RENTAL CAR PROGRAM

THE COMBINED POWER OF enterprise National

Welcome, WATER SKI AND WAKEBOARD CANADA

Enterprise Rent-A-Car and National Car Rental have been selected as the preferred provider for car rental services for renters of your company. To review the Program Benefits & Information please click on the corresponding sections below.

TABLE OF CONTENTS

PROGRAM BENEFITS & INFORMATION

- Car Rental Program Overview - Program Summary
- How to Book, Enroll, and Contact
- Account Support
- Frequently Asked Questions (FAQs)

Unless otherwise noted, all trademarks referenced herein are the property of Enterprise Holdings, Inc. All rights reserved. ©FY2024 Enterprise Holdings, Inc.

Car Rental Program Overview

THE COMBINED POWER OF enterprise National

WATER SKI AND WAKEBOARD CANADA

Account #: SMBACGY

Program Summary North America

enterprise	National
For rentals in the United States, Puerto Rico, and Canada the renting location from which the rental originates will apply a five percent (5%) discount off the standard, undiscounted daily, weekly, and monthly rates charged at all participating Enterprise brand locations ("Rate Discount").	For rentals in the United States, Puerto Rico, and Canada the renting location from which the rental originates will apply a ten percent (10%) discount off the standard, undiscounted daily, weekly, and monthly rates charged at all participating National brand locations ("Rate Discount").

Terms & Conditions

Young Renter: Fee will be waived for Eligible Renters who are twenty-one (21) to twenty-four (24) years old renting for Business use.
Additional Driver: Fee will be waived for Eligible Renters.
U.S. Damage Waiver: Available at an additional cost
U.S. Liability: Available at an additional cost
Canada Damage Waiver: Available at an additional cost
Canada Liability: Each eligible renter must have arranged for motor vehicle liability insurance with an authorized insurer, to provide coverage in accordance with the standard automobile insurance policy, to at least the minimum limits for third party liability prescribed by the applicable province, territory or other jurisdiction.
Subject to Change: Enterprise and National may change or cancel any of the terms and conditions set forth in this Program Summary, including the Rates and Rate Discount, at any time in their sole discretion.

Unless otherwise noted, all trademarks referenced herein are the property of Enterprise Holdings, Inc. All rights reserved. ©FY2024 Enterprise Holdings, Inc.

WELCOME TO ENTERPRISE AND NATIONAL

THE COMBINED POWER OF enterprise National

WATER SKI AND WAKEBOARD CANADA

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.

HOW TO BOOK

BUSINESS USE	PERSONAL USE
Click here for business use rentals.	Click here for personal use rentals.

HOW TO ENROLL

EMERALD CLUB®

Ready to get started? Click here to enroll in Emerald Club or to update your Account Number on and existing profile.

If already enrolled:

Step 1: Click here and select "Enroll Now".
Step 2: Sign in with your Emerald Club Number and password.
Step 3: Review the company name listed and select "Update".

Tired of standing in line? Click here for a tour of the Emerald Aisle.

Reserve a midsize car at participating location in the U.S. or Canada. Bypass the counter and go directly to the Emerald Aisle where you can select any vehicle and go.

STATUS MATCH

Have elevated status with another travel program? We'll match your status with a car, hotel, or airline loyalty program once your Emerald Club profile is linked to your company contract.

Click here to learn more.

HOW TO CONTACT

Account Support can be reached Monday through Friday 8:00 a.m. to 5:00 p.m. CT at 877-541-1286 to provide assistance with rental or billing support, damage claims, and account management.

For the most efficient support please remember to have your account name and number along with any reservation numbers or rental agreement numbers.

Unless otherwise noted, all trademarks referenced herein are the property of Enterprise Holdings, Inc. All rights reserved. ©FY2024 Enterprise Holdings, Inc.

ACCOUNT SUPPORT TEAM
BUSINESS SUPPORT SERVICES

THE COMBINED POWER OF enterprise National

The Account Support Team provides customer support to our accounts by handling the following:

ACCOUNT MANAGEMENT

- Loyalty program inquiries
- Rate verification
- Researching reservations & rental agreements
- General Account or policy questions
- Assist with open & closed rental needs

RENTAL SUPPORT

- Modifying upcoming reservation
- Extensions to current open rentals
- Changing rental return locations
- Updating method of payments

DAMAGE CLAIMS

- Claims inquiries
- Citations or tolls

BILLING SUPPORT

- Billing and invoicing inquiries
- Method of payment updates
- Issues locating receipts

FOR FASTER & ACCURATE ACCOUNT SUPPORT, PLEASE REMEMBER:

- Account name & account number
- Rental agreement (RA) number or reservation number
- Name of renter
- Avoid adding Personally Identifiable Information ("PII")

**Please Note: Representatives will not provide billing numbers or account numbers over the phone. They are unable to adjust accounts or rentals without verifying this information at the time of the request.*

Hours of Operation: Monday - Friday, 8:00 a.m. - 5:00 p.m. CST

In need of assistance?

› Phone: 877-541-1286

Unless otherwise noted, all trademarks referenced herein are the property of Enterprise Holdings, Inc. All rights reserved. ©FY2024 Enterprise Holdings, Inc.

Frequently Asked Questions

THE COMBINED POWER OF enterprise rent-a-car National

WATER SKI AND WAKEBOARD CANADA

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.

STANDARD OF CARE

Our Standard of Care

We promise to put renters first, with exceptional customer service and vehicles that are maintained and cleaned to our high-quality standards. We're continuously innovating to help move the world forward — including new ways to go the extra mile, so renters can get on the road with confidence.

Unless otherwise noted, all trademarks referenced herein are the property of Enterprise Holdings, Inc. All rights reserved. ©FY2024 Enterprise Holdings, Inc.