

Rental Car Contract Transition and Traveler FAQ

Existing Reservations with Avis

<p>Q When is the last day I can rent vehicles from Avis?</p>	<p>A The Avis contract expires Tuesday, Sept. 29, and you should no longer rent vehicles from Avis after that date.</p>
<p>Q What should I do if I already made a reservation with Avis for dates after Sept. 29?</p>	<p>A You should cancel your reservation with Avis and make a new reservation with Enterprise/National.</p>
<p>Q How do I cancel my reservations with Avis for travel I have scheduled after Sept.29?</p>	<p>A You can cancel your reservation by calling the Avis State of FL Desk at 1-800-338-8211, or by going to Avis' website: www.Avis.com. Reference the AVIS State of Florida AWD #A113400 or your division's own AWD number.</p>
<p>Q What should I do if my rental with Avis begins on or before Sept. 29, but my trip extends beyond that date?</p>	<p>A You do not need to cancel your reservation or return the vehicle early. You may drive the vehicle for the duration of your rental. Avis will continue to provide contract rates, insurance coverages, loss damage waiver, and other contracted services until the end of your rental.</p>

New Reservations with Enterprise & National

<p>Q When can I begin renting vehicles with Enterprise/National?</p>	<p>A The new contract begins Wednesday, Sept. 30, and you may rent vehicles from Enterprise/National starting that day.</p>
<p>Q When can I reserve a vehicle with Enterprise/National?</p>	<p>A You may begin making reservations Sept. 8. Use Enterprise/National's shared State of Florida reservation portal https://partner.rentalcar.com/StateofFlorida or call the state-dedicated toll-free customer service number at 877-690-0064.</p>
<p>Q How do I book trips for a combination of business and leisure travel time?</p>	<p>A Proceed with booking a business reservation. At the time of pickup, tell the counter attendant which days of the rental are for leisure use. The attendant will ensure the appropriate taxes are assessed for leisure days.</p>
<p>Q How do I contact Enterprise/National about reservations or questions?</p>	<p>A For questions about reservations, rates, billing, and new account creation, please call Enterprise/National's shared State of Florida toll-free customer service number at 877-690-0064.</p>

Q Whom do I contact if I have questions about the new contract?

A If you have questions about the terms and features of the new contract, please contact Trey Collins at 850-488-9996 or Trey.Collins@dms.myflorida.com.

Two Brands, One Program

Q How do I know which brand to use?

A

- You will have access to National and Enterprise at the airport.
- You will have access to the Enterprise at non-airport locations. Use Enterprise for month-long rentals and specialty vehicles.

Q What are the advantages of National?

A

- Complimentary membership in Emerald Club
- Counter bypass with Emerald Aisle Service
- Choose your own car when you rent – often a complimentary upgrade
- Members-only counters with pre-printed rental agreements
- Rewards for leisure rentals – free rental credits or frequent flyer miles
- Special offers and travel discounts

Q What are the advantages of Enterprise?

A

- Enterprise Rent-A-Car provides a vast network of more than 5,500 neighborhood locations in North America to service your off-airport needs
- Free customer pickup and drop-off within 10 miles of the local branch with a 24-hour advance notice
- Recognition – Emerald Club members are recognized at all U.S. Enterprise locations and earn points towards free rental days (leisure rentals only).

Emerald Club Membership

Q What is the Emerald Club?

A

- Emerald Club is the loyalty program providing members with exclusive benefits and privileges to make renting faster and easier.
- At most major North American airport locations, members with a midsize car reservation can bypass the rental counter and proceed to the Emerald Club Aisle where they may simply take any vehicle – midsize or larger.
- Regardless of the vehicle selected, a member pays only the midsize rate.
- Emerald Club allows members to choose their rewards, electing to receive either free rental days or frequent flyer miles through travel affiliates.
- The Emerald Club rewards travelers with three tiers of privilege: Emerald Club, Emerald Club Executive, and Emerald Club Executive Elite.

<p>Q How do I earn Emerald Club rewards at Enterprise?</p>	<p>A</p> <ul style="list-style-type: none"> • Enter your Emerald Club number as your loyalty number for Enterprise. • Members of Emerald Club enjoy faster reservations, quicker rentals, and member discounts at Enterprise. • Leisure rentals earn rental credits toward higher status and free rental days. • At this time, any free rental days earned must be redeemed at a National location.
<p>Q What if I am already an Emerald Club member?</p>	<p>A</p> <ul style="list-style-type: none"> • If you are already an Emerald Club member, simply email your Emerald Club membership number to the dedicated Account Development Representative. • Please make sure the words “<i>Match to State of Florida Program</i>” are in the subject line.
<p>Q Can I rent for personal travel with my Emerald Club membership?</p>	<p>A</p> <ul style="list-style-type: none"> • Yes! Your Emerald Club membership is valid for all of your rentals with National whether for business or leisure use. • Leisure rentals do not include coverage (damage waiver and liability protection). • Be sure to reference Account Number: XZ5550A.

Refuel Policy

<p>Q What is the refuel policy with Enterprise/National?</p>	<p>A</p> <ul style="list-style-type: none"> • To avoid fuel charges, return the vehicle with the same level of fuel received at the time of check out. • National locations provide a full tank. • Enterprise provides a minimum half tank of fuel at checkout at all Florida locations, and ¼ tank at non-Florida locations. • Enterprise locations are off-airport and typically do not have fuel stations onsite.
---	---

Rental Vehicles



Prorating Rental Rates on Vehicle Returns:

1. Rental rates based on 24hr clock
 - a. Example: pick up a rental vehicle at 12pm and return at 12pm the following day, this is a 1-day charge.
 - b. Example: pick up a rental vehicle at 12pm and return at 5pm the following day, this will be a 2-day charge because it has gone past the 24hr period.
 - c. Grace Period: There is a 30 minute grace period. If a rental vehicle is returned late, it will go into hourly charges *normally* up to 3 hours and then into the daily rate.
 - i. Example 1: pick up a rental at 12pm and return at 12.30pm the following day, this will be a 1-day charge.
 - ii. Example 2: pick up a rental at 12pm and return at 3.00pm the following day, this will be a 1-day plus 3hr charge.
2. Charged only for days in possession of the rental
 - a. Example: if you make a reservation for two days but return within the same 24hr time period, you will only be charged for 1-day charge.