



ADVICE FOR A WORRY-FREE WINTER.

November 13, 2013

The preparation of our cars for winter is now complete. Winter tires, snow brushes and shovels have been installed or are available in each car. Already, winter is at our doorstep and new habits will soon be adopted. Here are a few easy-to-follow suggestions to help you get through the chilly season with a smile...

SNOWSTORMS If there is freezing rain or a snowstorm, we remind you that you use our cars at your own risk. Normally, the city and/or the landlords of our various parking lots remove the snow from the central routes in the hours that follow. However, the delay can occasionally be up to a few days. In any case, if snow remains in the parking lot, **you are responsible for clearing any snow required** to use the desired vehicle. If you get stuck, Communauto cannot come to help, and you are not permitted to abandon the vehicle at an unauthorized location – just as though it was your own car. Using a car in winter also implies that you must bring the car back to its regular parking spot when you're finished with it. You should expect to shovel or to extend your reservation for the necessary time (at your own cost) if you are unable to do so.

GAS AND WINDSHIELD Our rules state that the gas tank **must be at least half full when the vehicle is returned.** If you use all of the windshield-wiper fluid in the tank, it must be refilled. When you go to fill-up, it's more important than ever to clean all the windows around the vehicle. We also prefer that you don't go through the car-wash when the temperature is extremely low.

VENTILATION To fight condensation in an efficient manner, it's advised to set the air intake dial to exterior rather than recirculation. Otherwise, the interior windows will remain covered in mist.

SAFETY For safety reasons, it is important to remove all snow from the vehicle before driving away, including the hood, roof, headlights and grill.

IDLING THE MOTOR As demanded by the Kyoto accord, it is prohibited in many municipalities of Quebec to leave the motor running for more than three minutes when the car is stationary. Given our environmental goals at Communauto, we are counting on you to be model citizens. Help us set an example!

SHAKE OFF YOUR BOOTS AND THE CAR MATS We cannot empty the floor mats in the cars for you if snow or water accumulate. Your collaboration is essential in this regard.

WINDSHIELD-WIPERS It is the responsibility of the member to de-ice the windshield-wipers before using the

vehicle. If you fail to do so, and if they remain activated from the day before, turning on the car will activate the motor of the windshield-wipers, which will attempt to move the frozen and stuck blades. This can break the windshield-wipers – at your cost!

BRAKING EFFICIENTLY THIS WINTER THANKS TO ABS BRAKES Most of our vehicle are equipped with antilock breaks (ABS). If you feel a vibration in the brake pedal when you brake on a slippery road, it is probably because the antilock brakes are in action.

KEY BOX The key boxes may occasionally have a thin layer of ice resulting from condensation that forms between the door and the housing box. In such a case, it is more difficult to turn the key in the lock. It is usually sufficient to apply some pressure on the door while turning the key to solve the problem. If the door is still stuck to the housing box, pull the door using the metal flap protecting the lock for a better grip. Don't be afraid to pull hard, the key boxes are extremely strong! Don't forget that under our regulations, the vehicle remains your responsibility as long as the key has not been returned. If you run into difficulties, it is therefore your duty to communicate with an employee of Communauto rather than avoiding or ignoring the problem, as it is unfortunately sometimes the case.

STARTING THE VEHICLE New drivers or occasional drivers should reread the basics of starting up the car in cold weather, found in the manual located in the glove box of all our cars. Remember that it's best to avoid multiple start-up attempts, and that it's preferable to start-up correctly on the first attempt. Two elements are essential to avoid breakdowns: a vehicle in good working order (you can count on us) and a correct start-up (we're counting on you) ...

AND DRIVE SAFELY! It's in winter that the vast majority of car collisions and accidents happen. Therefore, it can never be said enough: you must drive carefully and slowly, brake well in advance and never put yourself at the mercy of treacherous patches of ice concealed under the snow. With that being said...

AUTO-MOBILE VEHICLES (LSI)

We are presently working on the specific rules and regulations that will apply to the vehicles available on the streets, through our one-way carsharing offer. This information will be sent to you shortly and will also be available online at communauto.com/auto-mobile

RESERVATIONS DURING THE HOLIDAYS

Please note that during this period, high-season rates apply with most of our Network Reservation partner rental agencies. The earlier you reserve, the greater your chances will be to have a car in the most economical category (or to have a car at all). Other conditions (such as a minimum rental period) may apply, according to the rules in effect at the moment of your reservation.

RESTRICTIONS ON CHRISTMAS AND NEW YEAR'S

The following restrictions only apply to the regions of Montreal and Quebec City.

In order to maximize the availability of our vehicles, reservations at the Long Distance rate that include December 24 and 25 to December 31 and January 1 are only permitted for reservations covering a minimum of four days. Shorter reservations during this period will only be possible at your package's basic rate or they will be forwarded to one of our rental partners.

To help encourage a respectful use of reservations, a penalty of A50 (50% of the cost of the cancelled portion of the trip) will apply if a trip including Christmas Eve, Christmas Day, New Year's Eve or New Year's Day that is reserved under the Long Distance rate is shortened below four days (for example, a trip of five days shortened to three). This restriction applies regardless of the period preceding the cancellation or the shortening of the reservation.

Note: The A50 penalty will only apply to the days or portions of days that fall below the four day minimum (e.g.: a five day trip shortened to three will only lead to a one day penalty and not two).

OTHER IMPORTANT INFORMATION

EMERGENCY HOTLINE To shorten your wait time in case of an emergency, you should use option **emergency** in the menu of our telephone response system. This option must only be used in the following situations (without which, penalties may apply):

- The vehicle is missing from the parking station or does not start-up;
- Breakdown, mechanical problem or accident;
- To let us know you will return the vehicle late (a possible credit of \$10 can be applied to your applicable penalty if you call us);
- Parking is unavailable or inaccessible when you are returning the car.

We thank you in advance for your collaboration!

ANIMAL FUR... IT CAN GET HAIRY! We regularly receive complaints regarding this subject. We therefore ask that pet owners take necessary measures to allow for a peaceful co-existence between our two-footed and four-footed users. A blanket must always cover the seat if you are transporting your dog. As for cats, they must travel in a pet-carrier. **Penalties will be charged to offenders.**

SPECIAL NOTE: MEMOS When you place a reservation through RÉSERVauto, don't forget to read any memos concerning the parking station or the vehicle. Memos are indicated by a thumbtack icon that can be clicked to reveal the content. Reading the memos ahead of time will help you to avoid surprises when you go to pick up your vehicle. Memos change frequently, so even if you often reserve at the same location, it's important to click on the thumbtack each time you see it displayed.

WINDSHIELD-WIPER FLUID As a courtesy to other users, you should replace the reserve of windshield wiper fluid if you empty it. Just like gas, you will be reimbursed for your purchase with a credit in your account. **Only the winter windshield-wiper fluid (-40°) should be used, all year round.**

DON'T FORGET THE HAND-BRAKE According to the terms of our agreement, we ask our members to use the hand-brake each time they are finished using a vehicle. Accordingly, it is important that you always make sure the hand-brake is released before driving. The repair of any eventual damage, if necessary, will be at your cost. Please, be attentive!

PROOF OF PURCHASE When you purchase gas or any other necessary item, please note that a debit or credit card receipt that does not include information about the business from which you made your purchase, nor about your purchases, does not qualify as proof of purchase. The paper we require to reimburse you is the **CASH REGISTER RECEIPT**. If this receipt does not include all the necessary information, it is your responsibility to ask for a more complete receipt. Do not forget to write down the odometer reading at the time of your purchase (mandatory).

ZONES WITHIN OUR PARKING STATIONS Many parking lots that are home to our parking stations are separated into various zones. Beware of tickets! It is your responsibility to respect the parking restrictions in effect in these parking lots. Take special care with parking meters!

Take it
leave it
wherever
you want

Auto mobile
LONG-DISTANCE CAR RENTAL SERVICE

Communauto's new service
auto-mobilemtl.com