



## Welcome,

Enterprise Rent-A-Car and National Car Rental have been selected as the preferred provider for car rental services for business travelers of your company.

To review the **Program Benefits**, **Frequently Asked Questions**, and **Program Summary** available to renters from your company, please click on the corresponding sections below.

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Welcome to Emerald Club! Emerald Club members enjoy many benefits while renting across Enterprise and National's nationwide rental network. Once you are enrolled in Emerald Club, you will have access to the speed, choice, and control that accompanies your membership.

## EMERALD CLUB®

### Ready to get started?

**[Click here](#) to enroll in Emerald Club or to update your Account Number on an existing profile**

#### If already enrolled:

- 1: Select "Enroll Now"
- 2: Sign in with Emerald Club Number & password
- 3: Review company name & select "Update"

### Tired of standing in line?

**[Click here](#) for a tour of the Emerald Aisle**

Reserve a midsize car at participating locations in the U.S. or Canada. Bypass the counter & go directly to the Emerald Aisle where you can select any vehicle and go.

### Bypass the Counter

With a midsize reservation at National Car Rental, go directly to the Emerald Aisle at more than 50 major airports in the U.S. & Canada.

### Choose Your Vehicle

Just choose any car from the Emerald Aisle and be on your way.

### Earn Rewards

Choose free rental days at participating Enterprise and National locations or points towards your favorite frequent traveler program.

SIPP Code	Vehicle Class*	Daily Rate	National Car Rental One-Way Daily Rate
ECAR/CCAR	Economy/Compact	\$	\$
ICAR	Intermediate	\$	\$
SCAR	Standard	\$	\$
FCAR	Full Size	\$	\$
PCAR	Premium	\$	\$
PXAR	Premium Special	\$	\$
LCAR	Luxury	\$	\$
MVAR	Minivan	\$	\$
IFAR/SFAR	Intermediate/Standard SUV	\$	\$
FFAR	Large SUV	\$	\$
PPAR/SKAR	½ Ton Full Size Truck/Cargo Van	\$	N/A
SCAH	Hybrid Standard	\$	N/A
FCAH	Hybrid Full Size 4 door	\$	N/A
SFAH	Hybrid SUV	\$	N/A
RVAR/FVAR	12/15 Passenger Van	\$	N/A

enterprise City Surcharges\*\*

**Applies to Airport Locations**

- \$3.00:** Richmond, VA
- \$5.00:** Augusta, GA; Charlotte; Cincinnati; Cleveland; Harrisburg, PA; Kansas City; Milwaukee; NW Arkansas Regional (XNA); Phoenix; Raleigh-Durham; Sacramento; Scranton, PA; St. Louis; State of IL (excl. Chicago); State of TN (excl. Nashville); State of SC (excl. Myrtle Beach)
- \$8.00:** Manchester; Salt Lake City
- \$10.00:** Aspen; Atlanta; Burbank; Colorado Springs; Denver; Hartford; Hawaii; Jackson, WY; John Wayne (SNA); Minneapolis/St. Paul; Nashville; New Orleans; Pittsburgh; Providence; San Diego; Southern CA Regional; State of TX
- \$12.00:** Baltimore; Detroit; Monterey; Philadelphia; Santa Rosa; Washington D.C. (IAD & DCA)
- \$15.00:** Boston; Chicago; Los Angeles Int'l (LAX); Midland, TX
- \$16.00:** Oakland; San Jose
- \$17.00:** Islip (ISP)
- \$20.00:** San Francisco
- \$30.00:** Kennedy (JFK); LaGuardia (LGA); Newark (EWR); Westchester (HPN)

**Applies to Airport & Home City Locations**

- \$5.00:** Islip Home City; State of NY
- \$10.00:** Puerto Rico; Bemidji & Moorhead, MN; Las Vegas Strip; State of MT; State of NE (excl. Omaha & Lincoln); State of ND; State of SD (excl. Sioux Falls); State of WV; State of WY (excl. Cheyenne, Laramie, & Jackson); Elko, NV
- \$12.00:** Los Angeles Home City; West LA Area Home City; San Francisco Central Coast; San Francisco North & East Bay; Seattle; Washington DC area
- \$15.00:** Boston Home City; Chicago Home City; Hawaii Home City; State of AK; Tahoe; Williston, ND
- \$16.00:** San Francisco South Bay
- \$17.00:** NY/CT/NJ Metro; Westchester; Stamford; Jersey City
- \$21.00:** NYC Boroughs (Bronx, Brooklyn, Manhattan, Queens, & Staten Island)

National City Surcharges\*\*

**Applies to All Locations**

- \$3.00:** Richmond, VA
- \$5.00:** Augusta, GA; Charlotte; Cincinnati; Cleveland; Harrisburg, PA; Kansas City; Milwaukee; NW Arkansas Regional Airport (XNA); Phoenix; Raleigh-Durham; Sacramento; Scranton, PA; St. Louis; State of IL (excl. Chicago); State of NY; State of TN (excl. Nashville); State of SC (excl. Myrtle Beach)
- \$8.00:** Manchester; Salt Lake City
- \$10.00:** Aspen; Atlanta; Burbank; Charleston, WV; Colorado Springs; Denver; Eagle, CO; Hartford; Hawaii Airports; Huntington, WV; Jackson, WY; John Wayne Airport (SNA); Los Angeles area (excl. LAX); Minneapolis/St. Paul; Nashville; New Orleans; Pittsburgh; Providence; Puerto Rico; Rapid City; San Diego; Southern CA Regional Airports; State of MT; State of ND; State of TX; Twin Falls; Vail, CO
- \$12.00:** Baltimore; Detroit; Monterey; Philadelphia; San Francisco Central Coast; San Francisco North & East Bay; Santa Rosa; Seattle; Washington, DC
- \$15.00:** Boston; Chicago; Hawaii Home City; Los Angeles Int'l (LAX); Midland, TX; State of AK
- \$16.00:** Oakland; San Francisco South Bay; San Jose
- \$17.00:** Islip (ISP)
- \$20.00:** San Francisco
- \$30.00:** LaGuardia (LGA); Kennedy (JFK); Newark (EWR); NYC Boroughs (Bronx, Brooklyn, Manhattan, Queens, and Staten Island); NY/CT/NJ Metro; Westchester; Stamford; Jersey City

Terms & Conditions

- Multiplier Discount:** Weekly rentals are charged 6 times the Daily Rate; Monthly rentals are charged 24 times the Daily Rate.
- National Brand One-Way Mileage Charge:** Economy - Full Size include unlimited free miles. Premium - Large SUV will be charged \$0.40/mile.
- One Day Surcharge:** A \$5.00 surcharge will be added to one-day rentals commencing on M, T, W or Th.
- Protection Products:** Damage Waiver includes Full DW (\$0 Deductible); Liability includes Split Limits (100/300/50).
- Rental Mileage Allowance:** Includes 3,500 miles per rental excluding pickup trucks, cargo vans and 12/15 passenger vans which include 150 miles/day, 750 miles/week, and 3,000 miles/month. Additional miles are charged \$0.25/mile.
- Young Renter:** Fee will be waived for Eligible Renters who are twenty-one (21) to twenty-four (24) years old renting for Business use.

\*Location-based restrictions or additional requirements may apply. Please refer to agreement for full details.  
 \*\*Additional seasonal surcharges may apply in select markets.

# Two Great Brands, One Business Solution



Through our industry leading business rental program, Enterprise Rent-A-Car and National Car Rental provide customized car rental programs and comprehensive transportation solutions that deliver exceptional customer service, access to the largest network of vehicles and locations, plus reporting and tools to help you fulfill duty of care.

## Enterprise Rent-A-Car

### [Click here](#) for business use rentals

- Convenient neighborhood and airport locations
- Delivery and collection service at select locations
- Mileage reimbursement alternative

## National Car Rental

### [Click here](#) for business use rentals

- Emerald Club members bypass the counter
- Emerald Aisle access
- Free rental days or partner rewards

Exceptional customer service

## Begin Earning Rewards

### EMERALD CLUB.

Renters can enjoy expedited service and status across the globe. Don't forget to use your Emerald Club number when booking with either brand.

### [Click here](#) to enroll in Emerald Club or to update your Account Number on an existing profile

If already enrolled:

- 1: Select "Enroll Now"
- 2: Sign in with Emerald Club Number & password
- 3: Review company name & select "Update"

- **Faster rentals.** Your completed member profile offers a faster transaction at the time of pick-up.
- **Rewards.** Earn and redeem Free Days at both Enterprise and National. To redeem at participating Enterprise locations in the U.S. & Canada, call [844-643-5085](tel:844-643-5085). Terms & conditions apply.
- **Emerald Aisle.** Reserve a midsize car at participating locations in the U.S. or Canada. Bypass the counter & go directly to the Emerald Aisle where you can select any vehicle and go.

[Click here](#) to take a tour

If you have specific questions relating to your company's corporate car rental plan, please contact your in-house travel administrator.

Emerald Club member services may be reached at [800-962-7070](tel:800-962-7070).

## Which brand should I book?

We recommend to book National Car Rental at our airport locations and Enterprise Rent-A-Car at our local branches. Don't forget to use your Emerald Club number when booking with either brand.

## What is the lead time when I need to rent?

Enterprise Rent-A-Car and National Car Rental will always strive to get you a vehicle. While the best practice is to book 2 weeks in advance, we ask that, at a minimum, you book at least 72 hours in advance. If this is not possible and you encounter a "sold out" situation, please contact your Account Manager for options.

## What should I do if I need to amend/extend/cancel a booking?

Should you need to amend/extend or cancel a future reservation please use the same channel you used to book. Should you need to amend/extend or cancel a live rental, please contact the rental branch.

## What car class do I book?

Enterprise Rent-A-Car and National Car Rental are able to offer a selection of vehicles. Please refer to your Company Travel Policy to ensure you are compliant

## What about fuel?

A traveler will not be charged an additional fee if the rental vehicle is returned with the same level of fuel as originally provided. Additional refueling options may be available and will vary by location.

## What if I require a rental to begin outside of working hours?

If mutually agreed and at participating locations, we will pre-deliver the vehicle the working day before and this may be subject to additional charges. Please be aware that it will only be insured to be driven from the time requested on your reservation.

## What if my vehicle breaks down or I get a flat tire?

Emergency Road Assistance is available in all countries. Contact details for this service will be provided from the rental branch. Roadside assistance is provided with the rental free of charge in case of mechanical breakdown, not due to driver negligence or willful misconduct, in which case additional charges will apply.

## What if I have an accident or damage my vehicle?

You are required to immediately report the incident to the police and notify the rental branch. A copy of the police report and fully completed incident report must be submitted to the rental branch.

## Do I have to sign for the vehicle?

You always have to sign the rental agreement except in the following cases:

- You are an Emerald Club member who has signed a Master Rental Agreement renting in a participating location.
- You have requested a car delivery where you do not have to be present.

If you have not signed for the vehicle, please ensure you check the vehicle condition against the rental agreement prior to driving.

The Account Support Team provides both local and global customer support to our car and truck rental accounts:

## Support

- Emerald Club member support
- Rate verification
- Researching reservations & rental agreements
- Do Not Rent customers
- Global rental customer support
- Enterprise Truck Rental support

## Damage Claims

- Claims inquiries

## Billing

- Billing & invoicing inquiries
- Method & payment changes
- Receipt requests

Ready to assist with car and truck rental needs

## Existing Rental Reservation Support

- Changing rental return locations
- Long-term rentals
- Extended open rentals
- Claims inquiries
- Assist with specialty requests for our top tier Emerald Club members

For support with new reservation requests, visit [Enterprise.com](https://www.enterprise.com), [NationalCar.com](https://www.nationalcar.com), or [EnterpriseTrucks.com](https://www.enterprise-trucks.com)

## Tips When Contacting Your Support Team

- Provide name or account number
- Reference the rental agreement (RA) number or reservation number
- Include the renter's name
- Avoid Personally Identifiable Information (PII)
- Use "High Importance" emails for emergency requests needing quick resolution
- Call the sales executive directly if renter is at the counter for immediate assistance

## How to Contact

Hours of Operation: Monday – Friday | 8:00 a.m. – 5:00 p.m. CT  
Phone number: **833-369-1182**

**[Click Here](#) to contact the Support Team via email**

## Accident Reporting

If involved in an accident, please ensure all involved are safe and proceed as follows:

1. The renter is to call the police and rental location immediately and within 24 hours of the accident. Roadside Assistance should be contacted if the renting location is not available.
2. The rental location or Emergency Road Service will create an Incident Report.
3. The renter should provide every summons, complaint, and paperwork pertaining to the accident to the rental branch or Roadside Assistance, including insurance information.
4. The renter should return the vehicle to the rental location as soon as possible.
5. The renter will receive a call from the Damage Recovery Unit (DRU). DRU will verify information, ask additional questions, and gather information for proceedings.
6. Renters should be aware that this process can take up to a few months depending on the information and the extent of the accident.

## Roadside Assistance

Renters in need of emergency road service may call a multilingual, dedicated roadside assistance line available 24/7. Instructions for contacting the roadside assistance line are included in the rental agreement. For Emerald Club members who choose to proceed directly to the vehicle, the instructions will be located on the driver's-side visor.

Renters using the Enterprise and National apps can press the in-app Roadside button. This allows them to call 911 or be connected with our roadside team for assistance with items such as flat tires or lockouts.

Enterprise and National will leverage the HERO platform to quickly and digitally dispatch a service provider to where the problem has occurred, and request service.

## Damage Waiver (DW)

If included in contractual terms, DW covers damage to the vehicle\*, the cost of glass replacement, and the cost to repair/replace a flat tire (excluding service fees and towing, and unrelated to an accident).

*\*Certain types of damage may not be covered when damages occurred while the driver engaged in any prohibited uses or violations in the rental agreement.*

## Disputes and Refunds

### United States

Enterprise: **800-307-6666**  
National: **800-367-6767**

Risk: [RiskManagementHelpDesk@ehi.com](mailto:RiskManagementHelpDesk@ehi.com)  
DRU: **800-327-0421**;  
[DRU1@em.com](mailto:DRU1@em.com)

### Canada

Enterprise: **844-556-4930**  
National: **800-268-9711**

DRU: **877-719-8818**;  
[CanadianDamageClaimCenter@em.com](mailto:CanadianDamageClaimCenter@em.com)