Enterprise Vehicle Rental – Frequently Asked Questions

1. **Q: Does Emory University have specific policies related to the rental of Cars and Vans**

   Yes. Before driving an Emory owned vehicle or a rented vehicle for Emory business, please familiarize yourself with the policies and requirements of Emory University and Emory Healthcare governing the operation of Emory owned and rented vehicles for Emory business use.

   Several of the specific policies are discussed throughout this FAQ. This information is by no means all of the policies but simply those most often encountered.

   Emory Policy – [Requirements for Employees using University Owned Vehicles](#)
   Emory Policy – [University Student Vehicle Use Policy](#)

2. **Q: When renting vehicles for Emory business use, is there an age limit for drivers?**

   Yes. Current Emory policy requires that an employee or student driver must be at least 18 years of age, have at least two years of driving experience, and possess a valid driver’s license for the class of vehicle being driven. (Each rental company may have different age requirements so please check with each one for the specific information.) Emory’s agreement with Enterprise requires that all drivers be at least 19 years of age.

3. **Q: How do I make a reservation with Enterprise?**

   Emory employees can call the location directly at 404-728-9911 or you can book on line at the site below:


4. **Q: How far in advance should I make a reservation to ensure a car or van will be available?**

   Emory’s contract with Enterprise requires 72 hour notice but Enterprise will do everything possible to get a vehicle on short notice. The notice requirements are especially important when booking a 12 passenger van. Use of these vehicles throughout the higher education community is cyclical and at times demand for these vehicles exceeds supply. To ensure availability please book these far in advance so as to ensure their availability at the Emory location. Enterprise will not charge Emory for cancelations so plan ahead and reserve your 12 passenger van well in advance of the need.
5. **Q: What if my car size is not available when I go to pick it up?**

   If the car size requested is not available, Enterprise will make a larger car available at the reserved rate. This policy does not apply to vans. If you reserve a 12 passenger van and one is not available, Enterprise will contact you at least 24 hours in advance of your departure with an offer to substitute 2 mini vans at the cost of one 12 passenger van.

6. **Q: May I rent a 15 passenger van for use while conducting Emory business?**

   Per Emory policy renting a 15 passenger vans is **not** allowed. The Emory contract with Enterprise prohibits any department from renting a 15 passenger van when it is scheduled to be used on Emory business. If you have questions about this **Emory Policy**, contact Emory Risk Management at 404-686-5500.

7. **Q: What if I need a vehicle before my Enterprise office opens?**

   Travelers can call the location directly and arrange to pick up a vehicle the night before so they can leave early the following morning.

8. **Q: Are there “unlimited miles” with Enterprise rentals?**

   All vehicle classes under the agreement include unlimited miles.

9. **Q: What is the policy on fuel levels?**

   The contract agreement states that the fuel level should be a minimum half a tank and returned at the same level in which it was picked up. **All airport rentals will be rented with a full tank. If you need a full tank at a non-airport location, please let us know at the time of reservation and we will make every effort to provide you one.**

10. **Q: How can I obtain my receipt?**

    When you return a vehicle, Enterprise will provide you with a carbon copy receipt and a printed copy. If you return after hours, receipts can be accessed on-line 48 hours after the rental is returned. Go to [www.enterprise.com](http://www.enterprise.com), click on “Business Rentals” then “Print a Receipt.” A driver’s license is needed to access a receipt.

11. **Q: How are rates calculated?**

    **Cars:** Rates are calculated on a 24-hour period based upon the time the car is rented. There is a minimum one-day charge.

    **Vans:** For all 12 passenger vans there is a 2 day minimum fee when renting on a Friday or Saturday when the van is not returned during business hours.
12. **Q: What if I have an accident involving another vehicle?**

Call the Enterprise office/number listed on your contract. If the accident happens after-hours, contact the roadside assistance number located on the back of your contract. If the vehicle is not drivable, Enterprise will make arrangements to get the driver another one immediately.

13. **Q. If I am involved in an accident, does Emory have other requirements in addition to those listed on the Enterprise contract?**

Yes. If an accident occurs the following procedures should be followed at the scene:

- Assist any injured persons in obtaining needed medical care by notifying the appropriate first responders where necessary.
- Report the accident to the police department in the jurisdiction where the accident occurred.
- Exchange and obtain the name, telephone number(s) insurance information, vehicle make, model and year.
- Obtain the names and contact information of any witnesses to the accident.
- Record the name of the police department investigating the accident and details involved as to how, when and where a police accident report may be obtained.

In addition and within 24 hours, (sooner if there are injuries), report the accident to Rachel Scott, Emory Healthcare Risk Management at 404-778-7933. If Rachel is unavailable and immediate assistance is needed, please call the Emory Risk Management Office by calling 404-686-5500 and entering PIC # 50316.

Provide the following information to Rachel Scott so that she may process your claim:

1. Name and contact information of the employee or student driving the vehicle when the accident occurred.
2. Name and telephone number of the employee or students department manager.
3. Vehicle identification number (VIN) and year, make and model of the vehicle.
4. Names of any passengers in the vehicle.
5. Names of any injured persons resulting from the accident.
6. Name and contact information of the driver(s) of the other vehicle(s), the vehicle owner(s), their insurance carrier(s).
7. Case number on the police report if available. Do not delay reporting if the information is unavailable at that time.
14. **Q: What if I experience mechanical problems (or a breakdown) on my trip?**

   Call the Enterprise number on the rental contract. Enterprise will make arrangements to provide a different vehicle at no additional charge.

15. **Q: What if I incur "road" damage (not involving another vehicle) such as broken/damaged window, stones or objects.**

   If the vehicle has minor damage (star in windshield, small dent,) advise the location. Emory and the employee’s and student’s departments are responsible for the cost of repairs for minor damage. The damage and loss must be reported to Rachel Scott, Emory Risk Management, at 404-778-7933 within 24 hours of the occurrence with all pertinent vehicle and driver information.

16. **Q: Who pays for damages?**

   Emory pays for all costs associated with damage to the vehicle. The employee/student’s department is responsible for any deductibles. The current deductible is $500 for most vehicles but can be as much as $1,000 for certain types and classes of vehicles.

17. **Q: If other employees (temporary and/or contract, under twenty-five years old, spouses) are traveling with me, are they allowed to drive the rental? Are there additional fees for these extra drivers?**

   Emory University policy requires that all drivers be listed on the rental agreement for insurance purposes. No one should drive the vehicle unless listed on the rental agreement. If other Emory employees are expected to drive the vehicles you must provide Enterprise the name of anyone that you expect will be driving vehicle so they can be added to the rental agreement. **Non Emory employees** are **not** allowed to drive Emory owned or rented vehicles for Emory business. No. There are no additional fees for extra drivers.

18. **Q: Can I rent at Enterprise for personal use at the Emory rate and how do I book that?**

   Yes, you can call direct or book via the website in question #3. Enterprise and their sister company National have over 8,000 locations worldwide. Reservations for mini vans, SUVs, luxury class, etc. should be booked as early as possible due to limited availability and high demand and especially during the summer months.

   Emory University’s automobile insurance coverage does not apply nor extend to vehicles rented for personal use.

19. Q: What if I need to rent a regular car for business use on Saturday and need to return it on Sunday and you are not open?

This is no problem, please let Enterprise know what time and we will make sure the charges are accurate for the time you needed it. Please utilize the drop box upon return. If the car and keys are not there when we open you will be charged the full time until we receive them.

20. Q: How may Enterprise change or modify a reservation once it has been made?

You can modify the reservation thru the online booking tool or call the location directly.

21. Q: If Enterprise is unable to satisfy a reservation, made in advance for a twelve (12) passenger van, what is permitted under the contract with Emory University?

Enterprise will notify the renter 24 hours in advance of the event date and offer to provide 2 mini vans at the same price as the 12 passenger van.

22. Q: If Enterprise agrees to provide me an additional vehicle in order to meet my requirements, am I responsible for the extra fuel cost?

Yes, Emory would be responsible for the fuel charges. The mini vans do have a higher MPG vs. the 12 passenger van.

23. Q: Should I agree to accept and pay for the additional collision insurance offered to me when renting a vehicle?

No. As long as the vehicle is rented for use while conducting official Emory University business within the U.S., Emory travelers are to decline all additional insurance coverage(s). Travelers should decline the loss damage waiver (LDW/CDW), supplemental liability coverage, personal accident insurance (PAI) and all other options. The cost of additional insurance is not reimbursable or approved for payment by the University.

24. What Payment Method to use with Enterprise?

Van Rentals - The Emory Purchasing Card is the preferred form of payment for Enterprise van rentals.
Car Rentals - The Emory Corporate Card is the preferred form of payment for car rental.
Personal Use – A Personal Credit Card is required.