trip sheet.

Other minor expenses like a car wash, sprinkler fluid or scrapers for the car can also be recorded here – with VAT receipts.

If extraordinary circumstances occur and you are not able to refuel the vehicle, you should put a post it note on the steering wheel or by the key safe, expressing your apologies and warning the next driver that fuel is needed. Neglecting to comply with this rule can result in a warning, a penalty charge or expulsion.

Members must connect the **electric vehicles** to a charge point each time they finish using them, unless the vehicle is 95% charged or more.

Bikes: Members must re-charge e-bikes each time they finish using them, unless the battery is already 95% charged or more.

8. Return of Vehicles

All members agree to take responsibility for **getting vehicles back on time** – i.e. the time recorded in the booking system. (Please note that even if nobody else had booked when you took the vehicle, someone may have booked while you were away.)

If this is impossible, it is up to the member who is late to take appropriate action so as not to inconvenience the member who is waiting, e.g. **by phoning them**.

If it is at all possible you might be late, please **take a mobile phone with you**, so the person waiting has a chance to call you. Please inform the Manager if you change your mobile phone number.

Late return charge: If a member does not return a vehicle until after the end time of their booking, and another member has the car booked immediately after them, then the first member is liable to a charge that either covers the cost of the second members taxi fares, if they need to take a taxi, or a £20 compensation charge to be given to the other member, if they were inconvenienced but unable to get a taxi in time.

A list of local taxi phone numbers is kept at every key safe.

9. Care of vehicles

All members agree to taking **good care** of the vehicles.

Moray Carshare's **Maintainer** is employed to check the vehicles are properly functioning and safe, by carrying out regular checks, in addition to MOTs and regular

servicing.

However, things can happen in between these checks, and therefore, before you drive any vehicle it is your legal responsibility to ensure that it is in working order: e.g. by doing a visual inspection of the vehicle to check the tyres are not flat and that there is no damage that might affect safety, and whether any warning lights are showing, as well as by checking if there is adequate fuel and screen wash and that all mirrors are correctly adjusted for your use.

Any faults or new damage that you detect should be reported immediately to the helpline (08458 609 609). Any minor problems that are not urgent should be reported on the Incident Log on the back of the trip sheet board. You should first read the log to see if the problem has already been reported. Please write clearly.

Cars: If a vehicle has run out of sprinkler fluid or its scraper or cloth are missing, please purchase a replacement and claim the expense (as described above).

Moray Carshare pays a **car cleaner** to regularly clean each vehicle inside and out. If a vehicle becomes dirty when used to transport materials, then the member who used it must clean the vehicle themselves at their own expense, so it is left in clean condition. Members should allow time for this when they make their bookings.

Cars: If a member finds a vehicle in a very dirty state, then they should report this to the Manager. You also have the option to clean it yourself and record your expenses on the trip sheet, so you will be recompensed. If you want to make sure a vehicle is clean before you take it on an important trip, please either check it yourself the day before or ask the Manager? to do so.

When a vehicle is damaged due to an **accident**, the **Manager** and **Maintainer** together decide whether it is worthwhile to get it repaired and to claim **insurance**. This is a purely economic decision that takes account of the excess to be paid on the insurance and potential increase in insurance costs due to our claims record. In any case, the driver involved in the accident pays the costs incurred up to a *maximum* of £250, unless our insurer determines that they were not at fault. Moray Carshare, or our insurer, will cover any costs above this amount.

If a vehicle is damaged while you are using it, then you must report this immediately (via the helpline 08458 609 609). If the damage is due to your actions or choices, then unless there are extenuating circumstances, you will be held legally and financially accountable - up to a maximum of £250 for the cleaning or repair or resultant loss of potential resale value of the vehicle. Moray Carshare staff will endeavour to keep repair costs low.

If you were operating on behalf of an organisation, you are still financially responsible to Moray Carshare.

Cars:

9.1 Pets

Members with pets should:

- Inform the Manager they have a pet that they wish to transport in our vehicles before the first time he/she/they uses a vehicle for this purpose
- Use the **Silver Yaris** or **Black Yaris** for transporting pets
- Place the pet in a pet carrier/cage in the boot of one of the vehicles allocated for pets, so that hairs and odours will not transfer onto the upholstery of the vehicle
- Use the Destination field in the booking system to indicate when they are transporting a pet (e.g. "Nairn with dog").

All members agree to cooperate reasonably with pet owners by swapping a booking of a vehicle allocated for pets to another vehicle, unless they have a good reason why they need to specifically use that vehicle.

9.2 Materials

No things should be put in any of the vehicles that risk leaving a persistent, lingering smell or other residues in the interior. In particular, no smoking is allowed in any Moray Carshare vehicles.

Materials that leave a temporary smell or residue or that may dirty the vehicles should be transported in:

- Berlingo (Findhorn Ecovillage)
- Silver Yaris (Forres)

It is the responsibility of the individual member to clean the vehicle after using it to transport materials (cleaning costs are not refundable in this instance). Members should allow time for this when they make their booking.

Members are encouraged to use scrapers rather than de-icer spray for clearing windscreens, since some people are sensitive to the fumes. Safety of driving is always the top priority.

The Manager will ensure that Moray Carshare always has at least one vehicle with a tow-hitch on it, so messy or large materials can be transported on a trailer.

9.3 Allergies

If a member is allergic to animal traces or traces of certain materials, then they must inform the Manager of this when they join.

The Manager will continue to monitor and adjust which vehicles are allocated for pets and materials etc. If there are any major changes in the magnitude, severity or distribution of members with pets or with allergies, then the Manager should instigate an appropriate review and potential revision of our policies on this.

10. Child Seats

For the benefit of members with young children, child seats are kept on the back seats

of certain cars.

When a member needs **to use the back seats of these cars** they should remove the child seats and place them in the designated safe location, which should be written on a label attached to the seat. When they **return** the vehicle, they should fetch the child seat and put it back on the back seat of the car. They do not need to secure it in place, as the next parent will do this.

Extra child seats owned by Moray Carshare are kept in the key shed at The Park and at Station House. These are only for Moray Carshare members use. Please return them after use.

11. Fair Usage Policy

Regarding use of cars for long trips, our intention is to support fairness and high availability, so that:

- all members have equal opportunity to use the vehicles for trips of more than 24 hours
- holidays can be planned in good time in advance and those bookings relied upon
- the availability of vehicles for trips of under 24 hours stays high – also for spontaneous bookings not planned so far in advance.

No vehicle may be booked for more than 14 days.

Cars: If there are only 1 or 2 cars in a district, then, unless agreed by the Manager, none of these may be booked for more than 24 hours.

About 67% (2/3rds) of the cars in any district should always be available for trips of less than 24 hours. Currently this means:

	Short Trips (<= 24hrs)	Long Trips (> 24hrs)	TOTAL
The Park	4	2	6
Findhorn village	2	0-1 [^]	2
Forres	3	1	4
Kinloss	2	0	2
Aberlour	1	0	1
TOTAL	12	3	15

[^] Only if arranged & agreed with the Manager.

The Manager is responsible for checking the booking system once a week in order to check the bookings for the next couple of months to see if any of these rules have been overlooked. If they have, then the Manager will facilitate a dialogue amongst those involved in order to resolve the situation. The starting point will be that the person who

booked last needs to delete or change their booking, so the rules are kept.

Members at The Park are asked to use the Nissan Leafs for shorter distance trips during the summer (May-September), so the petrol and diesel cars at The Park are available for trips of a longer distance.

The policy is to be administered in a spirit of cooperation, consideration and mutual respect. **The Manager** has the right to resolve any disputes about conflicting bookings in a flexible way, treating the rules as guidelines, and using common sense in relation to the given situation. **The Manager** is also responsible for updating this policy in accordance with the agreed principles and current experience whenever the number of cars in a district changes.

NB Due to the nature of holiday bookings there will be times, particularly in the summer, when overlaps occur with more than the allotted long trip cars being booked out, however, the Manager will endeavour to keep this to a minimum.

12. Payments

Members must **pay their bills within 14 days** from the date the bill is issued. If a member fails to make payment after a first reminder, then they may be temporarily suspended until that debt is cleared. We may charge £5 in interest fees when a member requires a second reminder because they have not paid their bill on time or when a member is late in paying for the second month in a row.

If a new member ceases to be a member of Moray Carshare **for any reason** within the first 6 months of their membership, they are still liable to pay their subscription for the first 6 months, unless otherwise agreed by the Manager.

13. Operational Management

The staff of Moray Carshare are employed to help members in a courteous and friendly way with regard to using our services. Members must respect the roles of the Moray Carshare staff as available at www.moraycarshare.com.

Our office phone line (01309 720 120) is generally open for enquiries during the hours of 9am to 5pm on Mondays to Fridays. Outside these working hours we provide a helpline number (08458 609 609), which should only be used for emergencies and other urgent situations. Although we will try to answer calls outside working hours, we cannot guarantee to do so.

Cars: A full **road rescue service** is provided for use whenever a car is more than 1 mile from its base.

In the **glove compartment** of each car we provide a **members list** and details of what to do in case of a **puncture**, a **breakdown** or an **accident**.

Bikes: In the **pannier** of each bike we provide details of our helpline number which should be called in case of a **puncture**, a **breakdown** or an **accident**.

Appendix A – Code of Conduct

The aims of **Moray Carshare** are to increase both the quality and the sustainability of our members lives by:

- **raising awareness** of the financial and environmental **costs of using cars**, so we can make more conscious choices for meeting our transport needs, and thereby reduce our carbon footprint.
- **reducing green house gas emissions** and **air pollution** by using more eco-friendly vehicles.
- building a stronger **sense of community** and acceptance of diversity through learning the skills and attitudes that support the sharing of resources so all needs are met.
- making **access to cars more affordable**, and thereby available to a broader range of our local community, as well as improving the financial sustainability of all our members.
- reduce the **number of cars** in our local community, and thereby create a **safer, more beautiful living environment**.
- making a **variety of vehicles** available to our members in an affordable way, so they can pick the car that is most suitable for their current need.
- giving members **more free time**, since they are free of the administration, upkeep and responsibility of owning a car.
- Improving our members **health** and **well-being** through the availability of electric bikes.

Honesty & openness: Members agree to be open and honest in all their communication.

Consideration & gratitude: We aspire to be considerate towards each other, and to thank each other for kindness and consideration that we receive.

Respect: We agree to show each other respect.

Direct communication: If something related to Moray Carshare has inconvenienced us or affected us in some other way, we agree to directly contact and dialogue one-to-one with the person we believe may be responsible.

Cooperation: We agree to cooperate around the usage of Moray Carshare resources. We agree to clearly communicate information that may be helpful to others. When communicating with each other, we endeavour to listen to each other and to understand the other's feelings, needs and point of view.

Nonviolence: We agree not to use any form of violence (physical or verbal) in order to force our will upon others.

Integrity: We endeavour to keep all our agreements. If we are not able to keep our agreements, we take responsibility for the consequences this causes. In particular, if this causes inconvenience to others, then we ask them how we might be able to support their unmet needs, and what it would take to restore their trust. And we agree to do what we feel is reasonable to act in accordance with this information.

Resolution: We agree to make every effort to resolve disputes. If a dispute does not

resolve through dialogue between those directly concerned, we agree to ask for support – from a friend or independent observer or the Manager of Moray Carshare, whose role includes facilitating such situations.

Appendix B - Email Policy

Principles: **transparency** of information and keeping **email traffic to the minimum** of what is necessary and useful.

All members must supply their **phone number & email address** when joining.

All members have **access** to a list of phone numbers & email addresses for all members: always available under the members area of the website.

The Manager maintains an email list of **all members**. This should be used by the Manager for communicating relevant operational information.

The Manager maintains another email list of all members who want to receive “**car released**” messages, so they have a chance to book a car that is released *the same day*. This list is only to be used when deleting a booking on the same day as the booking. Members can choose to opt out of this list.

The Manager maintains another set of email address lists for each district to be used for **requesting or offering lifts**. Membership of these lists is optional.

Members should use very clear **subject lines** when sending emails to any of these groups.