

FARESHARE FREQUENTLY ASKED QUESTIONS

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1. What is Fareshare?

Fareshare is a contact venue providing Members the opportunity to benefit from transportation being offered, or the transportation requirements of other Members.

2. How does it work?

Fareshare Members who intend to make a journey and are willing to transport items can post the details of their journey on the website for display, likewise Members needing items delivered can post the delivery requirements on the site; both journeys and deliveries are called 'Fares'. Anyone visiting the site can view these Fares and if they find a Fare that they can accommodate they can contact the person making the journey to come to a mutually beneficial arrangement.

EXAMPLE 1.

John lives in Hamilton and wants to buy a large item from Wellington that he has seen on Trademe; however he is reluctant to buy the item as he knows the cost of delivery will be excessive. John then looks at the Fareshare site and using the 'Search' function identifies that Mike is driving from Christchurch to Auckland in a few days time and has sufficient room in his vehicle to deliver John's item. John & Mike come to an arrangement where Mike delivers John's item as he will be driving through Wellington and Hamilton on his way to Auckland, John pays Mike an agreed figure for this delivery that is much less expensive than a normal courier charge, and this payment offsets Mike's travel expenses.

EXAMPLE 2.

Jane is driving from Albany to Napier to visit a friend for the weekend and is about to post her journey on the site when she notices that Tracy from Matamata has already posted a Fare requesting a lift to Taupo on the same day. Utilising the 'Ask a Question' function Tracy and Jane come to an agreement where Jane will deviate from her route to pick Tracy up from Matamata and drop her off in Taupo, they also arrange that Tracy can be picked up again on Jane's return journey. They come to a mutually beneficial arrangement where Tracy agrees to pay Jane a donation for this lift to help offset Jane's travel expenses.

3. Do I have to become a Member to view Fares?

No, non-members are allowed to view Fares posted to the website; however they cannot post Fares, ask questions or accept Fares posted on the web-site.

4. How much does Membership cost?

Membership is free.

5. How do I become a Member?

Simply click on the Free Membership link on the Fareshare homepage and follow the registration instructions.

6. Does registering as a Member take long?

On average less than two minutes.

7. Will my Membership expire?

No your Membership will remain in force provided you make regular visits to the site.

8. Will my registration details be released to other agencies?

No your details will be used only as required for the processes of the Fareshare website.

9. Can I post or accept a Fare once I am a Member?

Only financial Members can post or accept Fares.

10. How do I upload my photographs to the site?

Once your registration is complete you may return to your 'My Fareshare' page to upload your photographs.

11. How do I become a financial Member?

Simply log in and credit your Fareshare Member's account by following the links on the site.

12. How much does it cost to post a Fare on the site?

The initial cost of posting a 'successful' Standard Priority Fare to the site is \$2.50; all Fares that are not successful receive a \$2.00 refund.

13. What is a successful Fare?

A successful Fare is a Fare that is accepted by another Member.

14. Why does it cost me 50 cents when my Fare is not successful?

This is to finance future site improvements.

15. What is a High Priority Fare?

High Priority Fares are displayed before Standard Priority Fares on the website; they also appear first when results are returned from any searches.

16. Do High Priority Fares cost more to list on the site?

Yes, High Priority Fares cost \$4.00 to post and there is a \$2.00 refund if the Fare is not successful.

17. How far in advance may I post a Fare to the site?

Fares may be posted onto the site at any time, however the Fare will only be displayed for 30 days from the day you post the Fare.

18. How long are Fares displayed on the site and in what order?

Fares are displayed on the website for a maximum of 30 days from the day they are posted, they are removed from the site when another Member accepts the Fare, or the day before the Fare is expected to take place. High Priority Fares are displayed first in order of Fare value followed by Standard Priority Fares in order of Fare value.

19. Does it cost me anything to accept another Member's Fare?

Yes, accepting any Fare costs \$2.50.

20. How do I contact the Member posting a Fare?

You can ask other Members questions about their posted Fare using the 'Ask a Question' process prior to accepting the Fare. Once you have accepted a Fare e-mail addresses are exchanged to allow direct contact between Members in order to arrange payment and fine-tune the Fare as required.

21. Can anybody use the 'Ask a Question' process?

Only financial Members can ask questions on posted Fares.

22. Can I contact other Members directly?

Only once you have accepted a Fare, attempting to contact other Members directly, or using any method which could be considered an attempt to avoid paying the Fare acceptance fee, this is against Fareshare Terms and Conditions and may result in your Membership being terminated.

23. Why is the minimum account top-up \$10?

This is to save Members money, every credit card transaction incurs a processing fee from the card service provider which is ultimately passed onto Fareshare Members in the form of the cost of posting or accepting a Fare. If Members were to credit their accounts every time they posted or accepted a Fare this processing fee would be applied to every transaction and the result would be an increase in the cost of using the site. By having a \$10 minimum top-up Members accounts are credited and transactions are deducted from the Member's account without the associated credit card processing fees (until the Member's account becomes depleted and requires topping up once again). This process results in a single processing fee for multiple Fareshare transactions, keeping Fareshare overheads low and allowing our rates to be controlled. Members can view their account balance and transaction history on their 'My Fareshare' page.

24. Do I pay Fareshare the agreed Fare value after I accept the Fare?

No, the agreed Fare value is paid directly to the other Member during the course of the Fare taking place.

25. Do I acquire interest on my Fareshare Member's account?

No, Fareshare does not apply interest on Member's accounts.

26. How long will my account remain in credit?

Indefinitely, however if there is no movement on your account for over 24 months Fareshare has the right to close the account.

27. Can I get a refund of my account?

Account refunds are based on a case-by-case basis; normally refunds are credited to Members Fareshare accounts and will not be credited to a Members personal account unless there are extenuating circumstances. Refunds of any account credits gained from promotional or introductory offers will not be refunded.

28. I have lost or forgotten my Password how do I retrieve it?

Simply go to the Login page and submit your e-mail address, we will send you another password.

29. How can I trust other Members to meet the obligations of a Fare?

Fareshare is based upon the same principles as sites such as Trademe where Members are reliant on the honesty and integrity of other registered Members. Fareshare intends to include a 'Members Trust Rating' process in the near future to allow Members to build up a record of feedback on Fares they have completed.

30. Can I terminate my Membership?

Yes, simply send us an e-mail.

31. Can I advertise my business on the Fareshare site?

Promoting your business within a Fare or whilst using the Questions & Answer process is against Fareshare Terms & Conditions, however the site is able to host advertisements for other companies, please e-mail ads@fareshare.co.nz for more information.

32. I would like to contact the Fareshare team, how do I do this?

Simply go to the 'Contact Us' tab and either e-mail or post your enquiry to us.