

## ENTERPRISE BRAND – ADDITIONAL BENEFITS AND RENTAL INFORMATION

### ADDITIONAL BENEFITS:

**HALF-DAY RENTAL DEFINITION:** Rental of 6 hours or less in duration in the same calendar day picked up and returned during normal operating hours. "We'll Pick You Up" and "Quick Start" programs may be used.

**WE'LL PICK YOU UP PROGRAM:** With a 24 hour notice, Enterprise will deliver vehicles to any business address. This program is available at no additional cost within a five mile radius of the rental location. Fees may apply outside of this area and vary by location.

**QUICK START PROGRAM:** Enterprise offers a Quick-Start Program for member business rentals. This service allows a renter to request a quick-start, also referred to as suspended charges. Upon request, vehicles are made available after location hours and charges are suspended until the time of departure that evening or the following morning, no later than the time at which that rental location opens. For this program, enterprise insurance coverage must be selected.

**PREFERRED CUSTOMER STATUS:** Members are encouraged to enroll in the complimentary Emerald Club. This service typically \$50.00 is free of charge to all MHEC travelers. For more information regarding these services follow the link. [Emerald Club Preferred Renter Program.](#)

**NON-CONTRACTED VEHICLE TYPE:** For any car class available but not listed in this contract, depending on make/model renters may receive a 5% discount with Enterprise.

### INSTRUCTIONS AND INFORMATION:

**GRACE PERIOD FOR RETURNS:** The grace period for returns is 29 minutes, at 30 minutes renter will be charged 1/3 of the daily rate per hour which will be charged until the hourly charge reaches the daily rate, then a new rental day will begin.

**ADDITIONAL DRIVERS:** Any person meeting driver standards is qualified for authorized driver status if he or she is a work associate or a member of the renting party's immediate family (i.e. spouse and children permanently residing in the same household as the renter). There is no additional charge for authorized drivers who meet the above described criteria. Persons unrelated to the renter by family or business ties as detailed above, must meet minimum driver qualifications and sign the rental agreement at the time of pick-up to be considered an additional authorized driver. Fee will be incurred. Typical fee is \$9.99 per day (subject to change without notice). Minimum driver qualifications: Meet age requirement, clean driving record, valid driver's license and not on the "Do Not Rent List".

**UNDER AGE RENTERS:** Anyone under the age of 21 is considered underage and may not utilize this contract. For young renters age 21 - 24 Enterprise and National will waive the young renter fee, except for Canada where a \$25.00 fee applies in most rental locations.

**CANCELLATIONS:** MHEC members/renters will not be charged a no-show or cancellation fee, however, are asked out of courtesy to provide as much notice as possible to allow the reserved vehicle to be rented to another traveler. Exception: Reservations for a special vehicle booked and confirmed with a credit card, charges may apply. **Definition of Special Vehicle:** Limited availability vehicles such as 12 and 15 passenger vans or handicap accessible models typically requiring a credit card to hold the vehicle. Members should confirm the cancellation policy of these types of vehicles at time of booking.

**FUEL:** At all North American Enterprise airport locations, vehicles are provided with a full tank of gas. At off-airport locations vehicles may be provided with less than a full tank of gas. Renters may (a) prepay at all airport locations and select off-airport locations at re-purchase prices, (b) Rental company refuels and the renter will be charged the refueling rate or © Renter refuels and replaces all gallons used before returning.