



Community CarShare

203-290 King St. E.
Kitchener, ON N2G 2L3

T: 1-855-SHARE-99

F: 519-579-2195

W: communitycarshare.ca

Refund Policy

Community CarShare is happy to address any billing inquiries. If there was an issue with the carsharing service provided to you during a trip, please contact info @ [communitycarshare.ca](mailto:info@communitycarshare.ca) or call 1-855-742-7399. Fees for services, as well as any surcharges, are outlined in the Member Manual, in Appendix A - Membership Plans & Usage Rates. Members can expect to be billed accordingly. Application fees are non-refundable. Requests for refunds are dealt with on a case-by-case basis. Any refunds given will be issued as account credit only.

Rules governing the refund of membership loans are outlined in the Membership Agreement applicable to your membership type (Individual/Corporate/Associate).