

# Zipcar Membership Discount Frequently Asked Questions

## What is the application and approval process?

After a DC Government employee applies online, they will receive an email confirmation. Afterward, they have the option to pick up their Zipcard (the card allows them to access the vehicles) at our local office at 403 8th Street, NW or have it mailed to their billing address, typically within 3-7 days.

## When does this membership expire?

This membership will not expire, although you have the option to cancel at any time.

## Who can employees contact with questions about the service or enrollment?

The easiest way to contact Zipcar is through our 1 (866) 4ZIPCAR (866.494.7227) number. This is our 24/7/365 member-service number. This is also the number to use for any issues that arise when using Zipcar.

## What is the basic service and how do you locate vehicles?

- Apply online at [www.zipcar.com/dcgov](http://www.zipcar.com/dcgov). It only takes a few minutes. Within 3-7 days, you'll receive a Zipcard in the mail. Your Zipcard is your ticket to any car in our network. If you want to drive sooner, you can pick up your Zipcard at the local DC Zipcar office at 403 8th Street, NW.
- You can reserve a Zipcar at [www.zipcar.com](http://www.zipcar.com) or use the free iPhone® or Android™ app.
- You can reserve a Zipcar for as little as one hour or as much as 7 days at a time. Whether your trip is quick or long, you can book in half-hour increments.
- To enter a Zipcar, after you've reserved a vehicle, hold your Zipcard against the card reader in the windshield for a few seconds and the doors will unlock.
- There are lots of models to choose from – cargo vans, trucks, luxury vehicles, hybrids. Learn more at [www.zipcar.com/find-cars/dc](http://www.zipcar.com/find-cars/dc).
- Round-trip Zipcars should be returned to their home location. One-way Zipcars should be parked in their reserved drop-off location. If you're at a location that has more than one reserved Zipcar space, any of them will do. Learn more at [www.zipcar.com/flexible](http://www.zipcar.com/flexible).
- Best part about being a Zipster? Free, legal curbside parking in DC during your reservation. Learn more at [www.zipcar.com/dc-parking](http://www.zipcar.com/dc-parking).

## What if I'm an existing Zipcar member? How can I take advantage of this discount?

To update an existing membership, call Zipcar Member Services at 866.4ZIPCAR (866.494.7227) and ask to be added to the "DC Government Employee Benefit Affiliate." You can also email [dcbusiness@zipcar.com](mailto:dcbusiness@zipcar.com) with your Zipcard number, to have the matter resolved via email.

## Can I add a family member under my account?

Family members can join an account by choosing "join a household" during the application process. They would then be able to enter the current member's email address and be added to their account.

## Does Zipcar provide accommodations for individuals with a disability?

Yes, we do have hand controls available. Zipcar DC requires at least 24 hours' advance notice prior to the start time of the reservation. This will allow Zipcar staff to make reasonable accommodations. Notice must be given by phone to a live representative at the local office at 202.737.4900 (voice mails are not acceptable).

## Where can I find more information?

See a complete list of Zipcar Frequently Asked Questions at [www.zipcar.com/how](http://www.zipcar.com/how).

## Additional Questions?

For more information, please contact Zipcar or DCHR at the following:

Zipcar Frequently Asked Questions: [www.zipcar.com/how](http://www.zipcar.com/how)

Zipcar Member Services: 1 (866) 4ZIPCAR (866.494.7227)

DCHR Benefits & Retirement Administration: (202) 442-7627 or [dchr.benefits@dc.gov](mailto:dchr.benefits@dc.gov)