

National and Enterprise Frequently Asked Questions

National Car Rental and Enterprise Rent-A-Car's business rental program allows travelers to rent at both brands under one Account Number and one loyalty program. Renters will receive the benefits of both brands, such as complimentary Emerald Club membership and Enterprise's We'll Pick You Up program.

**Make a Reservation
with National**

**Make a Reservation
with Enterprise**

What are the advantages of National?

- Complimentary membership in Emerald Club
- Counter bypass and car choice with Emerald Aisle service
- Members-only counters with pre-printed rental agreements
- Rewards — free rental credits
- Access to an exclusive Member Services hotline
- Special offers and travel discounts

What are the advantages of Enterprise?

- Enterprise Rent-A-Car provides a vast network of more than 5,500 neighborhood locations in North America to service off-airport needs.
- Free customer pickup and drop-off within local branch area with a 24-hour advance notice. Normal restrictions apply.
- Recognition — Emerald Club members are recognized at most U.S. Enterprise locations, and earn points toward free rental days.

How should a renter choose between brands?

- Use the National brand when renting at the airport.
- Use the Enterprise brand when renting off-airport or at suburban locations.

What is the Emerald Club?

- Emerald Club is the loyalty program of National, 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. There 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 accrue free rental days.

How can a renter learn how to use the Emerald Aisle?

- Our virtual tour will show you how easy it is to bypass the counter and choose a vehicle from the Emerald Aisle®.

 **EMERALD CLUB.**

Take a tour of the Emerald Aisle!

What is the National Car Rental App?

- The National Car Rental mobile app caters to all travelers, with additional features for Emerald Club members.
- The app features a Trip Tracker, which detects where in the rental cycle the member is and provides timely actions at each stage, from booking to returning the car.
- Make and search for reservations, and review location information. The app notification system will also provide alerts concerning upcoming trips.
- App technology expands Emerald Aisle service to our non-aisle stores through the Virtual Aisle feature
- Available for both Android and iOS

Can a renter match status with other loyalty programs?

- Yes. We award equivalent Emerald Club status to competitor loyalty programs. Enrollment and status matching are completed during the implementation process.
- For more information on status match, please contact your Travel Manager.

Emerald Club Membership Tier	Competitor Tier
Emerald Club	Hertz Gold Avis Preferred
Emerald Club Executive	Five Star Hertz Gold Avis Preferred Plus
Executive Elite	Hertz President's Circle Avis President's Club

In what other circumstances would a renter choose to rent at Enterprise?

- Month-or-More rentals
- Off-airport rentals
- Specialty vehicles such as cargo vans, convertibles, and more
- Also available at most major airports

What is National and Enterprise's refueling policy?

National

- A full tank of gas will be available for purchase, giving you the ability to return the vehicle with the tank empty.
- You may also choose to replace the fuel used before returning.
- Vehicles are provided with a full tank of fuel.

Enterprise

- Many Enterprise locations are off-airport and typically do not have fuel stations on site.
- To avoid any additional fuel charges, return the vehicle with the same level of fuel received at the time of rental.
- Vehicles are usually provided with a minimum half-tank of fuel.

How does a renter earn Emerald Club rewards at Enterprise?

- Enter member's Emerald Club number as the loyalty number for Enterprise.
- Members of Emerald Club enjoy faster reservations, quicker rentals, and member discounts at Enterprise.
- 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.

National Contact Information

- National Customer Service: **800-227-7368**
- National General Reservations: **844-382-6875**

Enterprise Contact Information

- Enterprise Customer Service: **800-264-6350**
- Enterprise General Reservations: **1-855-266-9289**

- Emerald Club Member Services: **800-962-7070**
- Monday through Friday, 9 a.m. to 6 p.m. EST

For other questions, travelers should contact their in-house travel administrator.

24/7 Roadside Assistance
800-367-6767