



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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Emerald Club

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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	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.

SIPP Code	Vehicle Class*	Daily Rate	Airport One-Way Daily Rate
ECAR	Economy	\$43.00	\$79.00
CCAR	Compact	\$43.00	\$79.00
ICAR	Intermediate	\$43.00	\$79.00
SCAR	Standard	\$44.00	\$79.00
FCAR	Full Size	\$46.00	\$79.00
PCAR	Premium	\$63.00	\$63.00
MVAR	Minivan	\$88.00	\$88.00
IFAR	Intermediate SUV	\$79.00	\$79.00
SFAR	Standard SUV	\$88.00	\$88.00
FFAR	Large SUV	\$115.00	\$115.00
PPAR	½ Ton Full Size Truck	\$76.00	N/A

enterprise	Location Surcharges**	National	Location Surcharges**
\$3.00	Brandon; Dryden; Fort Francis; Halifax; Kenora; Moosejaw; Prince Albert; Saskatoon; Swift Current; Winnipeg	\$3.00	Halifax; Montreal; Saskatoon; Winnipeg
\$5.00	Alberta (except Ft. McMurray) Airport and Home-City locations; Charlottetown; Deer Lake; Fredericton; Gander; Moncton; Mont-Joli; Saint John; Sept-Iles; St. John's; Sydney	\$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 Airports and Surrounding Areas; Vancouver	\$10.00	Toronto; Vancouver
\$12.00	Baie-Comeau; Bonnyville; Cold Lake; Cranbrook; Fort McMurray; Fort St. John; Gaspé; Lloydminster; Sioux Lookout; Thompson; Wabush	\$12.00	Baie-Comeau; Cranbrook; Gaspé; Thompson; Wabush
		\$20.00	Happy Valley/Goose Bay

Additional Program Details

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 \$0.40/KM.

One-Day Surcharge: A \$7.00 surcharge will be added to one-day rentals commencing on M, T or W.

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 \$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.

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.

Leisure Rental: The account may use **XVC3WPC** when renting for leisure use which is exclusive of coverage. Please refer to the agreement for details.

*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 Rate	National Brand One-Way Daily Rate
ECAR/CCAR	Economy/Compact	\$42.00	\$79.00
ICAR	Intermediate	\$42.00	\$79.00
SCAR	Standard	\$43.00	\$79.00
FCAR	Full Size	\$46.00	\$79.00
PCAR	Premium	\$56.00	\$56.00
LCAR	Luxury	\$70.00	\$70.00
MVAR	Minivan	\$81.00	\$81.00
IFAR	Intermediate SUV	\$84.00	\$84.00
SFAR	Standard SUV	\$90.00	\$90.00
FFAR	Large SUV	\$139.00	\$139.00
PPAR	½ Ton Full Size Truck	\$78.00	N/A



Location Surcharges**

Applies to Airport Locations

\$3.00	Richmond
\$5.00	IL (excluding Chicago); SC (excluding Myrtle Beach); TN (excluding Nashville); WI; Augusta; Charlotte; Cincinnati; Cleveland; Harrisburg; Indianapolis; Kansas City; NW Arkansas Regional Airport; Phoenix; Raleigh-Durham; Sacramento; Scranton; St. Louis
\$8.00	Manchester; Salt Lake City
\$10.00	HI Airports; TX (unless otherwise indicated); Aspen; Atlanta; Burbank; Colorado Springs; Denver; Hartford; Jackson, WY; John Wayne Airport; Minneapolis/St. Paul; Nashville; New Orleans; Pittsburgh; Providence; San Diego; Southern California Regional Airports; Twin Falls
\$12.00	DC Airports (IAD & DCA); Baltimore; Detroit; Monterey; Philadelphia; Santa Rosa
\$15.00	Boston Airports; Chicago Airports; L.A. International Airport; Midland, TX
\$16.00	Oakland; San Jose
\$20.00	San Francisco Airport
\$30.00	MT Airports; ND Airports; Islip (ISP); Kennedy (JFK); LaGuardia (LGA); Newark (EWR); Rapid City (RAP); Westchester (HPN)

Applies to Airport & Home-City Locations

\$5.00	Islip Home-City; NY (unless otherwise indicated)
\$10.00	MT Home-City; ND Home-City; NE (excluding Omaha and Lincoln); PR; SD (excluding Sioux Falls); WV; WY (excluding Cheyenne, Laramie, and Jackson); Bemidji, MN; Elko; Las Vegas Strip
\$12.00	DC Metro; L.A. Home-City and West L.A. Area Home-City; San Francisco Central Coast Home-City; San Francisco North and East Bay Home-City; Seattle
\$15.00	AK; HI Home-City; Boston Home-City; Chicago Home-City; Tahoe
\$16.00	San Francisco South Bay Home-City
\$17.00	NY/CT/NJ Metro (including Westchester Home-City, Stamford, and Jersey City)
\$20.00	San Francisco (including 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	IL (excluding Chicago); NY (unless otherwise indicated); SC (excluding Myrtle Beach); TN (excluding Nashville); WI; Augusta; Charlotte; Cincinnati; Cleveland; Harrisburg; Indianapolis; Kansas City; NW Arkansas Regional Airport; Phoenix; Raleigh-Durham; Sacramento; Scranton; St. Louis
\$8.00	Manchester; Salt Lake City
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\$15.00	AK; HI Home-City; Boston; Chicago; L.A. International Airport; Midland, TX
\$16.00	Oakland; San Jose
\$20.00	San Francisco (including SFO, Peninsula, unless otherwise indicated)
\$30.00	MT; ND; Islip (ISP); Kennedy (JFK); LaGuardia (LGA); Newark (EWR); Rapid City (RAP); Westchester (HPN); NYC Boroughs (Bronx, Brooklyn, Manhattan, Queens, and Staten Island); NY/CT/NJ Metro (including Westchester Home-City, Stamford, and Jersey City)

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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.ca](https://www.enterprise.ca), [NationalCar.ca](https://www.nationalcar.ca), or [EnterpriseTrucks.ca](https://www.enterprise-trucks.ca)

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: **833-369-1128**

[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

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.

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If already enrolled:

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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.

Enterprise Rent-A-Car and National Car Rental are extending personal use rates to renters of your company. Personal use rentals do not include coverage products and require a personal method of payment. Please be sure to give the reservation agent your personal method of payment and be prepared to show proof of coverage.

Enterprise Rent-A-Car

[Click here](#) for personal use rentals.

National Car Rental

[Click here](#) for personal use rentals.

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The Enterprise *We'll Pick You Up*™ service is available with a 24-hour notice. Contact your local Enterprise branch for details.

Special vehicles like minivans and SUVs are available. Simply call ahead to reserve the vehicle you need to get on the road.

Please contact your in-house administrator for further support as needed.