



Mannix College



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About this guide

This guide has been prepared by **Mannix College** to help residents understand how the GoGet service operates at the College and answer the questions we think you'll most commonly have.

It is not a substitute for GoGet's official information, Member Manual or Terms and Conditions.

Before joining GoGet or making your first booking, **please read GoGet's official FAQs, Member Manual and Terms and Conditions**, as these form part of your agreement with GoGet and explain your rights, responsibilities, fees and liabilities in full.

The Mannix resident offer is available at: <https://www.goget.com.au/godevplus>

Please note:

- Your membership and every booking are a **direct agreement between you and GoGet**.
- Mannix College has negotiated a resident offer and provides a parking location for the GoGet vehicle but **does not own, operate or manage the service**.
- Mannix College is **not responsible** for bookings, payments, insurance, accidents, damage, fines, tolls, disputes or any other costs arising from your use of GoGet.
- While every effort has been made to ensure this guide is accurate at the time of publication, **Mannix College makes no representation or warranty that the information is complete, accurate or current**.
- GoGet may change its pricing, fees, insurance arrangements, policies or Terms and Conditions at any time.
- **Residents are responsible for checking GoGet's current information before joining or making a booking.**
- If there is any inconsistency between this guide and GoGet's official information, **GoGet's official Terms and Conditions, Member Manual and policies prevail**.
- To the fullest extent permitted by law, **Mannix College accepts no liability for any loss, damage, injury, claim, cost or expense arising from reliance on this guide or from your use of the GoGet service.**

Why has Mannix introduced GoGet?

Residents have consistently told us that while they don't need a car every day, there are times when having access to one would make life much easier.

Owning a car in Melbourne can also be expensive. Registration, insurance, servicing, maintenance, fuel and parking all add up quickly, while parking around Monash University is limited.

GoGet provides a practical alternative by allowing residents to access a vehicle only when they need one.

What is GoGet?

GoGet is Australia's largest car-sharing service.

Instead of owning a car, you simply:

- book a vehicle through the GoGet app;
- unlock it using your Smartcard;
- drive it for the time you've booked; and
- return it to its designated parking bay.

Is GoGet operated by Mannix College?

No. GoGet is an independent company.

Your membership, bookings and payments are a direct agreement between **you and GoGet**.

Mannix College simply:

- negotiated discounted resident pricing;
- provides a dedicated parking space for the vehicle; and
- promotes the service for residents.

The College:

- does not own the vehicle;
- does not manage memberships;
- does not approve drivers;
- does not provide insurance;
- does not investigate accidents;
- does not determine liability;
- cannot waive GoGet charges; and

- cannot resolve disputes between residents and GoGet.

Who can join?

Residents who satisfy GoGet's eligibility requirements.

Generally you'll need:

- a current driver's licence (or identification accepted by GoGet);
- a credit card; and
- approval from GoGet.

GoGet decides whether an application is approved.

What does the Mannix offer include?

Residents receive:

- FREE GoGet membership
- No joining fee
- A free Smartcard (which you collect from Mannix Reception)
- Discounted hourly pricing
- Access to the Mannix vehicle
- Access to thousands of GoGet vehicles Australia-wide
- Eligible additional drivers in accordance with GoGet's rules

Where is the Mannix vehicle?

The GoGet vehicle is located in the **front Mannix car park**.

If it is unavailable, you can book another nearby GoGet vehicle, including vehicles located at Monash University.

How much does it cost?

Current Mannix pricing:

- \$8.50 per hour
- \$0.50 per kilometre
- Maximum base charge of \$69 per 24-hour booking (includes the first 80 kilometres)

Always check the final booking price shown in the GoGet app before confirming your booking.

What is included?

Your booking includes:

- petrol
- registration
- servicing
- maintenance
- roadside assistance
- standard insurance.

Additional charges may still apply.

What additional costs might I have to pay?

Depending on your booking, additional costs may include:

- toll roads
- additional kilometres
- traffic fines
- parking fines
- speeding fines
- late return fees
- cleaning fees
- damage charges
- lost Smartcards or keys
- administration fees
- other charges under GoGet's Terms and Conditions.

Is petrol included?

Yes.

Petrol is included in every booking.

If you need to refuel:

- use the fuel card supplied in the vehicle;
- ensure you use the correct fuel type;
- do not use the fuel card for personal purchases; and

- return the vehicle with at least **one-quarter of a tank**.

What is an insurance excess?

An insurance excess is the maximum amount you may need to contribute if the vehicle is damaged and you are responsible.

Under the Mannix arrangement, the **standard excess is \$5,500**.

This does **not** mean every accident costs \$5,500.

It means that if repairs are required following an incident where you are responsible, **you could be required to contribute up to \$5,500**.

Example

You accidentally reverse into a pole.

Without Excess Reduction:

- you could be required to contribute **up to \$5,500** towards repairs.

With Excess Reduction:

- your contribution would generally reduce to **up to \$300**, provided you have complied with GoGet's Terms and Conditions.

Should I purchase Excess Reduction?

Yes. Mannix strongly recommends it.

Excess Reduction costs:

- \$2.50 per hour
- maximum \$25 per 24-hour booking

It reduces the standard excess from **\$5,500 to \$300**, subject to GoGet's Terms and Conditions.

For a relatively small additional cost, it significantly reduces your financial exposure if you're involved in an accident.

Could I still be liable for additional costs?

Yes.

Reducing the excess does **not** remove all responsibility.

You may still be responsible for other costs depending on the circumstances and GoGet's Terms and Conditions.

Always read GoGet's official documentation before driving.

Who can drive the vehicle?

Only drivers who have been individually approved by GoGet.

Never:

- lend your Smartcard;
- allow someone else to drive using your booking; or
- share your GoGet account.

I'm on my Ls or Ps. Can I still use GoGet?

If GoGet approves your membership, **you must still comply with every condition attached to your licence.**

This includes requirements relating to:

- L or P plates
- passenger restrictions
- speed restrictions
- alcohol limits
- mobile phone use
- supervising drivers
- any other Victorian licence conditions.

GoGet approval does **not** override Victorian road laws.

How do I join?

1. Register through the Mannix GoGet webpage.
2. Complete GoGet's application.
3. Verify your identity.
4. Add your payment card.

5. Wait for approval.
6. Collect your Smartcard from Mannix Reception and activate it.
7. Download the GoGet app.

How do I book the Mannix vehicle?

Using the GoGet app:

Search:

Clayton

Select:

Clayton VIC

Choose:

Clayton – 22A Wellington Road (Mannix College)

Review the booking cost and confirm.

How do I unlock the vehicle?

When your booking starts:

- tap your Smartcard against the windscreen reader;
- the vehicle unlocks automatically;
- the key is already inside.

When returning:

- leave the key inside;
- tap your Smartcard again to lock the vehicle.

What should I check before driving?

Before leaving:

- inspect the vehicle;
- check for damage;
- report any unrecorded damage through the GoGet app;
- make sure the vehicle is safe to drive.

Reporting existing damage protects both you and future users.

What happens if I have an accident?

If an accident occurs:

- stop safely;
- assist anyone who is injured;
- call **000** if emergency services are required;
- exchange details where required;
- take photographs if safe;
- contact GoGet immediately and follow their instructions.

Mannix College cannot assist with insurance claims.

What happens if I'm running late?

If possible, extend your booking using the GoGet app.

If another member has already booked the vehicle, contact GoGet immediately.

Late returns may incur additional charges and inconvenience other members.

What condition should I return the vehicle in?

Please:

- return it to the Mannix GoGet parking bay;
- return it on time;
- leave the key inside;
- remove your rubbish and belongings;
- leave the vehicle clean and tidy;
- ensure it has at least one-quarter of a tank of fuel;
- lock the vehicle using your Smartcard.

Remember that the vehicle is shared by the Mannix community.

What if I leave something behind?

Contact GoGet as soon as possible.

Neither GoGet nor Mannix can guarantee that lost property will be recovered.

Who do I contact if I need help?

For questions about:

- bookings
- payments
- membership
- roadside assistance
- accidents
- vehicle faults
- insurance
- your account

please contact **GoGet directly** through the GoGet app or website.

For emergencies involving injury or immediate danger, call **000**.

Where can I find more information?

Please read GoGet's official:

- Frequently Asked Questions
- Member Manual
- Terms and Conditions

Available through: <https://www.goget.com.au/godevplus>

These documents form part of your agreement with GoGet and should always be read before making your first booking.