

# GOOD2GO

EVGOOD2GO.ORG

## MEMBER GUIDE

### CONTACT INFORMATION

#### Website

[www.evgood2go.org](http://www.evgood2go.org)

#### Reservations

Reservations can be made by downloading the Good2Go app, available on the Android Google Play Store & iOS App Store

#### Help/FAQ

[www.evgood2go.org/faq-2](http://www.evgood2go.org/faq-2)

#### Phone

617-718-5344

#### Office Hours

9AM – 5PM Monday- Friday

You may receive a delayed response if you contact us outside of our regular office hours.

#### Socials

 @EVgood2Go

 @EVgood2Go

 @EVgood2Go

#### Email

[info@evgood2go.org](mailto:info@evgood2go.org)

Good2Go provides short-term rentals between the hours of 5am and 1am daily.

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## TABLE OF CONTENTS

Contact Information .....	1
Table of Contents.....	2
Pricing .....	3
Promo Codes .....	4
Refer a Friend.....	4
Payments .....	4
Making a Reservation.....	5
Cancelling a Reservation.....	5
Starting Your EV Trip .....	5
Locking/Unlocking the Vehicle .....	7
During Your Reservation .....	7
Returning Your EV.....	8
Cancelling a Membership .....	9
Lost and Found.....	9
Unusual Circumstances and Emergency Situations .....	9
Community Rules .....	10
Consequences for Violating Community Rules.....	13

## THE BASICS

- A fleet of EVs available for short-term rental in the Boston area
- \$5/hour Reduced Rate for income qualified members, \$12.5/hour Standard Rate, \$15 or \$20/hour Champion Rate (see table below)
- Reserve and access cars using the Good2Go app (iOS & Android)
- Options for members without smartphones
- Insurance, charging, maintenance, and roadside assistance are included with every reservation

## PRICING

### REDUCED RATE

Hourly Rate	Mileage	Inclusions	Exclusions
<b>\$5/ hour</b> *\$20 one time signup fee	No extra charge	Insurance Charging (fuel) at any level 2 ChargePoint Station Roadside Assistance Member Support	6.25% MA Sales Tax \$10/year MA State Rental Car Tax ( <i>applied to your first reservation of each year</i> ) \$2 tax for reservations over 12 hours Tolls (EZ Pass) Parking meters or garage fees during your reservation

### STANDARD RATE

Hourly Rate	Mileage	Inclusions	Exclusions
<b>\$12.50/ hour</b> *\$20 one time signup fee	No extra charge	Insurance Charging (fuel) at any level 2 ChargePoint Station Roadside Assistance Member Support	6.25% MA Sales Tax \$10/year MA State Rental Car Tax ( <i>applied to your first reservation of each year</i> ) \$2 tax for reservations over 12 hours Tolls (EZ Pass) Parking meters or garage fees during your reservation

### CHAMPION RATE

Hourly Rate	Mileage	Inclusions	Exclusions
<b>\$15 or 20/ hour</b> *\$20 one time signup fee	No extra charge	Insurance Charging (fuel) at any level 2 ChargePoint Station Roadside Assistance Member Support	6.25% MA Sales Tax \$10/year MA State Rental Car Tax ( <i>applied to your first reservation of each year</i> ) \$2 tax for reservations over 12 hours Tolls (EZ Pass) Parking meters or garage fees during your reservation

If you get a parking or traffic ticket (or other similar fine/citation), or if you get towed because you parked the vehicle illegally, we will pass the full amount of those costs to you, and **you will be responsible for paying them within 15 days.** See “Consequences for Violating Community Rules” for full details on fees you may be charged.

## PROMO CODES

Good2Go sometimes offers promo codes that further reduce the cost of your reservation. Look out for these in your email and at events in the area!

Promo codes cannot, by law, be applied to city, state, and local taxes. They also cannot be combined with other promotions, unless stated otherwise.

## REFER A FRIEND

Do you know someone who you think would benefit from joining Good2Go? Send us your friend's name and email address or phone number, and we'll send them information on how to sign up. Once they take their first ride, we'll give you \$20 in driving credit!

## PAYMENTS

When you make a reservation, the dollar amount of the reservation will be converted into a deposit on your credit/debit/prepaid card.

If you extend your reservation, another deposit will be made on your credit/debit/prepaid card for the additional hours you are extending your reservation. If there are insufficient funds, you will not be able to extend your reservation.

If you return a vehicle early, you will not be refunded for time you did not use the car.

Each reservation generates a trip invoice that will be emailed to your email address on file and viewable on the Good2Go app under “Previous Bookings.”

## MAKING A RESERVATION

Go to your Good2Go app and select the ☰ symbol.

Select "Book a Vehicle" or use the map to find and select a vehicle nearby (vehicles available now will be **green**, vehicles that are currently unavailable but may be booked for later use will be **grey**).

Enter what time you'd like to pick up and drop off your vehicle, then select OK

Use the ☰ symbol and select "Upcoming Bookings" to see your future bookings, and any reservations happening right now under "Current Journey."

**No Overnight Bookings Policy:** Good2Go offers vehicle bookings from 5am to 1am daily. This program does not currently offer longer term rentals. If you fail to return the vehicle on time or keep the vehicle overnight, you will be subject to a \$100 fine.

## CANCELLING A RESERVATION

**You can cancel up to 2 hours before your trip.** Within 2 hours, you will need to call us. You will be charged \$10 for cancelling a trip within 2 hours of your reservation.

As a courtesy to other members, please cancel your reservation as soon as you know that you won't be taking your trip.

## STARTING YOUR EV TRIP

Once you've made a reservation, you can access your car once your reservation start time begins.

1. **Find your car.** Use the map on the Good2Go app to find the car. Any additional instructions will be available on your reservation details.

When you see where the Good2Go car(s) are parked and are ready to access your EV, compare the license plate number with the license plate number in the app to make sure that you are taking the right Good2Go EV.

2. **Unplug it.** Unplug the charging cord from your EV and return the charging cord to the charging station.
3. **Inspect it.** Walk around your EV and look for any damage. If there is damage, if the vehicle is dirty, or if the service, battery, or tire lights are on, please record it on the app and include photos!  
**You must report any damage before you drive.** Any new damage that occurs during your reservation should be reported right away.
4. **Unlock & Start Your Trip.** Use the app to unlock your car (see the next section below on locking/unlocking the cars for more information).

Hold your foot on the brake pedal and press the start button to power up your EV. Pay careful attention to the number of miles on the dashboard. It should read close to 150 miles of range. If it is less than 150 miles, it means that your EV has not fully recharged since the last trip.

*A note on EV charging: Please remember that the number of miles left on your EV's battery is an estimate. Depending on what type of driving you do (city vs. highway) and depending on weather conditions (running the A/C or the heat reduces range), your EV may have less miles left on it than the estimate. Please plan accordingly.*

*If you are concerned that the number of miles left on your EV battery at the start of your trip may not be enough miles to complete your trip and you won't have time to recharge your EV battery mid-trip, please give us a call. If there is another EV available at the same location with more range, your reservation will be transferred to that EV. If there isn't another EV available, your reservation will be cancelled, and you will not be charged for your reservation or any cancellation fee.*

Now you are ready to start your trip!

## LOCKING/UNLOCKING THE VEHICLE

Throughout your reservation, you can always use the in-app “lock” and “unlock” buttons to access your car.

## DURING YOUR RESERVATION

**Charging on the Go:** Vehicle charging is included with your reservation. If you need to charge your EV away from its home location, a complimentary ChargePoint card can be found inside the vehicle side console. To charge up using a ChargePoint card, scan the card over the charging station’s smartcard reader symbol. Follow the prompts to charge up. Please visit [https://na.chargepoint.com/charge\\_point](https://na.chargepoint.com/charge_point) to locate charging stations. If further assistance is needed, call Good2Go at 617-718-5344.

**Locking and Unlocking Your Car Mid-Trip:** Use the in-app “lock” and “unlock” buttons to access your car during your reservation.

**Extending Your Reservation:** If the car isn’t already reserved by another member, use the app to extend your reservation, or call us if you need assistance.

**Late Returns:** If you cannot extend your reservation, please call us and we will work with you to accommodate your late return. If you are waiting for a car that’s being returned late, we will contact you as soon as we know your car might be late. **Members who are habitually late are subject to possible termination from the program. If you are 15 minutes or more late, a \$10 late fee will be applied to your account.**

## RETURNING YOUR EV

1. **Park.** Return your EV to the same lot that you started your trip. Park your EV in the nearest available Good2Go reserved parking space.

Power down your EV by pressing the power button. Make sure you are in Park. You do not need to hold your foot on the brake pedal to turn off the car.

2. **Plug in the EV:** Find the ChargePoint RFID card on the keyring in the side console (between the driver’s and passenger seats) and exit the vehicle.

Scan your ChargePoint RFID card at the charging station in front of your parking space and the charging cord will detach from the charging station.

Plug the charging cord back into your EV. On the Nissan LEAF, you need to press the button to the left of the steering wheel to unlock the charging port door.

Check to see that the charging station is indicating that a new charge has been initiated. Also check to see that the vehicle is indicating that it is charging.

### **Return the Chargepoint RFID card to the console!**

**This is a very important step and helps ensure that your EV has a charged battery for the next member** (members who habitually do not plug in their returned EV may be subject to termination from the program).

- 3. End the Reservation.** Remove all trash, gather personal items and exit the vehicle. Lock the vehicle from the app on your smartphone by clicking "End Reservation" to finish up.

Now the vehicle is ready for the next Good2Go member.

## CANCELLING A MEMBERSHIP

Cancel your membership on the Good2Go app (under "My Account"), or by getting in touch with us by phone or email. Your cancellation will be confirmed by email. You will be responsible for any outstanding amounts owed related to parking tickets, deductibles, trip charges, etc.

You may apply for membership again at any time but must re-apply.

## LOST AND FOUND

If you leave something in the car, give us a call or make 15-minute reservation to get into the vehicle. Let us know you made a reservation to retrieve lost items, and we'll credit the charge to your account.



Good2Go is not responsible for belongings left in or on the car, but we will do our best to retrieve your items and return them to you safely. If you find an item in the car, please leave it in the car and let us know.

## UNUSUAL CIRCUMSTANCES AND EMERGENCY SITUATIONS

In the event of an emergency, call us immediately.

### **If the vehicle you reserved isn't there:**

This is unusual, but if the car you booked isn't there, contact us and we will help you locate the car or change your booking to a different nearby car. If none of the above is successful, we will reimburse you for up to \$50 if you need to take an Uber or Lyft to your destination and back. Or, if you prefer, we will cancel your booking.

### **If the vehicle isn't drivable** (flat tire, dead battery, damage, etc.):

As staff availability allows, we will immediately send someone to fix the problem and let you take another car or help arrange roadside assistance or alternative transportation if necessary. We ask that you let us know about vehicle issues instead of fixing them yourself.

### **If all Good2Go parking spaces are taken when you return a vehicle:**

This is rare, but if it happens give us a call immediately and we'll help you find the closest spot.

### **If the car breaks down or your battery dies during your reservation:**

Call us immediately. Roadside assistance will be dispatched as quickly as possible. You must wait with the car until the tow truck arrives. Once the tow truck arrives, you will have the option of riding with the tow truck to the repair facility or nearby charging station or taking an Uber or Lyft to your final destination.

If there is low tire pressure in the car, report this to Good2Go. If there is an emergency, there is a small tire pump in the trunk of all vehicles.

### **If the app malfunctions:**

Give us a call immediately.

### **If you get pulled over by the police:**

Show the police your driver's license and the vehicle registration card that is in the Good2Go binder on the passenger side. Let the police know that the Good2Go vehicle is a rental vehicle, and you are the renter. Call the G2G office immediately to let us know if you are being detained by the police for any reason and cannot return the vehicle.

### **If you get a parking/traffic/speeding ticket:**

**All tickets must be paid for by the member.** An additional fee will be assessed by Good2Go if a ticket goes unpaid past 15 days.

### **If you are in an accident:**

Call 911 just as you would for any car accident or fender bender. Make sure everyone involved is safe and being cared for, then call us **and** report the accident in the app, providing a description of the incident, contact information for the other driver(s) if applicable, and photos.

In all cases you must contact Good2Go before continuing your trip (and in most cases we will require you to wait and obtain a police report). You may only continue driving your reserved vehicle after you are given permission by Good2Go staff.

A note on Good2Go's insurance: If you are in an accident, you are not found at fault, and we are able to collect damages from the other driver's insurance company, you will not be held responsible for the cost of any repairs to our vehicle or the other driver's vehicle or for injuries to any passengers in either vehicle. **If you are found at fault or the other driver is uninsured, you may be responsible for the first \$500 in repairs or medical bills.**

## COMMUNITY RULES

As a member, you agree to:

- Follow all rules and procedures detailed in this Member Guide, and in the Website Terms of Use, Privacy Policy, and Member Agreement.
- Comply with all applicable laws, regulations, and local ordinances. Obey all applicable Federal and State motor vehicle laws, speed limits, codes and regulations while driving. Drive defensively.

- Drive within the United States. You may not drive a Good2Go vehicle outside of the United States.
- Be the sole driver of the vehicle during your reservation. Only the member that reserved the vehicle has permission to operate it.
- Return your vehicle on time and to the location where it was picked up. All vehicles must be returned by 1am at the latest.
- Be responsible for any traffic, moving or parking citations, fines, towing fees, or other penalties incurred during use of the vehicle. If the citation/fine/penalty/fee is addressed to Good2Go, this cost will be passed on to you.
- **Remove all trash and personal items from the vehicle at the end of the reservation.** Members who habitually return the vehicle dirty are subject to possible membership termination.
- Plug in the vehicle and return the ChargePoint card to the vehicle center console after use.
- Return the vehicle with at least 25% battery.
- Be responsible for loss of, or damage to, goods and personal belongings in or on the vehicle.
- Not be impaired in any way, by medication, illness, fatigue, injury, and refrain from use of alcohol, cannabis, nicotine, or illegal drugs prior to and during vehicle use. This applies to all vehicle passengers, as well as drivers.
- Crate all pets, except for service animals, when in a Good2Go car. If you do bring your service animal, you must email the certification of their service animal credentials to [info@evgood2go.org](mailto:info@evgood2go.org) and receive written approval from Good2Go staff ahead of your reservation.
- Refrain from making any repairs to the vehicle yourself, taking the vehicle in for repairs, or otherwise tampering with the vehicle in any way. If a repair is needed, you must contact Good2Go.
- Ensure that all occupants use seat belts properly while the vehicle is in motion. Passengers under 13 years old must ride in the back seat. At this time, we ask that members provide and install/remove their own child car seats.

- Refrain from using hand-held devices, such as cell phones, while driving, except in cases of emergency. Vehicles must be brought to a safe stop or safe location if a call or text must be placed or received.
- Not transport any dangerous items in the vehicle, including but not limited to flammable or poisonous goods.
- Vehicles can only be used for personal trips. Using Good2Go cars for programs like Uber, Lyft, DoorDash etc. will result in the permanent closing of your account.
- Secure the vehicle when it is not in use by closing windows, closing, and locking doors, and parking the vehicle in a safe and secure location.
- Immediately call us to report a theft, attempted theft, vandalism, vehicle damage of any kind, or impact with a vehicle, object, or pedestrian (injured or not) even if there appears to be no damage to the vehicle. You will also need to report this on the app.
- Keep personal information, including but not limited to: driver's license, payment method, income qualification status, and contact information up to date in all respects at all times. Members shall update their information by emailing [info@evgood2go.org](mailto:info@evgood2go.org), or on the Good2Go app under "My Account." Good2Go will send out notices about membership and changes in terms using the contact information given by members. Good2Go is not responsible for a member missing an update due to incorrect contact information.

**Good2Go is a non-profit community car sharing program that depends on its members to be accountable and responsible to maintain our affordable rates. Please respect other Good2Go members by returning the vehicles in clean condition, plugged in, and charging, and staying within time limits of your reservation (unless you can extend your reservation). Members that violate any of the above rules may face penalties (as detailed in the section below) or may result in the suspension or termination of their Good2Go membership. Membership suspension or termination is solely at the discretion of Good2Go, LLC. Serious violations may result in termination after a single occurrence.**

## CONSEQUENCES FOR VIOLATING COMMUNITY RULES

Penalty Name	Consequence
At-Fault Damage	Up to \$500 per incident <i>(There is no fee if you are not at fault and the other driver's insurance covers repairs)</i>
Late Returns	Members are charged \$10 if a vehicle is returned more than 15 minutes late. This does not include paying for the additional hours driven. If members break the No Overnight Bookings policy, they will be responsible for a \$100 fine.
Late Cancellations	\$10 if cancelled up to 2 hours before the requested pick-up time
Traffic, Moving, Parking Citations, Fines, Towing Fees or other Penalties Incurred by the Member	The member at-fault is responsible for the full amount. (Members will not be responsible for paying for any towing fees related to vehicle malfunctions that are outside the member's control.) Tickets that go unpaid after 15 days may be subject to an additional fee.
Dirty Car	Members who return the vehicle dirty may be subject to suspension from the program. If a member returns a dirty car that is unable to be cleaned by our staff and requires a professional cleaning service, the member may be responsible for the cost of the cleaning service.
Smoking in the Car	Members who return the vehicle smelling like smoke (tobacco and/or cannabis) may be subject to pay the full cost of professional cleaning to remove the smell.
Missing ChargePoint Card	If a member loses or otherwise does not return the ChargePoint card to the side console at the end of their reservation, the member will be charged a \$15 fee.
Returning the Car with Less than 25% Charge Remaining	Members who habitually return the car with low battery may be suspended from the program.
Late booking impacts another member	If your booking is late and impacts another member's booking, you will be charged a fee of \$30.
Other Violation of Program Rules	Violation of program rules may result in suspension or termination from the program, depending on the severity and frequency of the offense(s).
Car run out of battery	If members run out of battery, they must pay for the cost of their transportation, and \$25/hour of staff hours for retrieval.

For more information, visit [evgood2go.org/privacy-policy](https://evgood2go.org/privacy-policy)