



## 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.



Vehicle Class*	Airport Daily Rate	Home City Daily Rate
Compact	\$43.00	\$48.00
Intermediate	\$43.00	\$48.00
Standard	\$48.00	\$53.00
Full Size	\$50.00	\$55.00
Premium	\$65.00	\$70.00
Luxury	\$75.00	\$80.00
Minivan	\$95.00	\$100.00
Midsize SUV	\$75.00	\$80.00
Standard SUV	\$95.00	\$100.00
Large SUV	\$139.00	\$144.00
½ Ton Standard/Full Size Truck	\$88.00	\$92.00
Cargo Van	\$80.00	\$85.00
Hybrid Standard/Full Size 4 door	\$78.00	\$82.00
12/15 Passenger Van	\$150.00	\$155.00



Vehicle Class*	Daily Rate	One-Way Daily Rate
Compact	\$43.00	\$110.00
Intermediate	\$43.00	\$110.00
Standard	\$48.00	\$110.00
Full Size	\$50.00	\$110.00
Premium	\$65.00	\$65.00
Luxury	\$75.00	\$75.00
Minivan	\$95.00	\$95.00
Midsize SUV	\$75.00	\$75.00
Standard SUV	\$95.00	\$95.00
Large SUV	\$139.00	\$139.00
½ Ton Standard/Full Size Truck	\$88.00	N/A
Cargo Van	\$80.00	N/A
Hybrid Standard/Full Size 4 door	\$78.00	N/A
12/15 Passenger Van	\$150.00	N/A

### City Surcharges\*\*

#### Applies to Airport Locations

**\$3.00:** Indianapolis; Richmond, VA

**\$5.00:** Augusta, GA; Charlotte; Cincinnati; Cleveland; Harrisburg, PA; Houston, TX; Kansas City; NW Arkansas Regional Airport (XNA); Phoenix; Raleigh-Durham; Sacramento; Scranton, PA; St. Louis; State of IL (excl. Chicago); State of SC (excl. Myrtle Beach); State of TN (excl. Nashville); State of WI

**\$8.00:** Denver; Manchester; Nashville; Salt Lake City

**\$9.00:** Baltimore

**\$10.00:** Aspen; Atlanta; Burbank; Colorado Springs; Hartford; Hawaii Airports; Jackson, WY; John Wayne Airport (SNA); Minneapolis/St. Paul; New Orleans; Pittsburgh; Providence; San Diego; Southern CA Regional Airports; State of TX; Twin Falls

**\$12.00:** Detroit; Los Angeles International Airport (LAX); Monterey; Philadelphia; Santa Rosa; Washington DC Airports (IAD & DCA)

**\$15.00:** Boston Airports; Chicago Airports; Midland, TX

**\$16.00:** Oakland; San Jose

**\$20.00:** San Francisco Airport

**\$25.00:** Newark (EWR)

**\$30.00:** Islip (ISP); Kennedy (JFK); LaGuardia (LGA); Rapid City (RAP); Westchester (HPN); State of MT Airports; State of ND Airports

#### Applies to All Locations

**\$5.00:** Islip Home City; State of NY

**\$10.00:** Puerto Rico; Bemidji, MN; Las Vegas Strip; State of MT Home City; State of NE (excl. Omaha & Lincoln); State of ND Home City; 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 Home City; San Francisco North & East Bay Home City; Seattle; Washington DC Metro

**\$15.00:** Boston Home City; Chicago Home City; Hawaii Home City; State of AK; Tahoe

**\$16.00:** San Francisco South Bay Home City

**\$17.00:** NY/CT/NJ Metro (Westchester Home City, Stamford, and Jersey City)

**\$20.00:** San Francisco Home City

**\$21.00:** NYC Boroughs (Bronx, Brooklyn, Manhattan, Queens, and Staten Island)

### City Surcharges\*\*

#### Applies to All Locations

**\$3.00:** Indianapolis; Richmond, VA

**\$5.00:** Augusta, GA; Charlotte; Cincinnati; Cleveland; Harrisburg, PA; Houston, TX; Kansas City; NW Arkansas Regional Airport (XNA); Phoenix; Raleigh-Durham; Sacramento; Scranton, PA; St. Louis; State of IL (excl. Chicago); State of NY; State of SC (excl. Myrtle Beach); State of TN (excl. Nashville); State of WI

**\$8.00:** Denver; Manchester; Nashville; Salt Lake City

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**\$25.00:** Newark (EWR)

**\$30.00:** Islip (ISP); Kennedy (JFK); LaGuardia (LGA); Rapid City (RAP); Westchester (HPN); NYC Boroughs (Bronx, Brooklyn, Manhattan, Queens, and Staten Island); NY/CT/NJ Metro (Westchester Home City, Stamford, and Jersey City); State of MT; State of ND

#### Emerald Club program

One Club – Two Brands. Emerald Club members enjoy many benefits while renting across Enterprise and National's nationwide rental network. Select the logo button to enroll.



### 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:** Compact - Full Size include unlimited free miles. Premium - Large SUV will be charged \$0.40/mile.

**One Day Surcharge:** A \$8.00 surcharge will be added to one-day rentals.

**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.

SIPP Code	Vehicle Class*	Daily Rate	Airport One-Way Daily Rate
ECAR/CCAR	Economy/Compact	\$67.00	\$93.00
ICAR	Intermediate	\$67.00	\$93.00
SCAR	Standard	\$69.00	\$93.00
FCAR	Full Size	\$71.00	\$93.00
PCAR	Premium	\$90.00	\$90.00
MVAR	Minivan	\$117.00	\$117.00
IFAR	Intermediate SUV	\$108.00	\$108.00
SFAR	Standard SUV	\$117.00	\$117.00
FFAR	Large SUV	\$145.00	\$145.00
PPAR	½ Ton Full Size Truck	\$105.00	N/A
SKAR	Cargo Van	\$115.00	N/A

## City Surcharges\*\*



**\$3.00:** Brandon; Dryden; Fort Francis; Halifax; Kenora; Moosejaw; Prince Albert; Saskatoon; Swift Current; Winnipeg  
**\$5.00:** Charlottetown; Deer Lake; Fredericton; Gander; Moncton; Mont-Joli; Province of Alberta; Saint John; Sept-Iles; St. John's; Sydney  
**\$10.00:** Toronto Airports and Surrounding Areas; Vancouver  
**\$12.00:** Baie-Comeau; Bonnyville; Cold Lake; Cranbrook; Fort McMurray; Fort St. John; Gaspé; Lloydminster; Sioux Lookout; Thompson; Wabush

## City Surcharges\*\*



**\$3.00:** Halifax; Montreal; Saskatoon; Winnipeg  
**\$5.00:** Calgary; Charlottetown; Deer Lake; Edmonton; Fort McMurray; Fredericton; Gander; Moncton; Mont-Joli; Saint John; Sept-Iles; St. John's; Sydney  
**\$10.00:** Toronto; Vancouver  
**\$12.00:** Baie-Comeau; Cranbrook; Gaspé; Thompson; Wabush  
**\$20.00:** Happy Valley/Goose Bay

## Emerald Club program

One Club – Two Brands. Emerald Club members enjoy many benefits while renting across Enterprise and National's nationwide rental network. Select the logo button to enroll.



## Terms &amp; Conditions

**Multiplier Discount:** Weekly rentals are charged 6 times the Daily Rate; Monthly rentals are charged 24 times the Daily Rate.

**One-Way KM Charge\*:** Economy - Full Size include unlimited free KM. Premium - Large SUV will be charged \$0.40/KM.

**One Day Surcharge:** A \$8.00 surcharge will be added to one-day rentals.

**Protection Products:** Enterprise Brand DW included; LDW included. National Brand DW included; LDW included (Retained responsibility may vary by location); Liability includes province minimum requirements.

**Rental KM Allowance\*:** Rates include 3,500 KM/rental excluding pickup trucks & cargo vans which include 200 KM/day, 1,000 KM/week, and 4,000 KM/month. Additional KM are charged \$0.25/KM.

**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).

# Frequently Asked Questions



## 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](tel:800-327-0421)**;  
**[DRU1@em.com](mailto:DRU1@em.com)**

### Canada

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

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



With Enterprise Truck Rental, it is easy to stretch your commercial vehicle fleet. Because no two businesses are alike, we offer custom business solutions that tailor our services to help you manage your business efficiently and cost-effectively. We can assist with short-term, short-notice, seasonal, and capacity rentals.

## Reserve Now

- Call toll-free at **888-736-8287**
- Call a nearby location
- Make reservations online

**[Click here](#) to make reservations with Enterprise Truck Rental**

When booking trucks or for business and car rental needs at Enterprise Rent-A-Car and National Car Rental locations, reference your Account Number.

## Quality Vehicles

- Commercial-grade trucks
- Low mileage with up to date maintenance
- Fleet includes box trucks, delivery trucks and vans, pickups, and stakebeds

## Rental Benefits

- More than 500 locations across the U.S., Puerto Rico, and Canada
- We'll Pick You Up™ service available at select locations
- Roadside Assistance and Preventative Maintenance included
- Exceptional customer service
- Available for daily, weekly, or monthly rentals
- Large maintenance network available
- Competitive rates

## Truck Roadside Assistance

- United States: **1-800-610-2266**
- Canada: **1-844-556-4930**

Please see the following page for Vehicle Specifications.

**[Click Here](#) for further details.**

## Pickup Trucks

- Standard Pickup | Up to 1,800 lbs. payload
- 1/2 Ton 4-Wheel Drive Pickup | Up to 2,000 lbs. payload
- 1/2 Ton 2-Wheel Drive Pickup | Up to 2,000 lbs. payload
- 3/4 Ton Pickup | Up to 4,000 lbs. payload
- 1 Ton Pickup | Up to 6,000 lbs. payload



## Cargo Vans

- Compact Cargo Van | Up to 1,480 lbs. payload
- Cargo Van | Up to 3,700 lbs. payload
- High Roof Cargo Van | Up to 3,700 lbs. payload
- Heavy Duty XL Cargo Van | Up to 3,950 lbs. payload
- Heavy Duty Cargo Van | Up to 4,080 payload



## Box Trucks

- 15' Parcel Van | Up to 5,000 lbs. payload
- 15'-16' Parcel Van with Lift Gate | Up to 4,300 lbs. payload
- 16' Cabover Truck | Up to 7,500 lbs. payload
- 20'-26' Box Truck | Up to 10,000 lbs. payload



## Stakebed Trucks

- 12' Stakebed Truck | Up to 5,300 lbs. payload
- 16' Stakebed Truck | Up to 6,000 lbs. payload
- 24' Stakebed Truck | Up to 10,000 lbs. payload



**The Right Trucks.  
Right When You Need Them.**

# Go Mobile With the Enterprise & National Apps



At Enterprise Rent-A-Car and National Car Rental, we focus on ways to simplify the rental experience. To that end, we have developed many leading-edge innovations such as a mobile application for each brand.

**Renters access the following benefits when using these applications:**

**Log In Anywhere**

Renters can enter their Emerald Club membership number to link their account on either brand's app.

**Make A Reservation**

Find nearby rental locations, narrow search with location and vehicle filters, and save rental details to make future reservations even faster.

**Access All Rentals In One Place**

View details of upcoming rentals to reference pick-up or drop-off times, current rental car information, directions back to rental branch, and more.

**Get Help When Needed**

Contact roadside assistance or 24/7 customer support and look up rental branch details, including phone number, address, and directions.

Enterprise Rent-A-Car	National Car Rental
<p>The Enterprise Rent-A-Car mobile app is now available in the U.S., Canada, Ireland, Spain, Germany, France, and the U.K.</p> <p>Renters can view or change upcoming reservations, get directions to a rental branch, call roadside assistance, or find a rental car for their next trip at one of Enterprise's worldwide locations.</p> <p>Renters can also stay signed into their Enterprise Plus or Emerald Club account to make reservations even faster and earn and redeem points toward free rentals.</p> <p>Rentals booked with a credit card are easy to extend and make additional changes to reservations. Users can access this application on both the iOS and Android platforms.</p>	<p>The National Car Rental mobile app provides additional features for Emerald Club members. The Emerald Club feature can cut down the time spent at checkout to as little as 30 seconds via the Virtual Aisle.</p> <p>Members can also access the Trip Tracker, which alerts the renter with timely reminders at each stage of the reservation, as well as upcoming trips.</p> <p>Rentals booked with a credit card are easy to extend, and optional items such as Sirius XM radio and GPS can be added. Toll pass timestamps and amounts can also be reviewed.</p> <p>The app also includes new and modern features including Fingerprint/Face Recognition, Auto-populated account and billing numbers, One-Click Reservations and detailed receipts.</p> <p><b><u><a href="#">Click here</a></u> for more details on our new features.</b></p>

Download the Enterprise Rent-A-Car app and the National Car Rental app to tap into the power of more speed, choice, and convenience by visiting the App Store or Google Play on your device.

**[Click here](#) to download the Enterprise app.**

**[Click here](#) to download the National app.**