

Travel Arranger's Guide





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Contact and Reservation Information

Reservation Support

Enterprise and National are here to serve you and we are committed to providing the best service possible. When you need assistance with a booking, website question, billing information, customer service issue, or any other question, we want to hear from you.

Note: Every reservation must include your company name and Account Number to receive the proper rates and all benefits.

	North American Reservations	800-261-7331
	Customer Service	800-264-6350
	Medical/Accessibility Requests (hand controls, etc.)	866-225-4284
	FBO Reservations	877-421-3722
	Roadside Assistance	800-307-6666
	North American Reservations	877-222-9058
	International Reservations	800-227-3876
	Emerald Club Member Services	800-962-7070
	Customer Service (Mon thru Fri 9 a.m. until 6 p.m. EST)	800-468-3334
	Medical/Accessibility Requests (hand controls, etc.)	888-273-5262
	VIP and FBO Reservations	800-777-5050
	Roadside Assistance:	800-367-6767

Account Management Support

Questions or concerns regarding the contracted program may be addressed by your Account Manager.

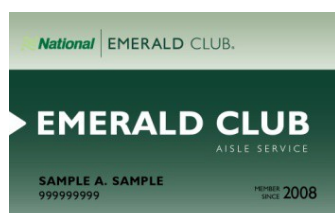
Emerald Club Benefits and Tiers



Emerald Club membership gives travelers services and perks designed to get them in, out, and on their way faster. Members can earn Free Rental Days and get upgraded to elite membership levels when renting with National more often.

All Emerald Club members can:

- Choose their own car.
- Bypass the counter at most major North American airports.
- Receive helpful arrival and return alerts.
- Earn free rental days.
- Expedite returns with automatic e-receipts.
- Earn Emerald Club rental credits at participating Enterprise Rent-A-Car locations.
- Receive complimentary membership, exclusive offers, and special rates.
- Access Member Services: **800-962-7070** (Monday-Friday, 9 a.m. until 6 p.m. EST)



EMERALD CLUB_(EC)

Benefits:

- Choice of car from the Emerald Aisle
- One Free Rental Day (up to a midsize car) with seven rental credits OR frequent flyer miles (amount varies by airline)

Requirements:

None

Reservations:

800-328-1234

EXECUTIVE_(CE)

Benefits:

- Choice of car from the Executive Selection featuring fullsize and higher class cars charged at the midsize rate
- Guaranteed upgrades--member always pays for one car class less than the car reserved (fullsize through luxury)
- One Free Rental Day (up to a fullsize car) with six rental credits OR frequent flyer miles (amount varies by airline)

Requirements:

12 to 24 paid rentals, or 40 to 84 paid rental days in a calendar year

For members upgrading to *Executive*, membership is valid for the remainder of the year the member was promoted and an additional 14 months

Reservations:

800-732-2109 (dedicated line)

EXECUTIVE ELITE_(EE)

Benefits:

- Same as above, plus:
- Guaranteed car (up to a fullsize) with 24-hour advance notice
- Car delivery to most private airport terminals within 50 miles of a National location in the U.S. (charges may apply)
- One Free Rental Day (any car class with no blackout dates) with five rental credits OR frequent flyer miles (amount varies by airline)

Requirements:

25 or more paid rentals, or 85 or more paid rental days in a calendar year

For members upgrading to *Executive Elite*, membership is valid for the remainder of the year the member was promoted and an additional 14 months

Reservations:

888-836-3725 (dedicated line)

The Emerald Club and its services require a signed Master Rental Agreement on file.

Methods of Delivery / Pick Up Process for Travelers

The reservation number is appended with a 5-letter code identifying the pickup process for all travelers.

The delivery method is determined by member level and the pick-up location:

AISLE – Follow signs to Emerald Aisle, pick any car from the designated area, proceed to the exit booth

EXSEL – Follow signs to Executive Selection, pick any car, proceed to the exit booth

BOOTH – Follow signs to Emerald Club booth, show valid ID, collect the vehicle keys

RESRV – Proceed to vehicle row of the car class reserved (compact car = compact row; premium car = premium row.), choose a car, proceed to the exit booth

EXCNT – Proceed to designated Emerald Club member counter, show valid ID, collect the keys

Emerald Club Benefit Tiers

	 Emerald Club	 Emerald Club Executive	 Emerald Club Executive Elite
Dedicated Phone Line	800-328-1234	800-732-2109	888-836-3725
Requirements	Complimentary Membership	12-24 Rentals or 40-84 Days	25+ Rentals or 85+ Days
Counter Bypass/Expedited Service	✓	✓	✓
Emailed Rental Receipts	✓	✓	✓
Dedicated Toll-Free Reservations	✓	✓	✓
Choice of Rewards	✓	✓	✓
Number of Credits Required for Free Rental Day	7	6	5
Choice of Car from the Emerald Aisle (Any vehicle on Aisle at midsize rate)	✓		
Choice of car from the Executive Selection (Fullsize and higher at midsize rate)		✓	✓
Guaranteed Upgrades Full-Luxury Rentals (Pay for one car class less than Reserved Car)		✓	✓
Guaranteed Vehicles with 24-Hour Notice (Up to fullsize vehicle)			✓
FBO Service	✓	✓	✓

Aisle Service

Whether traveling for business or leisure, Emerald Club® members love saving time and avoiding hassles when they bypass the counter at more than 60 counter bypass locations. It's the easiest way to get on the road fast.

- Simply reserve a midsize car at participating locations in the U.S. or Canada.
- When you arrive at the location, go directly to the Aisle or Executive area.
- Choose any car — any size, color, make or model — and only pay the reserved midsize rate. The keys are in the cars.

Reserve Service

Emerald Reserve Service is exclusively for Emerald Club members who require a specific car class — a convertible, SUV, minivan or any other vehicle.

- Make your reservation for the desired vehicle at a counter bypass location.
- When you arrive, bypass the counter and go directly to the row of the car class you reserved. The bus driver and greeter will be available to guide you.
- Choose any car from the row of your reserved car class. The keys are in the cars.
- Your rental transaction will be quickly completed at the exit booth.

Counter Service

Emerald Club Counter Service™ allows you to expedite your rental process when counter bypass is not available.

- When you arrive at the rental facility, go to the dedicated Emerald Club queue at the National counter.
- Present your driver's license and credit card. The rental agent will hand you the rental agreement and keys and direct you to your vehicle.

PLEASE NOTE: Some locations feature a booth situated on the lot. This service allows you to bypass the counter and proceed to a designated area on the lot to process your rental.

- When you arrive at the location, go directly to the booth on the lot.
- Here you can choose the car you want, receive the keys from the agent and get on your way.



The Emerald Club Aisle lets members bypass the counter and personally choose any vehicle in the dedicated Emerald Aisle. Because National is committed to bringing our renters the newest fleet in the industry, members can rest assured knowing that our lots will have the most up-to-date vehicles from which to choose.



Emerald Aisle Locations

Emerald Aisle Service

At the following locations, Emerald Club members proceed directly to the Emerald Aisle, select any vehicle, make a brief stop at the exit booth, and drive away.

Albuquerque, NM	Houston Intercontinental, TX	Phoenix, AZ
Atlanta, GA	Indianapolis, IN	Pittsburgh, PA
Austin, TX	Jackson, MS	Portland, OR
Baltimore, MD	Jacksonville, FL	Providence, RI
Boston, MA	Kansas City, MO	Raleigh / Durham, NC
Burbank, CA	Las Vegas, NV	Sacramento, CA
Charlotte, NC	Lihue, HI	San Antonio, TX
Chicago Midway, IL	Los Angeles, CA	San Diego, CA
Chicago O'Hare, IL	Manchester, NH	San Francisco, CA
Cincinnati, OH	Maui, HI	San Jose, CA
Cleveland, OH	Memphis, TN	Seattle, WA
Columbia, AC	Miami, FL	St. Louis, MO
Columbus, OH	Milwaukee, WI	Tampa, FL
Dallas Love, TX	Minneapolis, MN	Washington Dulles, DC
Dallas Fort Worth, TX	Nashville, TN	Washington Reagan, DC
Dayton, OH	New Orleans, LA	West Columbia, SC
Denver, CO	New York JFK, NY	West Palm Beach, FL
Detroit, MI	New York La Guardia, NY	
El Paso, TX	Newark, NJ	
Fort Lauderdale, FL	Oakland, CA	CANADA
Fort Myers, FL	Oklahoma City, OK	Calgary, AB
Fresno, CA	Ontario, CA	Edmonton, AB
Grand Rapids, MI	Orange County, CA	Montreal, QC
Hartford, CT	Orlando, FL	Toronto, ON
Houston Hobby, TX	Philadelphia, PA	Vancouver, BC

Emerald Club Booth Service

Select National locations offer dedicated counters in rental booths. Similar to Emerald Club Aisle Service, members should proceed to the booth in the rental lot, present a valid driver's license, choose a vehicle from the designated area, and drive away.

Albany, NY	Little Rock, AR	Richmond, VA
Baton Rouge, LA	Long Beach, CA	Rochester, NY
Birmingham, AL	Mesa, AZ	Salt Lake City, UT
Buffalo, NY	Newport News, VA	Savannah, GA
Greensboro, NC	Norfolk, VA	Tucson, AZ
Honolulu, HI	Oklahoma City, OK	Tulsa, OK
Huntsville, AL	Omaha, NE	
Knoxville, TN	Reno, NV	CANADA
		Halifax, NS

**Subject to change without notice.*



Emerald Club at Enterprise Rent-A-Car



Emerald Club members may rent and receive rental credits at participating Enterprise locations.

This service offering improves an Emerald Club member's ability to achieve Executive or Executive Elite status and earn Free Rental Days faster.

Benefits of Enterprise include:

- On-site locations at more than 300 airports across North America.
- More than 5,500 home-city/neighborhood locations.
- "We'll Pick You Up" service – No cost within five miles of rental location.
- Emerald Club profiles automatically updated.
- Terms and conditions of corporate agreement are recognized.
- One Emerald Club membership number that will be recognized at both Enterprise and National locations.

Reservations

Reference the corporate Account Number and Emerald Club membership number at the time of reservation for proper rates and rental credits.

Reservations may be made via:

- Online at enterprise.com/en/account.html#en, then select *Emerald Club* tab
- Toll-free at **866-206-3518**

Rental, Return, and Receipts

At Enterprise locations, Emerald Club members should proceed to the Enterprise counter for assistance.

- Rental profile pre-populated with renter information for quicker transactions.
- Visual inspection of vehicle.
- Return to originating location and renting brand.
- Paper receipts given at time of vehicle return.
- Online receipts can be printed at enterprise.com/car_rental/ticketReceiptRequest.do.

Rewards

Emerald Club renters earn credits and free days based upon qualifying rentals.*

- Currently, Emerald Club *free days are only available for redemption at National locations.*
- Frequent flyer miles and hotel points are *not* awarded for rentals at Enterprise locations.

**Qualifying rental is defined as vehicle rental in the United States and Canada.*

Body shop, dealership, and insurance rentals do not qualify.

Additional information is available at emeraldclubpromos.com/loyalty.

Through partnerships with airlines and hotels, Enterprise and National deliver extra value with bonus mileage/points that provide our business renters with a truly rewarding travel experience. Travelers enrolled in one of National's partner programs can earn frequent flyer miles, credits, or points with a qualifying car rental or hotel stay.

Reservations

- Travelers should inform the reservation or travel advisor of their preferred award preference to ensure receipt of miles, credits or points.
- If reserving via 1.800.CAR.RENT or [nationalcar.com](https://www.nationalcar.com), the frequent traveler preference may be specified at the time of reservation.
- The airline stated in the arrival field of the GDS reservation, the airline/flight field of [nationalcar.com](https://www.nationalcar.com) or the National phone reservation will automatically receive the frequent flyer miles, credits, or points.
- If a number is not provided at the time of reservation, travelers must provide their frequent flyer number at the time of rental.
- After the qualified rental or stay has been completed, mileage will be awarded within six to eight weeks.

Emerald Club Members

The enrollment application for the Emerald Club includes a section for the traveler to specify his or her frequent traveler program preference.

- Rental credits are automatically awarded electronically at the completion of the rental.

Travel Partners

- | | |
|---------------------------------------|---|
| • Air Berlin—Top Bonus | • Frontier Airlines—EarlyReturns® |
| • AIR MILES® Reward Program | • Hawaiian Airlines—HawaiianMiles® |
| • Alaska Airlines—Mileage Plan™ | • Hilton Hotels Worldwide—Hilton HHonors™ |
| • All Nippon Airways—ANA Mileage Club | • Korean Air—SKYPASS |
| • American Airlines—AAdvantage® | • Lufthansa |
| • Asia Miles | • More Rewards |
| • Asiana Airlines—Asiana Club | • Plenti—Plenti Points |
| • Carlson Rezidor Hotels—Club Carlson | • Signature Flight Support |
| • Copa Airlines—Connect Miles | • Southwest Airlines—Rapid Rewards® |
| • Delta Air Lines—Skymiles | • Virgin America—Elevate Points |
| • EVA Air—Infinity MileageLands | |

Enterprise and National have created a world of excellence by establishing a global network of nearly 10,000 rental locations in 100 countries and territories across the world.

United States

Enterprise and National operate in all 50 states including the District of Columbia and Puerto Rico.

Canada

Enterprise and National operate in all provinces and the Northwest Territories.

Europe / Middle East / Africa

Albania	France	Latvia	Qatar
Armenia	Georgia	Lebanon	Réunion
Austria	Germany	Lithuania	Romania
Belgium	Greece	Luxembourg	Saudi Arabia
Bosnia	Hungary	Macedonia	Serbia
Bulgaria	Iceland	Moldova	Slovakia
Corsica	Ireland	Montenegro	Slovenia
Croatia	Israel	Netherlands	Spain
Cyprus	Italy	Norway	Switzerland
Czech Republic	Jordan	Oman	Turkey
Denmark	Kosovo	Poland	United Arab Emirates
Estonia	Kuwait	Portugal	United Kingdom

Asia Pacific

Australia	Japan	Japan	Singapore
China	New Zealand	New Zealand	South Korea
Guam	North Mariana Islands	North Mariana Islands	Thailand

Latin America / Caribbean

Antigua and Barbuda	Colombia	Guyana	Saint Barthélemy
Argentina	Costa Rica	Honduras	Saint Maarten
Aruba	Curaçao	Jamaica	Suriname
Barbados	Dominican Republic	Martinique	Tortola (BVI)
Belize	Ecuador	Mexico	Trinidad and Tobago
Brazil	El Salvador	Nicaragua	Uruguay
British Virgin Islands	French Guiana	Panama	
Cayman Islands	Guadeloupe	Paraguay	
Chile	Guatemala	Peru	



Accident Reporting and Roadside Assistance

Roadside Assistance

In the event of an on-the-road mishap, Enterprise and National are available for customer assistance 24 hours a day, 7 days a week.

For assistance anywhere in the United States or Canada:



Response Times: Because each client's needs are distinct, it is very difficult to provide specific response times for service. For example, in a metropolitan area tire changes, lock out assistance, or jump starts generally takes 45 to 90 minutes. Assistance in remote areas could require a longer response time. The traveler will receive an ETA when reporting their need for assistance.

Accident Reporting

If a renter is involved in an accident, please ensure all travelers are safe and proceed with the following directions for the renter.

- Notify the police and file a report.
- Report the claim to the branch you rented from (brand specific).
 - ◇ Include as much information as possible (other party information, police report number, etc.).
 - ◇ If branch is unavailable, contact **Emergency Road Service**:
 - Enterprise **800-307-6666**
 - National U.S. **800-367-6767**
 - National Canada **800-268-9711**
- The rental branch or Emergency Road Service will create an Incident Report.
- Renter will receive a call from the Damage Recovery Unit to verify information, ask any additional questions, or gather information for additional proceedings.
- Return the vehicle to the rental office as soon as possible.
- The renter is required to provide every summons, complaint and paperwork pertaining to the accident.
- This process can take a few weeks to a few months depending on the information and the extent of the accident.
 - ◇ To follow up with the **Damage Recovery Unit** (handles initial claim process and damage to rental vehicle):
 - Call 800-327-0421 or
 - Email DRU1@ehi.com
 - Include rental agreement information.
- To follow up with our **Risk Department** regarding liability issues:
 - ◇ Call 888-747-1001 with claim information.

Damage Waiver

In addition to bodily damage to the vehicle, Damage Waiver (if included in the contractual terms) covers the cost associated with glass replacement, the cost to repair or replace a flat tire (excluding the service fee, towing, and unrelated to an accident), free of charge to travelers. Certain types of damage to a vehicle may not be covered by Damage Waiver when damages occurred while the driver was engaged in any of the prohibited uses or violations set forth in the Rental Agreement.

Global Positioning System

Portable GPS devices that may be used in any vehicle are available at all Enterprise and National airport locations and select home-city locations across the U.S. and Canada.



Reserve – Add the GPS unit at the time of reservation for guaranteed availability. For Travel Agency booking requests, enter /SQ-NAV for Sabre and /SQ-NVS for all other GDS formats. Equipment will be confirmed when available at time of sell via messaging.

Rent – Emerald Club members and those who utilize a kiosk should request the unit at the exit booth. All other travelers should pick the unit up at the rental counter.

Return – Do not leave the unit or any of its parts in the car. Hand the unit and its parts directly to the attendant at the kiosk or exit booth, or return it to the rental counter agent.

Most accounts will pay current retail market prices on GPS devices.

GPS is considered a separate rental from the car and is NOT covered by Damage Waiver.

TollPass Solutions

TollPass Options currently available at participating Enterprise and National locations:

TollPass Convenience Charge. Plate-based tolling; covers unpaid tolls regardless of rental location.

- Nothing to reserve or rent, it is automatic when you drive and have unpaid tolls.
- Disclosure in Terms & Conditions and brochure.
- \$3.95 per day, up to \$19.75 per rental. (Does not include the cost of actual tolls.)
- Renters will incur toll pass charges *only* on days that the traveler uses toll roads. In contrast, our competitors apply toll charge fees for the entire rental period, even on days when the traveler does not use toll roads.

TollPass Device. Requires a transponder device.

- Available at airport locations in the Northeast U.S., as well as Oklahoma.
- Customers are able to book at time of reservation and purchase through all methods of delivery.
- Rental Disclosure in Terms & Conditions, informing customer of third-party billing.
- \$3.95 per day, up to \$19.75 per rental. (Does not include the cost of actual tolls.)

TollPass Waiver. Requires a transponder device; all tolls are included in the daily rate.

- Available at Enterprise and National locations in Chicago.
- Waiver can be used only around the Chicago Area (I-Pass roads).
- Customers are able to book at time of reservation and purchase through all methods of delivery.
- Rental Disclosure in Terms and Conditions.
- \$7.99 per day at home-city locations and \$9.99 per day at airport locations. (All tolls included in the daily rate.)

Receipts

Detailed receipts for TollPass Convenience Charge and TollPass Device are available online at www.htallc.com/enterprise or www.htallc.com/nationalcar. After a one-time set up, all future toll receipts can be automatically emailed to the traveler.

National Car Rental FBO Services

National provides FBO delivery service to fixed base operator locations (private, noncommercial airports) to accommodate Emerald Club customers flying on a private, noncommercial aircraft.

National Car Rental airport locations provide FBO service to private airports within 50 miles.

Reservations and Support

Call for reservations:

855-233-8990

Monday through Friday, 6 a.m. to 9 p.m. CST

Saturday and Sunday, 8 a.m. to 5 p.m. CST

- Travelers must be enrolled in Emerald Club to receive this service.
- FBO reservations require booking at least 12 hours in advance.
- If giving less than 12 hours' notification, we contact the location for management approval.
- Required information includes FBO name, plane tail number and expected arrival date and time.

Vehicle Delivery

- FBO service hours are the same as the location's operating hours.
- Rental paperwork for the vehicle along with the keys will be waiting with the approved FBO contact.
- Location specifics are provided at the time of reservation to ensure the traveler can identify the FBO contact and gain access to the vehicle.

U.S. Delivery Rates		Canadian Delivery Rates	
Miles	Cost	Kilometers	Cost
0 to 5	No charge	0 to 10	No charge
6 to 25	\$25 delivery, \$25 collection	11 to 41	\$26 delivery, \$26 collection
26 to 50	\$50 delivery, \$50 collection	42 to 80	\$51 delivery, \$51 collection
51 or more	\$1 per mile each way	81 or more	\$52 delivery, \$52 collection

Car delivery limited to 50-mile/80-km radius from rental location. Rental locations may deliver beyond this radius for an additional charge. In some cases, delivery may be completed by the Enterprise brand. Costs do not include fuel.

Vehicle Return

- Instructions for the return process are provided in the packet provided at the time of rental.
- The FBO attendant can also offer additional instructions about parking and more when returning.

The National FBO Support Team is available for assistance at **855-233-8990**.



Enterprise Rent-A-Car FBO Services

For travelers who use corporate or chartered jets, Enterprise not only offers the industry's *only* total coverage of private U.S. jetports, but we also provide a complimentary FBO/General Aviation booking tool. The reservation will automatically match a chosen FBO with a servicing Enterprise branch, and can be tailored to a traveler's usage.



Our online tool makes it easy for travelers to reserve a vehicle that will be waiting upon arrival at any private airport in the United States.

Reservation Process

- Call **877-421-3722** or visit enterprise.com/ga.
- Reservations will be routed through the appropriate channels.
- Enterprise's Branch, Area and Regional Managers review daily reservations and supply required vehicles.

The Enterprise Car Rental FBO Support Team is available for assistance at **877-421-3722**.

Cancellation Policy

It is very important to cancel an FBO reservation if the vehicle is not needed, as no-show fees could apply if the reservation is not cancelled before the car is delivered.

Great selection and service.



Standard SUV

SFAR

Nissan Pathfinder or similar.



Intermediate SUV

IFAR

Toyota RAV4 or similar.



Full Size All Terrain – 4DR

FJAR

Jeep Wrangler Unlimited or similar.



Intermediate All Terrain – 2DR

IJAR

Jeep Wrangler or similar.



Convertible

STAR

Ford Mustang Convertible or similar.



Minivan

MVAR

Dodge Grand Caravan or similar.



Luxury

LCAR

Cadillac XTS or similar.



Premium

PCAR

Nissan Maxima or similar.



Full Size

FCAR

Ford Fusion or similar.



Intermediate

ICAR

Hyundai Elantra or similar.



Compact

CCAR

Nissan Versa or similar.



Economy

ECAR

Mitsubishi Mirage or similar.



CHOOSE ANY CAR AND GO.



NISSAN PATHFINDER OR SIMILAR

STANDARD SUV
SFAR

SEAT BELTS



LUGGAGE CAPACITY



TOYOTA RAV4 OR SIMILAR

MIDSIZE SUV
IFAR

SEAT BELTS



LUGGAGE CAPACITY



JEEP WRANGLER UNLIMITED OR SIMILAR

**FULLSIZE ALL
TERRAIN - 4DR**
FJAR

SEAT BELTS



LUGGAGE CAPACITY



JEEP WRANGLER OR SIMILAR

**MIDSIZE ALL
TERRAIN - 2DR**
IJAR

SEAT BELTS



LUGGAGE CAPACITY



FORD MUSTANG CONVERTIBLE OR SIMILAR

CONVERTIBLE
STAR

SEAT BELTS



LUGGAGE CAPACITY



DODGE GRAND CARAVAN OR SIMILAR

MINIVAN
MVAR

SEAT BELTS



LUGGAGE CAPACITY



CADILLAC XTS OR SIMILAR

LUXURY
LCAR

SEAT BELTS



LUGGAGE CAPACITY



NISSAN MAXIMA OR SIMILAR

PREMIUM
PCAR

SEAT BELTS



LUGGAGE CAPACITY



FORD FUSION OR SIMILAR

FULLSIZE
FCAR

SEAT BELTS



LUGGAGE CAPACITY



HYUNDAI ELANTRA OR SIMILAR

MIDSIZE
ICAR

SEAT BELTS



LUGGAGE CAPACITY



NISSAN VERSA OR SIMILAR

COMPACT
CCAR

SEAT BELTS



LUGGAGE CAPACITY



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