

Fee Schedule

Last Modified: 27 October 2025

Bay Islands Car Share service prices are displayed in the app at the time of purchase and/or booking. In the unlikely event that a member does the wrong thing, Bay Islands Car Share may charge fair fees and penalties to:

1. compensate the member on the other side of the transaction who has been put out; and
2. cover our extra costs of administering 'the fix'.

Charge/Fee Type	Amount
One time joining fee	Refer to Bay Islands Car Share App
Membership	Refer to Bay Islands Car Share App
Hourly Hire Rate ¹	Refer to Bay Islands Car Share App
Daily Hire Rate ²	Refer to Bay Islands Car Share App
Specific Vehicle Selection Premium ³	\$15
Booking Extension prior to start time ⁴	Free
Booking Extension during booking ⁵	\$5
First Automatic booking Extension ⁶	\$5
Second Automatic booking Extension ⁷	\$5
Third Automatic booking extension ⁸	\$5
Fourth and Final Automatic Booking Extension ⁹	\$15
Late Payment Fee ¹⁰	\$7.5

¹ This is the rate payable for hiring a car by the hour. Bay Islands Car Share hire contracts are calculated in 15 minute increments.

² This is the rate payable for hiring a car for the day. A day is defined as first TransLink ferry arrival at Redland Bay Marina to Last TransLink Ferry Departure from Redland Bay Marina on the same calendar day.

³ This is the fee charged for selecting a specific vehicle for a booking.

⁴ This is the fee charged for any extensions made to a booking prior to the booking start time.

⁵ This is the fee charged to manually extended a booking already in progress. Bookings can be extended by 30 minutes up to a total of 7 days.

⁶ This charge is applied to any booking that has not been extended following the first Automatic Extension. The booking will be extended by an additional 30 minutes.

⁷ This charge is applied to any booking that has not been extended following the second Automatic Extension. The booking will be extended by an additional 30 minutes.

⁸ This charge is applied to any booking that has not been extended following the second Automatic Extension. The booking will be extended by 1 hour.

⁹ This charge is applied to any booking that has not been extended following the third Automatic Extension. The booking will be extended to a full day booking.

¹⁰ This is the amount charged on the 3rd failed billing attempt.

Charge/Fee Type	Amount
Vehicle Left Open ¹¹	\$20
Borrower Left Lights Left On / Flat Battery ¹²	\$100
Replacement Fuel Card ¹³	\$30
Replacement Tolling Device ¹⁴	\$50
Borrower Smoked in Vehicle ¹⁵	\$50 plus cleaning cost
Borrower Left Pet Hair ¹⁶	\$50 plus cleaning cost
Vehicle Left Messy ¹⁷	\$20 plus cleaning cost
Fuel Refueling Charge ¹⁸	\$20
Traffic Infringement Administration Processing Fee ¹⁹	\$55
Parked Illegally or Incorrectly ²⁰	\$20
Failure to follow correct key return procedures ²¹	\$50
Lost or Damaged Key — replacement cost ²²	Invoiced cost of the replacement key
Lost Key Service Fee ²³	\$350
Incorrect Key Return ²⁴	\$50

¹¹ This is a fine imposed on the previous driver when a vehicle is reported by the next driver to have been left open.

¹² This is a fine imposed on the member if due to their actions, a vehicles lights are left on or the battery is dead.

¹³ This is the charge to issue a replacement fuel card if a member is found to have lost the existing one.

¹⁴ This is the charge to issue a replacement tolling card if a member is found to have lost the existing one.

¹⁵ This is the fine for smoking in the vehicle; the cleaning charge will be charged in addition.

¹⁶ This is the fine for having the pet loose in the vehicle; the cleaning charge will be charged in addition. Pets are to be restrained and transported in the rear cargo hold in compliance with our Pet Carriage Policy.

¹⁷ This is the fine for leaving the vehicle usable but messy; the cleaning charge will be charged in addition.

¹⁸ This is the administration fee charged to a member for refueling a car left with less than ½ a tank of fuel.

¹⁹ This fee covers the administrative costs, including staff time and travel to a Justice of the Peace, for processing and resolving traffic infringements incurred during your rental. This fee is in addition to the cost of the fine itself which will be transferred into the members name.

²⁰ This is the fee charged if the car is parked illegally (such as facing the wrong direction or obscuring a driveway).

²¹ Returning the vehicle key to the lockbox at the end of the booking is the member's responsibility. Regardless of circumstances—such as phone issues, app access problems, lack of time, or a third-party driver—failure to follow the correct key return and issue reporting procedures may render the vehicle unusable for the next member and will incur this penalty.

²² The car keys are your responsibility from when you first take them out of the lockbox until you return them at the end of your trip. If you lose or damage the key, you'll need to pay what the replacement key actually costs us. Keys are replaced like-for-like with a genuine key supplied and programmed by the vehicle's dealer — modern electronic keys can cost over \$1,000.

²³ Replacing a lost key isn't just buying the key. The vehicle is out of service and unbookable while it has no key, and our staff must travel to the dealership and back to have the new key cut, programmed and tested. This fee is a pre-estimate of those costs — staff time, travel, and loss of use of the vehicle — and is charged in addition to the replacement key cost.

²⁴ This is the fee charged if the car key is not returned to the lockbox at the end of the hire.

Repair administration fee ²⁵	\$100
Loss of Use ²⁶	The vehicle's daily hire rate (pre-subsidy) for each day the vehicle is off the road
Additional excess for new drivers and at risk driver liability (aged 21-29 and 70+) ^{27 28 29}	\$1500
Miscellaneous Costs ³⁰	Reasonable cost of resolving the issue

Billed Time

Bookings are billed based on the booked duration.

Early pickups or late returns are charged in 15-minute increments.

If you complete a booking early, the remaining time is considered “Cancelled time” and you will still be charged until the scheduled booking ending.

If you change your reservation times, the time you no longer require is considered “Cancelled Time” and is subject to the cancellation policy.

If you fail to show up for a booking, you will be charged for the duration of the booking.

Cancellation fees are outlined in the table bellow.

²⁵ If you damage a car, We have to spend time organizing repairs. This fee is to help compensate the us and other member for lost time and is in addition to the cost of the damage (up to your DCL amount).

²⁶ When a vehicle is damaged and can't be hired, we lose the income from that vehicle for every day it's off the road being assessed and repaired. Because the TransLink subsidy is only paid on completed trips, our lost income is the full (pre-subsidy) daily rate, not the subsidised price members see in the app. Loss of Use is charged for the days reasonably required to assess and repair the vehicle, and is in addition to the cost of the damage.

²⁷ This is an additional liability to the standard DCL for drivers aged Less than 30 and over 70. It continues to apply when the standard DCL (excess) reduction option has been selected.

²⁸ For full Damage Cover Liability (DCL) terms please refer to the Member Agreement and Bay Islands Car Share App.

²⁹ A new driver is any member who has held their license for less than 12 months

³⁰ We've encountered a number of different issues that don't necessarily fit into one of the other categories. If you're found to be at fault, you'll need to pay the reasonable costs of resolving the issue.

Damage Cover Liability

The table below sets out the DCL amounts for each Protection Plan for Single Vehicle Damage and Third-Party Loss events. Each liability applies separately, depending on the type of damage.

Protection Plan Level	Cost \$/hr	Cost \$/day	Single Vehicle DCL \$	Third Party Loss DCL \$
Total	9	45	0	0
Extra	3	15	490	1000
Standard	1	5	1490	4000
Basic	0	0	2990	4000

Borrower Cancellation Fees

Booking Duration	Notice Given	Charges
Hourly & Daily	More than 24 hours before reservation start time	Free
	Less than 24 hours from the reservation start time up to the booking start time	Cancellation fees increase by \$2 for every hour closer to the booking start time. The maximum fee is capped at the original booking cost or \$48 - whichever is lower.
	After the booking start time	100% of the hire charge
Overnight	More than 24 hours before reservation start time	\$10 admin fee
	Less than 24 hours from the reservation start time up to the booking start time	\$50
	After the booking start time	Time used + 1 Full Day rate

Vehicle Owners

Fee/Charges	Amount
Platform Listing Fee ³¹	Free
Technology Hardware Fee	Free
Private Off-street parking in Outridge St.	\$5 per day
Time income commission ³²	45% of total time booked income
Distance income commission ³³	45% of total distance income
Fuel ³⁴	Deducted from the distance income as applicable.
Additional Marina Valet Delivery Fee ³⁵	\$10
Platform delisting & hardware removal ³⁶	\$250

Owner Cancellation Fees / Missing Car

When you rent your car out through Bay Islands Car Share, it's available for Borrowers to book instantly at the times when you're not using it.

For this system to work, Borrowers need to have confidence that their booking is firm and that they will not be left without transport if you suddenly change your plans. If you cancel a booking the Borrower will be annoyed and unlikely to book your car again. We may charge you in order to help compensate the Borrower for the inconvenience and for finding alternative transport (up to \$50)

Owner Cancellations	Charges
More than 24 hours before reservation start time	\$20
Less than 24 hours from reservation start time	\$50

³¹ This is the weekly fee charged for listing your car on the platform.

³² Bay Islands Car Share will retain one third of the collected Time fees from the borrower as fees as part of the consideration payable to us in connection with supplying the Service.

³³ Bay Islands Car Share will retain one third of the collected Distance fees from the borrower as fees as part of the consideration payable to us in connection with supplying the Service.

³⁴ The car's Owner pays for all the fuel that goes into the car. They are then reimbursed for every kilometer the Borrowers drive through their distance income. If a Borrower needs to fill up during their trip, they pay with the provided fuel card. The amount they spent on fuel will be deducted from the final charge for the trip. Any fuel the Borrower purchases during a trip is charged to the Owner in their monthly invoice and offset by the distance income.

³⁵ Each fortnight, complimentary valet deliveries to the marina are included as part of your Car Owner benefits. Additional valet requests are available, with a \$10 delivery charge deducted from your disbursement. If you select "No Preference," you can pick up the car from its current location at no cost.

³⁶ This fee covers the costs associated with removing your vehicle from the car-sharing platform when you decide to end your participation. It includes the removal of any installed hardware, system delisting, and administrative processing to finalize your vehicle's exit from the service.