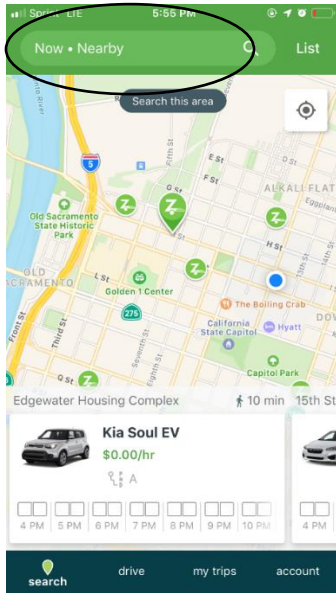


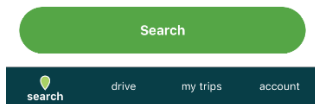
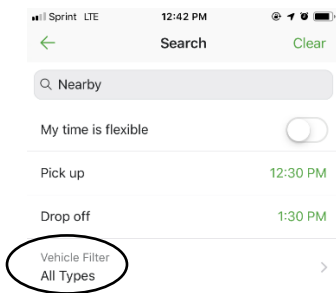
## How to Reserve a Zipcar using the mobile App



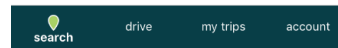
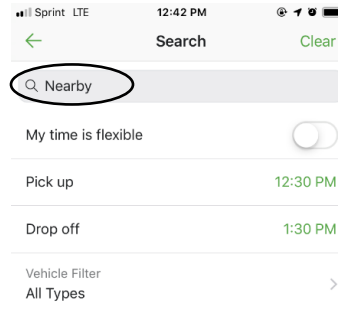
1) Open the Zipcar app and log into your Zipcar Account.



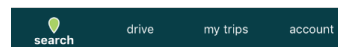
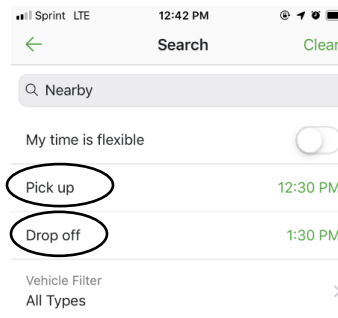
2) Once logged in, tap the search bar at the top of the app to schedule a reservation.



3.1) Make sure the “Vehicle Filter” section is set to “All Types”.

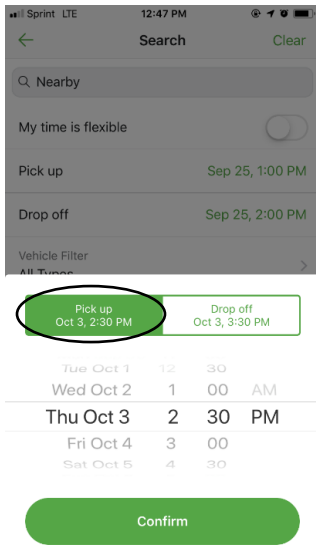


3.2) When making a reservation, ensure you are entering in an address that is near to where you want to begin your trip. If you are already at your community and you want to schedule a Zipcar reservation, the “Nearby” option works best.

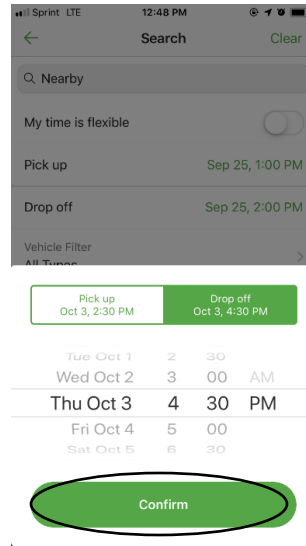


3.3) Change reservation start and finish dates and times by tapping the “Pick up” and “Drop off” menu.

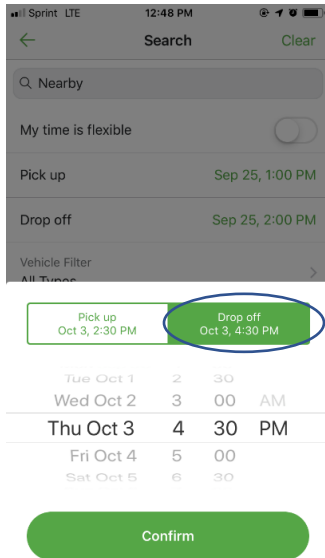




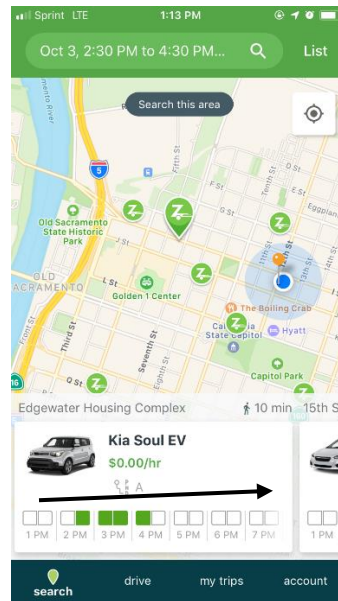
3.4) Under the “Pick up” option, scroll through and select the right date and time you want to start your reservation.



3.6) Once date and times are set, tap “Confirm”.



3.5) Then switch to the “Drop off” section and scroll through to find the time you want to return the car to end your reservation.

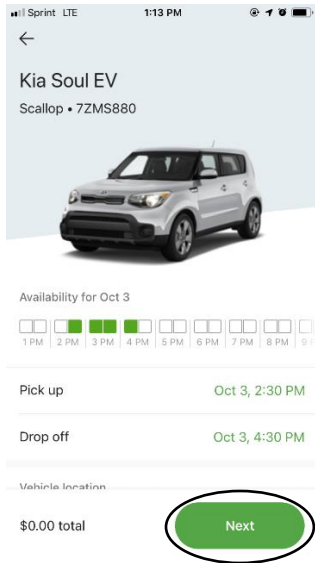


Step 4: Select the car you want to use by scrolling through the list

**\*REMEMBER\* 3 hours per day, 9 hours per week limit**

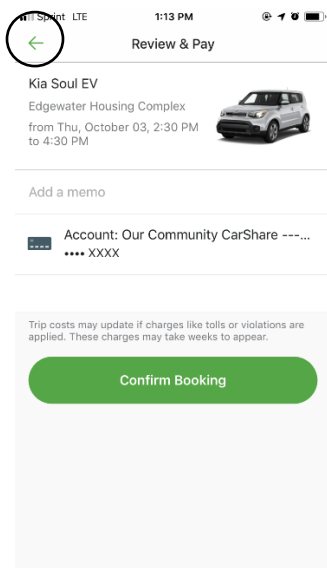
**\*Remember\* Only use a car that is \$0.00/hr. These are the only Our Community CarShare cars.**





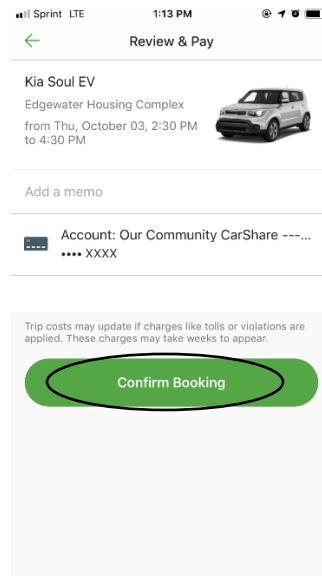
Step 5: If needed, adjust the reservation times again by using the “Pick up” and “Drop off” menu, then tap “Next”.

**Note:** You do not need to reserve all 3 hours in 1 day at a single time. You can reserve a car for 1 hour in the morning, 1 in mid-day, and 1 in the evening if needed. However, these will be separate reservations if you do not use all 3 hours in one consecutive time. Adjust the time based off what type of errand or appointment you need transportation for.

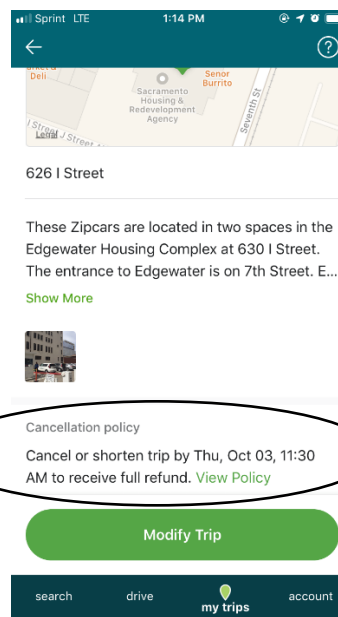


6.1) Confirm the reservation. Make sure it is for the right day and time, and at the right location where you want to pick up and

return the car. If your reservation does not look correct, press the back arrow in the upper left corner.

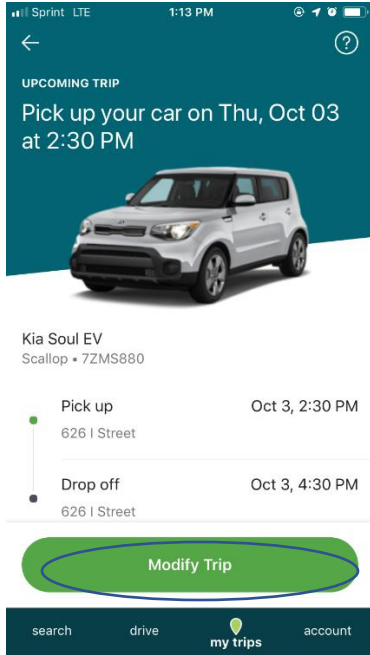


6.2) If all looks good, tap “Confirm Booking”.

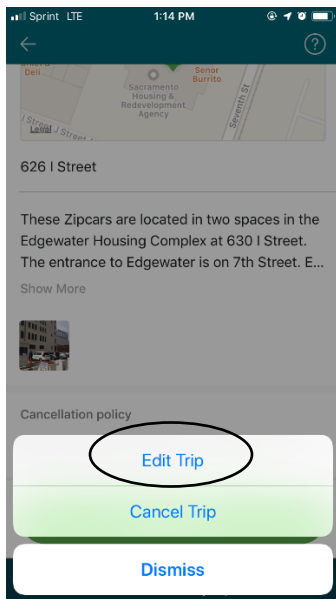


Step 8: Please note Zipcar’s cancellation policy.

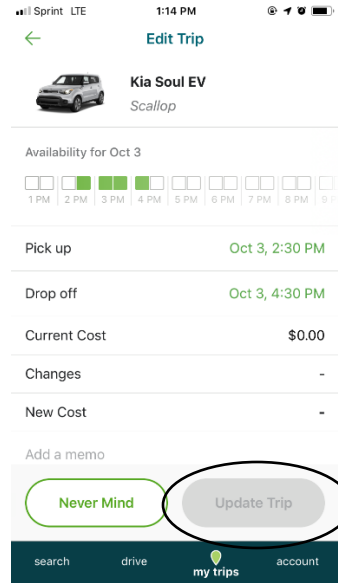




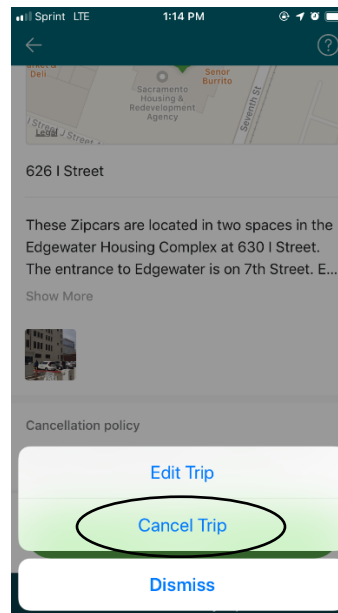
7.1) If you want to modify your trip again, tap “Modify Trip”.



7.2) Tap “Edit Trip”

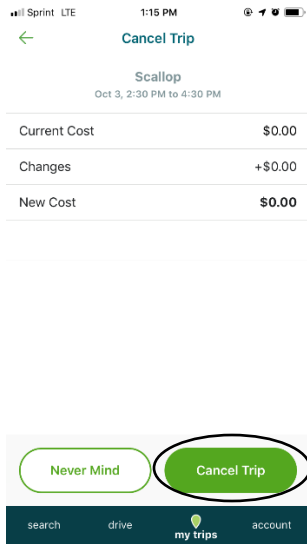


7.3) If you have adjusted your trip details, tap “Update Trip”.

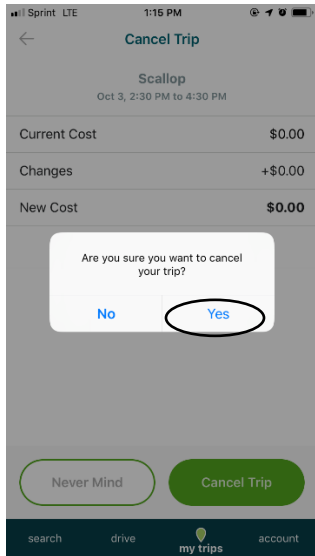


7.4) OR if you wish to cancel your trip, tap the “Cancel Trip” option.

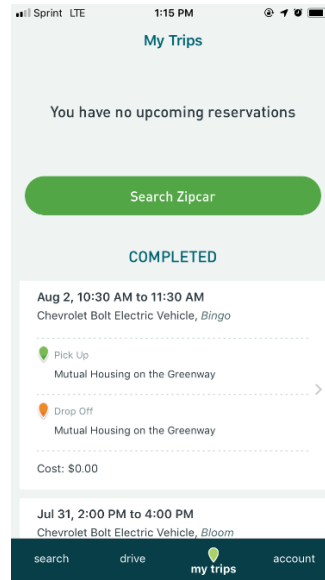




7.5) Tap “Cancel Trip”.



7.6) Tap “Yes”.



Your cancelled trips will not show up in your “My Trips” section.

