# **WOW CarShare Glossary of Terms**

Last updated: Sep 27, 2023

**App** refers to the Mondofi Mobile Application/WOW CarShare. All WOW CarShare applicants must become members of WOW Tri-Cities to access WOW CarShare. The WOW CarShare Program registration process is accessible via the App once the registration is complete and the resident is approved as an Approved Driver.

**Approved Driver** refers to a WOW Tri-Cities member who has completed the WOW Ca Share Program registration process and has been approved to use the Vehicles.

**Associated 3rd Parties** refers to us, our affiliates and their respective directors, officers, shareholders, employees, shareholder agents, suppliers, lessors, contractors, representatives, advisors, successors and assignees.

**Booking Period** refers to the period of time starting from the Booking Start Date/Time and the Booking End Date/Time.

**Booking Start Date/Time** indicates the start of the Car Share reservation as selected by the Member using the Mobile Application.

**Booking End Date/Time** indicates the end of the Car Share reservation as selected by the Car Share Member's using the Mobile Application for Set Return Trips, or as set automatically as 24 hours after the Booking Start Date/Time for Open Return Trips. Booking End Date/Time may change by way of a Member extending a trip based on availability.

**Call Centre** refers to the WOW CarShare customer Call Centre, which can be reached by telephone at **1-509-295-2036**.

**Collision and Comprehensive Insurance** refers to insurance (including self-insurance by us) for damage to a Vehicle that arises out of the use or operation by the insured of a Vehicle and occurs in Canada.

**Charging Cable** refers to the electrical cable connected to the Charging Station on one end and plugging into an electric Vehicle on the other end.

**Charging Port** refers to the charging connector that is able to charge the Vehicle. For detailed information, please refer to the Vehicle Manual.

**Charging Station** refers to the device user for charging the Vehicle that is mounted on the wall near the Designated Parking stall at the Home Building/location.

**Damage Fee** refers to the fee in the amount of up to $1,000 that you must pay us to cover damage to a Vehicle, to be charged in accordance with the terms and subject to the conditions of the Collision and Comprehensive Insurance. This amount may be increased in our sole discretion if the Vehicle Damage is caused as a result of a violation of the [WOW CarShare Terms & Conditions](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-terms-conditions/).

**Designated Parking** refers to the parking stalls in the Home Building that are reserved for WOW CarShare Vehicles only.

**Distance Charge** refers to the set of fees applied to a trip based on the per Miles rates, as specified on the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/).

**Documents** refers to your registration form (if applicable), the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/), the [Privacy Policy](https://site.mondofi.com/privacy-policy/) and any other rules, guidelines, policies, or documentation that we may establish or amend from time to time relating to your WOW CarShare membership or the Mondofi Car Share program. All of these Documents are an integral part of this Agreement and binding on you.

**Driver’s License** refers to a WA state standard or enhanced driver’s license or an equivalent driver’s license from another state that is not suspended, revoked, expired or surrendered and permits you to operate a vehicle in WA.

**Emergency Driver** refers to a person who is at least 18 years old, has a valid Driver’s License, is not under the influence of any intoxicating substance or otherwise incapable of safely operating the Vehicle; and operates the Vehicle under your personal supervision and instruction

**Helpline Button** refers to the button located in the Mondofi Mobile Application/WOW Carshare which places a call from your phone toour Call Centre.

**Home Building** refers to the building/location in which the Vehicle’s Designated Parking is located. Vehicle rentals can only commence and end if the Vehicle is located at the Home Building.

**Criminal Traffic Violation** refers to a driving related offense under the WA state RCW that may be punishable by imprisonment.

**Member** refers to the person who is provided access to Vehicles as part of the WOW CarShare program.

**WOW CarShare** refers to the car-sharing program made available by us and operated by us or on our behalf from time to time under the “WOW CarSharei” brand and includes any and all services, features and other parts of the program (including, without limitation, Vehicles and equipment, reservations, your member account, the WOW Tri-Cities website, the Mondofi Mobile Application/WOW CarShare, and our Call Centre).

**Open Return** refers to a Rental Period setting in which the end time is unspecified. A Rental Period that is set with an Open Return can have a maximum duration of 24 hours, unless extended depending on availability.

**Pet Carrier** refers to portable boxes, crates or cages used to transport animals such as cats and dogs.

**Pre-Trip Inspection** refers to the process of inspecting a Vehicle at the beginning of a Rental Period to identify unreported Vehicle defects, damage and uncleanness. A Pre-Trip Inspection prompts the Member to make sure the Vehicle appears to be safe to operate and tracks the condition of a Vehicle as reported by Members.

**Privacy Policy** refers to our privacy policy, as amended from time to time. A current copy of our [Privacy Policy](https://site.mondofi.com/mobile-app-content/mobile-app-content-privacy/) can be found in Schedule B to this Agreement and is also available online at [app.mondofi.com](http://app.mondofi.com).

**Rate Schedule** refers to our schedule of rates, fees, service fees, prices, and other charges in respect of your WOW CarShare membership and the WOW CarShare program, as amended from time to time. Our [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/) can be found online at [app.mondofi.com/WOW CarShare](https://wowtricities.com/wow-carshare).

**Stopover** refers to parking and exiting the Vehicle without ending the Rental Period.

**Third Party Liability Insurance** refers to insurance in the amount required by law, for liability imposed on the insured by law for injury or death of another or loss or damage to property of another that arises out of the use or operation by the insured of a Vehicle and occurs in the United States.

**Traffic Violation** The [Revised Code of Washington (RCW)](https://leg.wa.gov/LawsAndAgencyRules/Pages/default.aspx) categorizes traffic violations as civil (infractions) and criminal. Violations are considered to be civil when they are low-level offenses, and the law regards them as infractions, as the severity of violations increases, they become criminal violations.

**Time Charge** refers to the set of fees applied to a trip based on the minutely rate, hourly rate and daily rate, as specified on the [Rate Schedule](https://site.mondofi.com/mobile-app-content/mobile-app-content-car-share-rate-schedule-parque-langley/).

**Trip Period** refers to the period of time starting from the Trip Start Date/Time and the Trip End Date/Time.

**Trip Start Date/Time** indicates the date and time immediately after the Member completes the Pre-Trip Inspection for their Booking Period.

**Trip End Date/Time** indicates the date and time when the Member has ended their Reservation via the App.

**Vehicle** refers to a motor vehicle made available by us to WOW CarShare members as part of our WOW CarShare program and includes any equipment in the vehicle.

**Vehicle Damage** refers to any defects, damage, or soiling of a Vehicle and any missing, incomplete, defective or inoperative equipment or documentation (such as the insurance papers and the copy of the Vehicle Manual).

**Vehicle Manual** refers to the operating manual for our Vehicles, as amended from time to time. The Manual includes the owner’s manual provided by the manufacturer and other instructions describing how to handle a Vehicle and use its features.

## 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/)