

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.