# **WOW CarShare FAQ**

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Definitions to key terms in this document can be found in the [Glossary of Terms](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-glossary/).

## General

### ***Q:*** What is WOW CarShare Program?

WOW CarShare Program is the car-sharing program available only to member of WOW Tri-Cities. Applicants must go through an application process to become an approved driver. Additional definition is available in the [Glossary of Terms](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-glossary/).

### ***Q:*** How does WOW CarShare work?

WOW CarShare Vehicles are located in their assigned Home Building, and are accessible via the Mondofi Mobile Application/WOW CarShare.

Vehicles can be booked for up to 24 hours, with ability to extend based on availability, and can be driven within the geographical limit specified on the [Terms & Conditions](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-terms-conditions/).

Pricing is on a per minute, per hour or per day rate, as detailed in the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/).

### ***Q:*** How do I download the Mondofi Mobile Application?

The App is available for Android from the [Google Play Store](https://play.google.com/store/apps/details?id=com.mondofi) and for iOS from the [Apple Store](https://apps.apple.com/ca/app/mondofi/id1579057219).

***Q:*** What is the cost for using the Mondofi Car Share Program?

Pricing is on a per minute, per hour or per day rate, as detailed in the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/).

Service Fees may apply when operating a Vehicle outside of the [Terms & Conditions](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-terms-conditions/).

### ***Q:*** What kind of vehicles are in the Mondofi Car Share fleet?

Our fleet consists of electric vehicles, with seating for five and cargo space.

### ***Q:*** How do I ask for help?

You may contact the **WOW Call Center** (toll-free) anytime at **1-509-295-2036.**

During your trip, a **Contact Helpline** button is available in the Mondofi Mobile Application, which places a call from your smartphone to the **WOW Call Center**.

### ***Q:*** I forgot my password - what can I do?

On the Mondofi Mobile Application/WOW CarShare, tap the “forgot password” link on the login page. You will be prompted for your email address that you used during registration. An email with further instructions will be sent.

***Q:*** I forgot the email address I registered with - what can I do?

Please contact the **WOW Call Center** by phone at **1-509-295-2036.** or by email at [contact@mondofi.com](mailto:contact@mondofi.com).

### ***Q:*** What if I lost or forgot an item in a Vehicle?

Please contact the **WOW Call Center** by phone at **1-509-295-2036.** or by email at [contact@mondofi.com](mailto:contact@mondofi.com) to report a lost item. While we will do our best to keep your belongings safe, we are not responsible for any items that are lost or stolen in our cars. We will make our best efforts to recover your Lost & Found items.

### ***Q:*** What if I found an item in a Vehicle?

If you find an item left behind by another member, please leave the item in the glove box or the trunk, depending on the size of the item, and let us know by contacting the **WOW Call Center** via the **Contact Helpline** button in the Mondofi Mobile Application/WOW CarShare, or by phone at **1-509-295-2036,** or by email at [contact@mondofi.com](mailto:contact@mondofi.com).

## Registration

### ***Q:*** Who can register as a driver for the WOW CarShare Program?

You must meet and maintain at all times the following eligibility criteria to become and remain a WOW Car Share member and to use our Vehicles:

* Member of WOW Tri-Cities that operates a WOW CarShare Program;
* be at least **25 years** of age;
* hold a valid **Standard or Enhanced** Driver’s License;
* have a Minimum of **3 years** of driving experience holding a **Standard or Enhanced**;
* have received no more than two Traffic Violations;
* not have received six or more driver penalty points in the past two years; and
* have not been charged with, or convicted of, any Criminal Traffic Violation.
* have no prohibitions from driving a motor vehicle within WA state in the past 2 years.

You must notify us immediately if you cease to meet any of the foregoing criteria.

### ***Q:*** How do I register?

You may register to become an approved driver with your WOWCarShare account via the Mondofi Mobile Application/WOW CarShare.

Once logged-in to the App, tap on “MOCAR” in the bottom tab navigation. If you account is not registered for WOWi Car Share, you will be asked to do so,

Complete the required steps, which include:

* Providing photos of your driver’s license (front and back)
* Take a selfie
* Provide driver’s license information
* Provide other personal information
* Request your ‘insurance’ Driving Record over the past 3 years from WA DOL
* Provide your Credit Card information, entered via the App

### ***Q:*** What is the Driving Record Scoring Criteria?

The eligibility criteria is as follows:

* be at least **25 years** of age;
* hold a valid **Standard or Enhanced** Driver’s License;
* have a Minimum of **3 years** of driving experience holding a **Standard or Enhanced**;
* have received no more than two Traffic Violations;
* not have received six or more driver penalty points in the past two years; and
* have not been charged with, or convicted of, any Criminal Traffic Violation.
* have no prohibitions from driving a motor vehicle within WA state in the past 2 years.

### ***Q:*** How do I request my Driving Record?

If you have a WA Driver’s License, you may request your driving record from WA Department of Licensing online at <https://www.dol.wa.gov/media/1882/download?online>. Ensure ‘Driving record release of interest (dol.wa.gov/driverslicense) to WOWTriCities@gmail.com. or by phone at **1-360-902-3900** from 8:00 a.m. - 5:00 p.m. (Monday - Friday).

WOW CarShare only accepts driving records directly from License issuing agencies and not from individuals.

If you have a Driver’s License from another country,, then you must provide an up-to-date official driving record from the issuer of your Driver’s License. Your driving record abstract must be in English, or supplemented by a certified English translation.

***Q:*** Why do I have to submit my driving record?

It's an insurance requirement.

***Q:*** Why do I have to be a member of WOW Tri-Cities?

It's an insurance requirement.

***Q:*** How long do I have to submit my driving record after registration?

There is no specific timeline, but the sooner you have your driving record sent to [carshare\_records@mondofi.com](mailto:carshare_records@mondofi.com) , the sooner you can use the Mondofi Car Share Program.

### ***Q:*** Can I join if my driver’s license is from outside the U.S.?

Yes, but you must still meet our minimum driving requirements and send us a copy of your 3 year driving record issued by the licensing authority in the country you received your license from. Plus you will need to check how long your license is valid in in the U.S. (it may only be valid for 90 days) to ensure you will be covered by insurance. You can check how long your license is valid in at the WA DOL

### ***Q:*** How long does the Registration Process take?

All driving records are processed within 1-2 business days after we receive them. You will receive an email to confirm your application status. Once approved, Members can access the WOW Car Share Program right away by downloading the Mondofi Mobile App/WOW CarShare.

### ***Q:*** How do I know if my Car Share application has been Approved?

You will be notified of the status of your application via email as soon as your driving record is reviewed. You won't be charged anything until you have been approved.

If your application is pending approval, a message will appear to this effect when accessing the MOCAR screen in the Mondofi Mobile Application/WOW CarShare.

Once approved, accessing the MOCAR screen on the Mondofi Mobile Application/WOW CarShare. will allow you to **Book a Trip**.

### ***Q:*** How do I take a selfie during registration?

During the registration process in the Mondofi Mobile Application, you will be asked to “**Take a selfie**”. When doing so, your device’s camera will activate, allowing you to take a photo of yourself in-App.

Please ensure you are in a well-lit environment and that you take a clear photo of your face. This step is required to verify your driver’s license.

### ***Q:*** How do I take proper photos of my driver’s license during registration?

During the registration process in the Mondofi Mobile Application/WOW CarShare, you will be asked to upload or take photos of the “Front” and “Back” of your driver’s license. When doing so, your device’s camera will activate, allowing you to take a photo of yourself in-App. Alternatively, you may upload photos from your device’s storage. Please ensure the photos of your driver’s license are clear such that all information is legible.

### ***Q:*** Why am I asked to take photos during registration?

Photo verification is used to authenticate that the Car Share Program applicant matches the documentation provided (Driver’s License, Driving Record) belonging to the applicant. We go through a diligent process to approve or decline our WOW CarShare members to ensure there is no identity theft, scam accounts or duplicate accounts.

## How it works

### ***Q:*** Where can I find a car?

WOW CarShare Vehicles are located in their assigned Home Building, and are accessible via the Mondofi Mobile Application/WOW CarShare.

Once booked, the location of the Vehicle and directions is displayed on the map that is displayed in the WOW CarShare reservation screen.

### ***Q:*** How can I tell if a car is available?

All Vehicles are reserved via the Mondofi Mobile Application/WOW CarShare. Once a member inputs their desired trip specifications, all Vehicles available during the specified trip period will be displayed, identifiable by license plate.

### ***Q:*** How do I reserve a Vehicle?

Once a WOW CarShare Applicant becomes an Approved Driver, all Vehicles are reserved via the Mondofi Mobile Application/WOW CarShare. The instructions on using the App to reserve a Vehicle can be found in the WOW CarShare [User Guide](https://site.mondofi.com/mobile-app-content/car-share-user-guide/).

### ***Q:*** Do I need to reserve a Vehicle?

Advance reservation is not required to use a Vehicle. You may book a Vehicle immediately, if it is available. To do so, you may book a trip specifying “**Book Now**”. Further detailed instructions can be found in the WOW CarShare [User Guide](https://site.mondofi.com/mobile-app-content/car-share-user-guide/).

### ***Q:*** Can I book a Vehicle without the App?

All functionality and interaction is achieved via the Mondofi Mobile Application/WOW CarShare. Individuals without mobile phones can contact the WOW CarShare customer service at 1-509-295-2036 for alternative registration, booking, and reservation.

### ***Q:*** How do I unlock the Vehicle?

Vehicles can be unlocked remotely using the Mondofi Mobile Application/WOW CarShare by tapping the **Unlock Vehicle** button on the trip screen.

### ***Q:*** Do I need a key to the Vehicle?

No, a key is not required to use our Vehicles. All access is accomplished through the Mondofi Mobile Application/WOW CarShare.

### ***Q:*** Are pets allowed in the Vehicle?

Yes, but only in carriers. Please note, if pet hair and/or odors are found in the vehicle, then an Excessive Cleaning Fee may be charged to your account, as per the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/).

### ***Q:*** Is food allowed in the Vehicle?

Yes, however please ensure the Vehicle is clean upon return. An Excessive Cleaning Fees may apply if a Vehicle is returned dirty.

### ***Q:*** Is smoking allowed in the Vehicle?

No. An Excessive Cleaning Fee may apply if we detect smoking occurred in the vehicle.

### ***Q:*** Are the Vehicles equipped for kids?

Our Vehicles are family friendly, however please make sure to bring your own booster and/or car seat to ensure children are kept safe.

### ***Q:*** What if the Vehicle is damaged or dirty?

Please report any damage before you start your trip during the Pre-Trip Inspection using the Damage Report feature on our CarShare Application. This is an important step, because you could be held responsible for any unreported damage if left until after your trip.

If you’ve damaged the car during your trip, please let us know right away by calling us at 1-509-295-2036.

For any cleanliness issues, if the car is unusable due to that, please call it in right away as well.

### ***Q:*** What if there is a service icon appearing on the Vehicle’s dashboard?

As soon as possible and when safe to do so, please contact the Mondofi Call Center at 1-509-295-2036or by tapping the **Contact Helpline** button in the Application.

### ***Q:*** Can someone else drive during my reservation?

No, only the WOW CarShare Program member that reserved the Vehicle can drive.

In case of an emergency threatening the life, health or safety of you or another person in your party, you may permit a non-member to drive a Vehicle during your Rental Period provided that this **Emergency Driver**:

* is at least 18 years old;
* has a valid Driver’s License;
* operates the Vehicle under your personal supervision and instruction; and
* complies with the Vehicle operating requirements set out in this Agreement; and
* notifies us as soon as safely possible that they had to drive an WOW CarSharee Vehicle as an Emergency Driver.

Your Emergency Drivers are not permitted to allow any other person to operate a Vehicle.

### ***Q:*** What distance am I able to drive the Vehicle?

As long as the Vehicle taken within the geographical limits as specified in the [Terms & Conditions](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-terms-conditions/), there is no limit to driving distance within the aforementioned limit. Additional fees may be incurred for trips in excess of member level mileage, see the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/) for additional information.

For electric vehicles, please be mindful of the Vehicle’s battery charge. You may visit a charging station during your trip,

### ***Q***: For how long am I allowed to have the Vehicle?

The minimum booking time is 15 minutes and maximum of 24 hours. Bookings can be extended subject to availability.

### ***Q:*** What if I am late returning the Vehicle?

All reservations have a specified end time, including Open Return reservations. If you are unable to Extend Trip due to another reservation by another Member, you must return the Vehicle to the Home Building designated parking stall by the specified End Time.

Failure to do so may result in a Late Return Fee applied, as per the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/).

### ***Q:*** What if I return the Vehicle earlier than scheduled?

You are only charged for time used. If you return the Vehicle before the specified end time, then you are only charged until the moment your trip has actually ended.

### ***Q:*** Can I stow the seats if needed?

Yes, however please ensure to return them in the proper position when leaving the Vehicle.

### ***Q:*** Can I cross the Washington border?

No, our Vehicles are not to be taken outside of the state of WA. Please be aware that any costs associated with returning the Vehicle to the Home Building, as well as repairs, accidents and towing, will be the responsibility of the reserving member.

### ***Q:*** What do I do if I get into an accident?

Remaining calm should be top of mind. Call **911** if there are safety concerns or if anyone is injured.

As soon as possible and when safe to do so, please contact the WOW CarShare Call Center at 1-509-295-2036or by tapping the **Contact Helpline** button in the carshare application.

### ***Q:*** What do I do if I need roadside assistance?

If in need of roadside assistance, please contact the WOW CarShare Call Center at 1-509-295-2036or by tapping the **Contact Helpline** button in the CarShare application.

### ***Q:*** How do I update my Credit Card information?

Credit Card information is entered and updated via the CarShare application. Once logged-in to the App, tap on **PROFILE** in the bottom tab navigation, then tap on Payment Method. You may add multiple credit cards, and you may assign one of them to be the default card used for WOW CarShare, as the “MoCar default”.

## Booking

### ***Q:*** What is an Open Return booking?

Open Return allows you to only pay for what you use when booking a vehicle between 30 min and 24 hours, with the ability to extend subject to availability.

Open Return trips are subject to an additional Open Return Fee, as specified on the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/).

## Charging or Refuelling

### ***Q:*** How do I charge the Vehicle in the Home Building?

At the Home Building, the designated parking spots for WOW CarShare are equipped with charging stations. Simply plug the Charging Cable from the Charging Station into the Vehicle’s Charging Port. Please ensure that the Charging Cable is properly connected and that the Vehicle is charging.

Please note that setting your reserved Vehicle to charge at the end of your reservation is required. Failure to do so may result in a Loss of Use Fee applied, as per the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/).

### ***Q:*** Can I charge the Vehicle during my trip?

Yes, if needed, you may visit a charging station outside the Home Building during your trip to charge your Vehicle. Once you provide the receipt for the cost of charging the Vehicle, you may receive a credit in the amount of the cost indicated on the receipt.

### ***Q:*** What if my vehicle does not have enough charge to last my planned trip?

There is a 30 minute buffer time between scheduled bookings, to help mitigate situations of starting your trip with a low battery charge. The Vehicle’s battery level is indicated in the App at the start of your trip.

If needed, you may use a charging station outside of the Home Building to charge a Mondofi Car Share Vehicle, you may receive a credit as reimbursement for the cost of charging, upon providing a receipt.

## Parking

### ***Q:*** Where can I park at the end of my trip?

Mondofi Car Share Vehicles must be parked in their designated parking spots at the Home Building. A reservation may only be ended if the Vehicle is parked in the designated parking stalls.

### ***Q:*** Where can I park during my trip?

Regular parking rules apply. Please only park the Vehicle in legal parking spots. Parking costs and parking violations are the responsibility of the reserving driver.

## Pricing

### ***Q:*** What are the fees?

All fees are outlined in the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/).

### ***Q:*** How do I pay?

Payment for Mondofi Car Share is made via the credit card that is provided via the Mondofi Mobile Application.

### ***Q:*** What local taxes are applied?

Local taxes are applied to your invoice in accordance with local legislation.

### ***Q:*** What if I get ticketed or towed?

Your credit card will automatically be charged for parking tickets, towing and any associated processing fees. If you have any concerns please contact us.

### ***Q:*** Are there any cancellation fees?

A cancellation fee applies if canceling your booking within a specified amount of time prior to your reservation’s scheduled start time, in accordance with the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/).

## Insurance and Damage

### ***Q:*** How can I report damage to the vehicle?

Before you start your trip, the Mondofi Mobile Application will prompt you to submit a damage report or declare that the car is undamaged. Any damage that you see on the outside or the inside of the car needs to be reported. On the App, any previously reported damage is listed. If the damage you observe is already listed on the damage report on the App, then the damage has already been reported. To report any damage:

* When starting your trip, open the Mondofi Mobile Application and open your booking
* Tap on the **Complete Inspection** button
* Tap on the **Report Damage** button - this will turn on your device’s camera, prompting you to take a photo of the damage.
* Take a photo of the damage, and confirm the photo. You may tap Retry to retake the photo.
* Tapping **Ok** will upload the photo to your Report.
* Please enter a detailed description of the damage.
* Once ready to submit, tap on **Add Damage**. Your report will now appear under the Damage Report listing.

If there is no damage to report, then complete the Pre-Trip Inspection as usual and tap **Complete Inspection.**

### ***Q:*** What is the damage fee and when does it apply?

If a Member causes any damage to the vehicle or is deemed liable for an accident they are involved in, they will be responsible for a deductible of up to $1,000. If the [Terms & Conditions](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-terms-conditions/) are broken during the time the damage was caused, the deductible is not applicable and the full amount of the damage to Mondofi and third party (other car/property etc.) will be the Member's responsibility and the user's Mondofi Car Share Program membership may also be terminated.

### ***Q:*** What if my credit card provides accident coverage?

If your credit card company is willing to cover damage fees, then you will need to pay for the entire Mondofi Car Share deductible and then have your credit card company reimburse you. We will assist in providing you the necessary documentation.

### ***Q:*** What type of insurance is included?

Mondofi Car Share Vehicles are insured with Comprehensive, Collision and Third Party Liability insurance.

### ***Q:*** Can I purchase a damage waiver?

No, there is no damage waiver available.

### ***Q:*** Can I purchase a damage waiver?

Once you have reported your accident to Mondofi Car Share, the Mondofi team will inspect the Vehicle and create a claim if necessary. We will keep you updated during the process.

### ***Q:*** What happens if there is an insurance claim or if I cause damage to a Vehicle?

If there is a claim or damage caused to Vehicle, and you are deemed at fault for the accident, you will be responsible for paying the damage fee/deductible.

### ***Q:*** What if I violate the Mondofi Car Share Terms & Conditions?

Any violations will lead to your Membership being terminated with or without notice.

## Related Documents

* [Glossary of Terms](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-glossary/)
* [Terms & Conditions](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-terms-conditions/)
* [Privacy Policy](https://site.mondofi.com/mobile-app-content/mobile-app-content-privacy/)
* [FAQ](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-faq/)
* [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/)
* [Pre-Trip Info](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-pre-trip-info/)
* [Post-Trip Info](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-post-trip-info/)
* [Insurance Info](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-insurance-info/)
* [User Guide](https://site.mondofi.com/mobile-app-content/car-share-user-guide/)