Two Great Brands, One Global Business Rental Solution.

+ THE COMBINED POWER OF enterprise rent-a-car National

EC Purchasing

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.

WHY BOOK

enterprise rent-a-car	National
• Convenient neighborhood and airport locations	• Emerald Club® members bypass the counter
• Delivery and collection service	• Emerald Aisle access
• Exceptional customer service	• Free rental days or partner rewards

Exceptional customer service

HOW TO BOOK

Click here for Enterprise Rent-A-Car business use rentals.	**Click here** for National Car Rental business use rentals.

HOW TO ENROLL

EMERALD CLUB.	Benefits Include:
Renters can enjoy expedited service and status across the globe. Don't forget to use your Emerald Club number when booking with either brand.	• **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 United States and Canada, call 844-643-5085. Terms and conditions apply. • **Emerald Aisle.** Reserve a midsize car at participating locations in the US or Canada. Bypass the counter and go directly to the Emerald Aisle where you can select any vehicle and go. **Click here** to take a tour.
Click here to enroll in Emerald Club or to update your Account Number on an existing profile. If already enrolled: **Step 1:** Click here and select "Enroll Now." **Step 2:** Sign in with your EC Number and password. **Step 3:** Review the company name listed and select "Update."	

Contact Details:

For assistance with Emerald Club, invoices, damage claims, reservations, or general program questions, please contact your Account Manager.





Frequently Asked Questions.

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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.

Will I be charged an underage fee?

Our program includes a waived underage fee. If you are renting between the ages of 21-24 you will not be charged an additional fee.

Complete Clean Pledge

As part of the Complete Clean Pledge®, our ongoing commitment to increase safety measures for our customers and employees, Enterprise and National are members of the Clorox® Safer Today Alliance™. As members we receive ongoing support and guidance around enhanced safety measures from experts at the CDC Foundation and Cleveland Clinic.

We never stop looking for ways to enhance cleanliness and safety. In addition to being confident your vehicle is cleaned and sanitized every time you rent, you can also feel confident that we will take every opportunity to enhance the health and safety measures currently practiced in our operations.

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