



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.

Table of Contents:

Emerald Club

- Welcome to Emerald Club
- Status Match

Agreement Details

- Business Rental Program Summary
- Rent & Save

Rental Experience

- Frequently Asked Questions
- Account Support
- Accident Reporting & Roadside Assistance
- Enterprise Truck Rental Guidelines
- One-Way Program
- Enterprise & National Mobile Apps

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	Choose Your Vehicle	Earn Rewards
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.	Just choose any car from the Emerald Aisle and be on your way.	Choose free rental days at participating Enterprise and National locations or points towards your favorite frequent traveler program.

University of Wisconsin

Business Use		
Vehicle Class*	Daily Rate	Airport One-Way Daily Rate
Economy/Compact	\$38.00	\$72.00
Intermediate	\$38.00	\$72.00
Standard	\$41.75	\$72.00
Full Size	\$42.25	\$72.00
Premium	\$59.00	\$59.00
Luxury	\$68.00	\$68.00
Minivan	\$68.00	\$68.00
Compact SUV	\$60.00	\$60.00
Intermediate SUV	\$64.50	\$64.50
Standard SUV	\$67.00	\$67.00
Large SUV	\$100.00	\$100.00
Premium SUV	\$110.00	N/A
½ Ton Standard Truck	\$80.00	N/A
½ Ton Full Size Truck	\$84.00	N/A
Cargo Van	\$82.00	N/A
Hybrid Standard/Full Size 4 door	\$56.00	N/A
Hybrid SUV	\$79.00	N/A
12 Passenger Van	\$134.00	N/A
15 Passenger Van	\$155.00	N/A

Student Club & Organization Use†		
Vehicle Class*	Daily Rate	Airport One-Way Daily Rate
Economy	\$43.50	\$77.00
Compact	\$43.50	\$77.00
Intermediate	\$43.50	\$77.00
Standard	\$47.00	\$77.00
Full Size	\$48.00	\$77.00
Minivan	\$73.00	\$73.00
Compact SUV	\$65.00	\$65.00
Intermediate SUV	\$70.00	\$70.00
Standard SUV	\$74.00	\$74.00
Large SUV	\$105.00	\$105.00
Premium SUV	\$115.00	N/A
½ Ton Standard Truck	\$85.00	N/A
½ Ton Full Size Truck	\$89.00	N/A
Cargo Van	\$87.00	N/A
Hybrid Standard/Full Size 4 door	\$61.00	N/A
Hybrid SUV	\$84.00	N/A
15 Passenger Van	\$139.00	N/A
15 Passenger Van	\$160.00	N/A

†Rentals exclude insurance coverage and are for students 21 years or older

Location Surcharges**

Applies to Airport Locations

\$3.00: Richmond

\$5.00: Augusta, GA; Charlotte; Cincinnati; Cleveland; Harrisburg, PA; 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: Manchester; Salt Lake City

\$10.00: Aspen; Atlanta; Burbank; Colorado Springs; Denver; Hartford; Hawaii Airports; Jackson, WY; John Wayne Airport (SNA); Minneapolis/St. Paul; Nashville; New Orleans; Pittsburgh; Providence; San Diego; Southern California Regional Airports; State of TX (unless otherwise indicated)

\$12.00: Baltimore; Detroit; Monterey; Philadelphia; Santa Rosa; Washington DC Airports (IAD & DCA)

\$15.00: Boston Airports; Chicago Airports; Los Angeles International Airport (LAX); Midland, TX

\$16.00: Oakland; San Jose

\$20.00: San Francisco Airport

\$30.00: Islip (ISP); Kennedy (JFK); LaGuardia (LGA); Newark (EWR); Westchester (HPN)

Applies to all Locations

\$5.00: Islip Home City; State of NY (unless otherwise indicated)

\$10.00: Bemidji & Moorhead, MN; Elko, NV; Las Vegas Strip; Puerto Rico; State of MT; State of ND (unless otherwise indicated); State of NE (excl. Omaha & Lincoln); State of SD (excl. Sioux Falls); State of WV; State of WY (excl. Cheyenne, Laramie, & Jackson)

\$12.00: Los Angeles Home City; West LA Area Home City; San Francisco Central Coast Home City; San Francisco North and East Bay Home City; Seattle; Washington DC Metro

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

\$16.00: San Francisco South Bay Home City

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

\$20.00: San Francisco (incl. Peninsula, unless otherwise indicated) Home City

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

Location Surcharges**

Applies to All Locations

\$3.00: Richmond

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

\$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); Minneapolis/St. Paul; Nashville; New Orleans; Pittsburgh; Providence; Puerto Rico; Rapid City; San Diego; Southern California Regional Airports; State of MT; State of ND; State of TX (unless otherwise indicated); Twin Falls; Vail, CO

\$12.00: Baltimore; Detroit; Monterey; Philadelphia; San Francisco East Bay; Santa Rosa; Seattle; Washington DC Airports (IAD & DCA)

\$15.00: Boston; Chicago; Hawaii Home City; Los Angeles International Airport (LAX); Midland, TX; State of AK

\$16.00: Oakland; San Jose

\$20.00: San Francisco (incl. SFO, Peninsula, unless otherwise indicated)

\$30.00: Islip (ISP); Kennedy (JFK); LaGuardia (LGA); Newark (EWR); Westchester (HPN); NYC Boroughs (Bronx, Brooklyn, Manhattan, Queens, and Staten Island); NY/CT/NJ Metro (incl. Westchester Home City, Stamford, and Jersey City)

This Program Summary is provided for illustrative purposes only and does not constitute legally binding terms between the parties. Please refer to your contract with EAN Services, LLC (or its affiliate) for details about your rental program. If there is a conflict between this Program Summary and such contract, the contract governs your rental program.

Additional Program Details

Business Use Eligible Users: (1) any employees of a Participant; (2) Consultants and Contractors of a Participant; and (3) students aged at least 18 and above on Business Use rentals of Participants.

Student Club & Organization Eligible Users: Students of a Participant's institution who are 21 years of age or older and using a rental vehicle for Student Club and Organization Use are eligible to rent on the separate, designated account number.

Personal Use: Non-business/Personal use rentals are not permitted using this account number. Please contact your EM rep. to obtain the Personal Use discount information.

Weekly and Monthly Rates: Weekly rentals are charged 6 times the Daily Rate; Monthly rentals are charged 24 times the Daily Rate

One-Way Rentals: Economy - Full Size include unlimited free miles. Premium – Large SUV will be charged \$0.40/mile.

Driver Protection Products: Business Use: Damage Waiver includes Full DW (\$0 Retained Responsibility); Liability Protection includes Split Limits (100/300/50). Student Clubs & Organizations: Coverage is excluded.

Mileage/Kilometers: 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. Fee of \$15 will be added to eighteen (18) to twenty (20) year old renters (limited to Economy, Compact, Midsize/Intermediate, Standard, Full size, Minivan, Compact SUV, Intermediate SUV, & Standard SUV classes).

Additional Driver: Fee will be waived for Eligible Renters.

Best Rate: National only.

Bulk Rental Transactions: Requests for multiple or bulk rentals from the same location will be considered by EAN on a case-by-case basis and may be subject to cancellation fees, no-show fees, additional charges, and/or surcharges. Prior approval from your account representative is required.

*Location-based restrictions or additional requirements may apply. Please refer to agreement for full details.

**Additional seasonal surcharges may apply in select markets.

This Program Summary is provided for illustrative purposes only and does not constitute legally binding terms between the parties. Please refer to your contract with EAN Services, LLC (or its affiliate) for details about your rental program. If there is a conflict between this Program Summary and such contract, the contract governs your rental program.

University of Wisconsin

Canada

SIPP Code	Vehicle Class*	Daily Rate	Airport One-Way Daily Rate
ECAR	Economy	C\$47.00	C\$79.00
CCAR	Compact	C\$47.00	C\$79.00
ICAR	Intermediate	C\$47.00	C\$79.00
SCAR	Standard	C\$49.00	C\$79.00
FCAR	Full Size	C\$51.00	C\$79.00
PCAR	Premium	C\$65.00	C\$65.00
MVAR	Minivan	C\$92.00	C\$92.00
IFAR	Intermediate SUV	C\$83.00	C\$83.00
SFAR	Standard SUV	C\$92.00	C\$92.00
FFAR	Large SUV	C\$120.00	C\$120.00
PPAR	½ Ton Full Size Truck	C\$80.00	N/A
SKAR	Cargo Van	C\$90.00	N/A



Location 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 (unless otherwise indicated); 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; Peace River; Sioux Lookout; Thompson; Wabush



Location 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

Additional Program Details

Eligible Users: Eligible Renters for Business Use are defined as (1) any employees of a Participant; (2) Consultants and Contractors of a Participant; and (3) students aged at least 18 and above on Business Use rentals of Participants.

Personal Use: Non-business/Personal use rentals are not permitted using this account number. Please contact your EH rep. to obtain the Personal Use discount information.

Weekly and Monthly Rates: Weekly rentals are charged 6 times the Daily Rate; Monthly rentals are charged 24 times the Daily Rate.

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

One-Day Surcharge: A **C\$5.00** surcharge will be added to one-day rentals commencing on M, T, W or Th.

Driver Protection Products: Damage Waiver is available at an additional cost; Liability Protection includes province minimum requirements.

Mileage/Kilometers*: 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 **C\$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. Fee of **C\$15** will be added to eighteen (18) to twenty (20) year old renters (limited to Economy, Compact, Midsize/Intermediate, Standard, Full size, Minivan, Compact SUV, Intermediate SUV, & Standard SUV classes).

Bulk Rental Transactions: Requests for multiple or bulk rentals from the same location will be considered by EAN on a case-by-case basis and may be subject to cancellation fees, no-show fees, additional charges, and/or surcharges. Prior approval from your account representative is required.

*Location-based restrictions or additional requirements may apply. Please refer to agreement for full details.

**Additional seasonal surcharges may apply in select markets.

This Program Summary is provided for illustrative purposes only and does not constitute legally binding terms between the parties. Please refer to your contract with EAN Services, LLC (or its affiliate) for details about your rental program. If there is a conflict between this Program Summary and such contract, the contract governs your rental program.

	SIPP CODE	VEHICLE CLASS	DAILY RATES	WEEKLY RATES	MONTHLY RATES	MILEAGE CHARGES	DAILY MILEAGE INCLUDED	WEEKLY MILEAGE INCLUDED	MONTHLY MILEAGE INCLUDED
	DBOX	16' Box	\$97.50	\$522.50	\$2,258.00	\$0.16	0	0	0
	EBOX	20' Box	\$97.50	\$522.50	\$2,258.00	\$0.16	0	0	0
	FBOX	24' Box	\$107.50	\$572.50	\$2,475.00	\$0.16	0	0	0
	GBOX	26' Box	\$107.50	\$572.50	\$2,475.00	\$0.16	0	0	0
LIGHT DUTY	OPAR	¾ ton P/up 2wd	\$88.50	\$469.50	\$2,030.00	\$0.22	150	750	3,000
	OQAR	¾ ton P/up 4wd	\$88.50	\$469.50	\$2,030.00	\$0.22	150	750	3,000
	OQBD	¾ ton Diesel P/up 4wd	\$93.50	\$494.50	\$2,138.00	\$0.22	150	750	3,000
	UPAR	1 ton P/up 2wd	\$98.50	\$519.50	\$2,247.00	\$0.22	150	750	3,000
	UQAR	1 ton P/up 4wd	\$98.50	\$519.50	\$2,247.00	\$0.22	150	750	3,000
	UQBD	1 ton Diesel P/up 4wd	\$103.50	\$544.50	\$2,355.00	\$0.22	150	750	3,000
	BCUT	12' Cutaway	\$91.50	\$492.50	\$2,128.00	\$0.16	0	0	0
	DCUG	15' Cutaway with Gate	\$102.50	\$547.50	\$2,367.00	\$0.16	0	0	0
	DCUT	14-15' Cutaway	\$96.50	\$517.50	\$2,237.00	\$0.16	0	0	0
	BSTK	12'-14' Stakebed	\$102.50	\$547.50	\$2,367.00	\$0.16	0	0	0
LIGHT DUTY	CSTK	Stake Class 4/5 Conv	\$102.50	\$547.50	\$2,367.00	\$0.16	0	0	0
	DSTK	15-16' Stakebed	\$102.50	\$547.50	\$2,367.00	\$0.16	0	0	0
	FSTK	24' Stakebed	\$112.50	\$597.50	\$2,583.00	\$0.16	0	0	0
	GSTK	26' Stakebed	\$112.50	\$597.50	\$2,583.00	\$0.16	0	0	0
	SKAR	Cargo Van	\$75.50	\$466.50	\$1,893.00	\$0.22	150	750	3,000
	RKAR	HD Cargo Van	\$77.50	\$478.50	\$1,941.00	\$0.22	150	750	3,000
	GKAR	HD XL Cargo Van	\$79.50	\$490.50	\$1,989.00	\$0.22	150	750	3,000
	UKAR	High-top Cargo	\$83.50	\$514.50	\$2,085.00	\$0.22	150	750	3,000
LIGHT DUTY	JKAR	Mini Cargo Van	\$71.50	\$442.50	\$1,797.00	\$0.22	150	750	3,000
	SPAR	½ ton P/up Standard	\$77.50	\$478.50	\$1,941.00	\$0.22	150	750	3,000
	PPAR	½ ton P/up Full Size	\$77.50	\$478.50	\$1,941.00	\$0.22	150	750	3,000

Location Surcharges**

\$2.50: Arizona; Austin; Dallas; Hartford; Jacksonville; Kansas; Kentucky; Maryland; Massachusetts; Missouri; Nevada; North Carolina; Oklahoma; Oregon; Orlando; Pennsylvania; Rhode Island; San Francisco; South Carolina; Southern Texas; Virginia; Washington; West Virginia

\$6.50: Atlanta; Chicago; Houston; Louisiana; Philadelphia; South Florida; Southern California; Tampa; Washington, DC

\$12.50: Commonwealth of Puerto Rico

\$14.50: San Francisco Central Coast; San Francisco North and East Bay

\$18.50: San Francisco South Bay

\$20.50: State of Alaska; State of Hawaii; State of New York (unless otherwise indicated); NY/CT/NJ Metro including Westchester, Islip, Stamford & Jersey City

\$22.50: San Francisco including Peninsula (unless otherwise indicated)

\$24.50: NYC Boroughs (Bronx, Brooklyn, Manhattan, Queens & Staten Island)

Terms & Conditions

Daily Rates: Based on a 24-hour billing cycle.

Mileage Charges: Base Rental Charges for rentals in the U.S. include free miles as set forth above. Any additional miles will be charged at the rate set forth above.

Inspection: Customer agrees to require its Eligible Renters to perform daily visual inspections on rental vehicles including but not limited to the inspection of headlights, running lights, brake lights, and turn signals, the identification and notation of damages and the checking and maintenance of all fluid levels and manufacturer recommended tire pressure. See Agreement for full details.

Maintenance: Upon three (3) days' prior notification from EAN or an Affiliate, Customer agrees to make themselves and each vehicle available for the purposes of inspection and/or maintenance every thirty (30) days. See Agreement for full details.

Age Requirements: Customer shall be age 25 or older in order to rent any vehicles not considered "Light Duty" by EAN.

Exclusions: Rates do not include applicable taxes, surcharges, refueling, one-way, drop-off, delivery, pickup, mileage, youthful driver or additional driver charges; or, except as set forth below, any optional products or services such as damage waiver ("DW"), or liability protection ("LP").

Driver Protection Products: Damage Waiver includes DW (\$0 retained responsibility for Light Duty Pickup Trucks and Cargo Vans, \$1,000 retained responsibility for Medium Duty Box Trucks, Stakebeds, and Cutaways); Liability Protection includes Split Limits of 100/300/50.

This Program Summary is provided for illustrative purposes only and does not constitute legally binding terms between the parties. Please refer to your contract with EAN Services, LLC (or its affiliate) for details about your rental program. If there is a conflict between this Program Summary and such contract, the contract governs your rental program.

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?

Our roadside assistance network helps to ensure that wherever you are, on-the-spot service is always available to maximize uptime and minimize downtime. If needing assistance dial 1-888-736-8287, option 3.

What if I have an accident or damage my vehicle?

If you are in an accident, your safety is most important. Please call 911 or call the local authorities for assistance and file a police report. Then call Roadside Assistance at 1-800-307-6666, which is available 24 hours a day, to report the incident after authorities have been engaged. They will file a damage report and set up tow services for the damaged vehicle if it is no longer drivable.

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: **833-369-1278**

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

Canada

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

DRU: **[877-719-8818](tel:877-719-8818)**;
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.**

We'll Match Your Elite Status In More Programs Than Ever

Status matching is here for Enterprise Rent-A-Car and National Car Rental! If a renter has elevated status with a major hotel, airline or rental car loyalty program, we'll match that with the equivalent tier in National's Emerald Club. Members will enjoy their elevated status for the remainder of the calendar year.

Only Emerald Club lets you bypass the counter and choose any vehicle on the Emerald Aisle. Get in and go — the keys are in the car! Speed and choice are just the beginning.

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"

Finally...

[Click here](#) to have your status matched.

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.

Membership Benefits

Status Match: A status match will be granted upon review and approval to members with valid elite status in their selected approved program

Emerald Aisle Access: Choose any car (midsize and above) on the Emerald Aisle and pay only the midsize rate (in the U.S. and Canada)

Choose Rewards: Choose from free rental days or your favorite frequent traveler program

No Second Driver Fees: Never pay extra when family members and business associates do the driving

One-Click Reservation: Applies information from your profile to expedite your rental process

Earn with Enterprise: Rent at participating Enterprise Rent-A-Car locations to earn free rental days and higher status with Emerald Club

Special Offers: Receive exclusive members-only discounts and offers through our periodic emails

Free Rental Days: Earn 1 rental credit for every qualified car rental. 1 free rental day equals 7 credits. Free rental days cover base rate (Time and Mileage) only

Drop & Go: With convenient email receipts, just drop off your car and go (if your car has not been damaged during the rental)

Priority Service: Get expedited services when renting in Europe, Latin America and the Caribbean

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
The Enterprise Rent-A-Car mobile app is now available in the U.S., Canada, Ireland, Spain, Germany, France, and the U.K. 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. 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. 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.	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. 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. 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. The app also includes new and modern features including Fingerprint/Face Recognition, Auto-populated account and billing numbers, One-Click Reservations and detailed receipts. <u>Click here</u> for more details on our new features.

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.

National Car Rental One-Way Program



When renting with National Car Rental, vehicles may be picked up or returned to any National location within the specified **Local Rate Zone** and the local rental rate with no additional per-mile charges will be honored.

Local Rate Zones

Alaska		
Fairbanks	Fairbanks International Airport	Fairbanks — Dale Road
Arizona		
Phoenix	Mesa — Falcon Field Phoenix-Mesa Gateway Airport	Phoenix Sky Harbor International Airport Scottsdale Municipal Airport
California		
Northern California	Livermore — Research Drive Monterey Peninsula Airport Oakland International Airport Redwood City — El Camino Real Sacramento International Airport San Francisco International Airport	San Francisco — Union Square San Francisco — O'Farrell Street San Francisco Convention Center San Jose International Airport Santa Rosa Sonoma County Airport
San Diego	Escondido — West 4 th Avenue Solana Beach — Highway 101	San Diego International Airport
Southern California	Anaheim — West Katella Burbank — Bob Hope Airport Long Beach International Airport Los Angeles International Airport	Ontario International Airport Palm Springs International Airport Santa Ana Orange County Airport Santa Barbara Municipal Airport
Colorado		
	Aspen Pitkin County Airport Denver International Airport	Colorado Springs Municipal Airport
Connecticut		
Stamford	<i>*New York City Local Rate Zone</i>	
District of Columbia (D.C.)		
Washington D.C.	Baltimore International Airport, MD Washington Dulles International Airport Washington — Union Station	Lexington Park, MD — Three Notch Road Washington Reagan International Airport
Delaware		
Wilmington	<i>*Philadelphia Local Rate Zone</i>	

Local Rate Zones Cont'd



Florida

All National rentals originating and terminating within the **State of Florida are included in the Local Rate Zone*

Georgia

Hilton Head	<i>*South Carolina Local Rate Zone</i>
-------------	--

Hawaii

Island of Hawaii	Hilo International Airport Waikoloa Beach Drive	Kona International Airport
Island of Oahu	Honolulu International Airport	Honolulu — Ala Moana Blvd.
Island of Maui	Kahului International Airport	Lahaina Kapalua International Airport

Illinois

Chicago	Chicago Midway International Airport	Chicago O'Hare International Airport
	Moline International Airport	Springfield Capital Airport

Indiana

Indianapolis	Carmel — East 116 th Street	Indianapolis International Airport
--------------	--	------------------------------------

Kentucky

	Paducah Barkley Airport	Louisville International Airport
--	-------------------------	----------------------------------

Maryland

	<i>*Washington, D.C. Local Rate Zone</i>
--	--

Massachusetts

Boston	Boston Logan International Airport	Boston — Atlantic Avenue
	Boston — Boylston Street	

Michigan

	Ann Arbor Municipal Airport	Detroit Metropolitan Airport
	Toledo Express Airport, OH	

Minnesota

Minneapolis	Minneapolis International Airport	Minneapolis Hubert Humphrey Charter Terminal
	Fargo International Airport, ND	Ann Arbor Municipal Airport



Nevada		
	Henderson Executive Air Phoenix Sky Harbor Airport, AZ	Mesa Falcon Field, AZ Scottsdale Airport, AZ
New Jersey		
New York City Local Rate Zone*		
New York		
New York City	Elmira/Corning Regional Airport Islip MacArthur Airport, NY Jersey City, NJ — Montgomery Street Newark Liberty International Airport, NJ Manhattan, NY — East 80 th Street Manhattan, NY — East 50 th Street Manhattan, NY — West 77 th Street White Plains Airport, NY	Greater Rochester International Airport New Haven, CT — State Street New York, NY — JFK Airport New York, NY — LaGuardia Airport New Windsor Stewart Airport Stamford, CT — Main Street Teterboro Airport, NJ
North Carolina		
Charlotte	Charlotte/Douglas International Airport	Charlotte — The Ritz Uptown
North Dakota		
Grand Forks	Grand Forks International Airport	Grand Forks — South Washington Street
Ohio		
Toledo	Michigan Local Rate Zone*	
Oregon		
	Portland International Airport	Eugene Mahlon Sweet Field Airport
Pennsylvania		
Harrisburg/Lititz	Harrisburg International Airport	Lititz Lancaster Airport
Philadelphia	Philadelphia International Airport Wilmington International Airport, DE	Philadelphia, PA — 30th Street
South Carolina		
Hilton Head	Hilton Head Island Airport	Savannah/Hilton Head International Airport, GA

Local Rate Zones Cont'd



Texas		
Dallas	Dallas-Fort Worth International Airport Plano — Legacy Road	Dallas Love Field Airport
Houston	Houston Bush Intercontinental Airport Houston Hobby Airport	Houston Embassy Suites – Katy Freeway
Southern Texas	Harlingen Valley International Airport McAllen-Miller International Airport	Brownsville/South Padre Island International Airport
Virginia		
Washington, D.C.	Washington, D.C. Local Rate Zone*	
Richmond	Charlottesville Airport	Richmond International Airport
Roanoke	Roanoke Regional Airport	Roanoke — Coulter Drive
Washington		
Seattle	Seattle-Tacoma International Airport	Seattle — Downtown Hilton
West Virginia		
	Huntington Tri-State Airport	Charleston Yeager Airport
Wisconsin		
Appleton	Appleton Regional Airport	Kaukauna — Delanglade Street

Rent and Save



Your company has implemented a new travel policy for business trips that don't require air travel. When a business trip meets mileage minimums outlined below, travelers are to reserve a midsize vehicle.

Trip Length in Days	Mileage	Recommendation
1 2 3 4		Reserve rental car

Travel Perks

- No wear and tear on personal vehicles
- Test out current model year, reliable vehicles with 24/7 roadside assistance included*
- Earn and redeem free rental days at Enterprise and National

**No costs associated with maintenance, breakdowns, accidents etc. unless the vehicle was used in a manner prohibited by the rental agreement*

Pickup Options

Delivery and retrieval at select locations

Curbside pickup from Enterprise Locations

Business hours vary by location. Please review location hours at the time of reservation or visit www.enterprise.com for a location listing.

EMERALD CLUB.

Enroll in Emerald Club, add your new Emerald Club loyalty number to your travel profile, and begin earning points towards free rental days. Emerald Club travelers enrolled in the base tier of membership receive one free rental day after seven paid rental days. Higher tiers earn days faster!

Ready to get started?

Click here to enroll in Emerald Club or to update your Account Number on an existing profile.