

# FAQs

## Where do I pick up the vehicle?

- Ivee's depot is located in downtown Los Angeles, near USC's campus. The exact address will be disclosed once your reservation is approved.

## Is there parking near the depot?

- There is limited free street parking with no time limit. The Metro and buses are also close by.

## When will I be charged for the rental?

- You will need to enter your credit card information upon booking, but you will only be charged after the car is returned.

## Can I make multiple reservations at once?

- Unfortunately our online reservation system only allows for one reservation to be made at a time, but you may make as many reservations as you'd like for up to 2 weeks in advance. Of course if you stop by the depot, our attendants will be able to assist you with making the reservations in-person as well.

## What are your hours of operation and will the periods for reservation change?

- Our hours of operation revolve around the reservation periods. There will be an attendant present at the depot for check-ins and check-outs and to provide any additional support in-person. For vehicle returns after 12am, there will not be an attendant present when you drop off the car. Online support is available at [reservations@goivee.com](mailto:reservations@goivee.com), and we will try to respond to your email inquiries within a few hours.
- Our reservation periods are subject to change. However, it will not exceed 8 hours due to charging needs for our electric fleet. Keep checking our bookings page for availability!

## Can I rent another one of your vehicles right after dropping off the first rental?

- Yes! If there is an available reservation for a separate vehicle during the period after your return time, feel free to reserve that vehicle for rental after you drop off the first car.

### What happens if I'm late or early?

- There is a grace period of 15 minutes for late returns. Late returns will be charged by the minute at the full base rental rate after 15 minutes. Late pick-ups will be charged from the start of the reservation time and are expected to be returned at the end of the reservation period.
- Early returns will be refunded for the unused period. The vehicle will be provided for early pick-ups if available, and charged for the actual amount of time used.
- Additional details on our late/early policy can be found in our "Ambassador Handbook" located on our [Driver Resources page](#).

### When can I start renting a Tesla?

- Our Teslas are reserved for drivers that have completed at least 200 rides with us on the Chevy Bolts. Since there is a higher risk involved (increased repair and insurance costs) with putting these vehicles on the road, it's important for us to have built a relationship with the drivers that drive our luxury fleet. For your continued participation and loyalty with us, you are also rewarded for being able to make more on Uber Select and Lyft Lux.

### Am I covered by your auto insurance?

- Ivey offers commercial insurance coverage to everyone that has signed up to drive our vehicles. As part of our services, you will be covered under our policy when driving our vehicles. Additional details on our auto policy can be found in the "Ivey Insurance Policy" document located on our [Driver Resources page](#).

### How can I list your vehicle on my driver profile on Uber/Lyft?

- Once your reservation is approved, you will receive all the necessary documents for the vehicle to upload to your rideshare driver profile. Additional details and instructions can be found in the "Adding Vehicles to Driver Profile" document located on our [Driver Resources page](#).

### I have a question that isn't answered on here. How may I contact Ivey?

- For any questions or concerns, please reach out to us at [reservations@goivee.com](mailto:reservations@goivee.com) and we will try to respond within a few hours of your inquiry. Thanks!