



VEHICLE & INFORMATION GUIDE

VW Crafter

24/7 CLUBHOUSE TEAM:

HelpDeskSupport@EnterpriseCarClub.co.uk

[0345 266 9290](tel:03452669290)

THE ENTERPRISE CAR CLUB CODE: THE THINGS TO ALWAYS REMEMBER WHEN USING ENTERPRISE CAR CLUB

1. CHECK FOR AND REPORT DAMAGE BEFORE STARTING YOUR RESERVATION TO ENSURE YOU ARE NOT CHARGED FOR DAMAGE THAT YOU DIDN'T CAUSE
2. RETURN ON TIME – THE NEXT MEMBER MAY BE WAITING. IF THEY'RE NOT, THE APP WILL ALLOW YOU TO EXTEND YOUR RESERVATION
3. NO SMOKING & NO PETS
4. ALWAYS LEAVE AT LEAST ¼ TANK OF FUEL, OR IF DRIVING AN ELECTRIC VEHICLE, PLUG IT IN TO CHARGE AT THE END OF YOUR RESERVATION IN ITS DEDICATED BAY USING THE CABLE AND CHARGING CARD PROVIDED
5. KEEP IT CLEAN & REMOVE RUBBISH
6. SAFEGUARD KEYS & FUEL CARDS
7. PARKING TICKETS ARE YOUR RESPONSIBILITY AND MUST BE PAID FOR DIRECTLY BY YOU
8. AVOID SPEEDING & OTHER TRAFFIC OFFENCES AS THESE WILL BE PASSED ON TO THE MEMBER WITH AN ADMINISTRATION FEE

Find out more www.EnterpriseCarClub.com/CarClubCode

Noncompliance:

Those found in breach of the above could be liable for a fine, along with the cost of any corrective actions – examples below;

Vehicle returned in poor condition: The next driver reports that the vehicle has been left in an unacceptable condition at the start of their reservation. This includes, but is not limited to rubbish or mess, lights or ignition left on, windows left down, seats not passenger-ready, key in ignition, evidence of smoking/pets etc. Then the previous renter is liable to pay a fine and if necessary, the cost of any specialist cleaning.

Late Return: When returning a vehicle late, the first 15 mins will be charged at the standard rate of the vehicle, plus a small per minute fee. Additional fees will be charged if you run over 15 mins, plus the cost of alternative travel if another member is inconvenienced.

Find out more www.EnterpriseCarClub.com/PoliciesandCharges

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VW CRAFTER VEHICLE GUIDE

Things you may need to know
for this specific vehicle

SETTING OFF IN YOUR VW CRAFTER



VW CRAFTER VEHICLE GUIDE



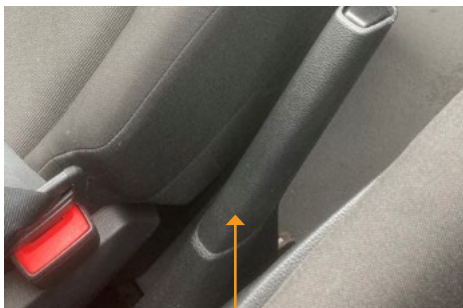
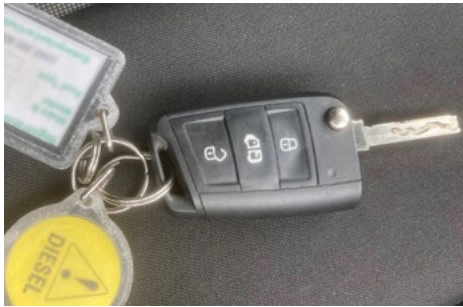
Getting started.

STARTING THE TRANSIT

Firmly depress the clutch and brake pedal & then insert the manual key into the ignition on the right-hand side of the steering column and twist. The dash lights will then illuminate and you will hear the engine start.

DRIVING AWAY

Whilst keeping your foot firmly on the brake pedal and the clutch, select your desired gear, release the handbrake situated between the driver and passenger seat and drive off as normal. Please note, to put this vehicle into reverse you may need to pinch a button on the collar of the gearstick whilst moving into the 'R' position.



Handbrake



Gearstick

RETURNING YOUR VW CRAFTER



Always leave at least a 1/4 tank of fuel in the vehicle before ending your reservation.

TO REFUEL THE VEHICLE AFTER USE, FOLLOW THE BELOW STEPS:

1. RETRIEVE THE FUEL CARD

You'll find it in the back of the in-car PIN-pad (inside the glovebox) or on the side of the dashboard, to the right of the steering wheel. (Please note this is only visible when the driver's side door is open).

2. OPEN THE FUEL COMPARTMENT ON THE VAN

The fuel compartment is a panel located next to the front passenger door. In order to access the fuel compartment you must unlock the vehicle and open the passenger door.

3. TAKE FUEL

Check your reservation email or the inside of the fuel compartment to ensure you have selected the correct fuel type before refuelling.



PLEASE NOTE THIS VEHICLE TAKES ADBLUE:

*A fuel additive to reduce the tail-pipe emissions. You Shouldn't need to top this up during your rental, but in the unlikely event you do, most reputable fuel stations sell it. If you do purchase AdBlue for the vehicle you can easily claim back the cost via our mobile app.

If the AdBlue does need topping up, you will see a warning indicator appear on the dashboard notifying you of a decreasing mileage range. If this range drops to 0 the vehicle will cease to operate.

Please ensure if you should need to top up the AdBluee that this DOES NOT go into the regular fuel intake, but rather the dedicated AdBlue intake located behind the blue screw cap underneath the regular fuel-intake. Should you have any questions or reservations about doing this, please call the Clubhouse on 0345 266 9290 beforehand.



PLEASE REMEMBER TO RETURN WITH
AT LEAST A 1/4 TANK OF FUEL

HANDY TIPS FOR THE VW CRAFTER

SPARE TYRE OR TYRE INFLATION KIT

The spare tyre is located beneath the rear loading doors with the tools being located in a panel underneath the driver or passenger seat: the door will need to be open in order to see this access panel.

Alternatively, if the vehicle does not have a spare wheel, you should find a tyre inflation kit located in one of the aforementioned access panels.

Important: Please note that the inflation kit must only be used to seal a puncture located across the tyre tread. It will not repair sidewall tyre damage. Please contact the Clubhouse for further information if you have a puncture [0345 266 9290](tel:03452669290).



WHAT IF I BREAKDOWN?

In the event of a breakdown, please ensure you have stopped the vehicle on the roadside in a safe manner before calling our 24/7 Clubhouse line on [0345 266 9290](tel:03452669290)

Please note – dependant upon the circumstances you may be liable for any costs incurred.

CONTACTING THE CLUBHOUSE

If you are unable to place the vehicle back in its allocated bay, need to extend your reservation or have any questions, you can contact the Clubhouse by calling [0345 266 9290](tel:03452669290). Alternatively, you can use the in-car PIN-pad to select these options by using the menu button.



GENERAL INFORMATION GUIDE

Things you may need to know whatever
Enterprise Car Club vehicle you are in

HELPFUL LINKS:

The Car Club Code: www.EnterpriseCarClub.co.uk/CarClubCode

Membership Policies and Other Charges: www.EnterpriseCarClub.co.uk/Charges

Frequently Asked Questions: www.EnterpriseCarClub.co.uk/FAQ

User & Video Guides: www.EnterpriseCarClub.co.uk/UserGuides

CHECKING THE VEHICLE FOR DAMAGE

REPORT PRIOR DAMAGE BEFORE YOU DRIVE AND YOU WON'T BE HELD RESPONSIBLE.



1. GRAB THE DAMAGE EVALUATOR*

Check the interior and then do a quick walk around the outside of the vehicle.

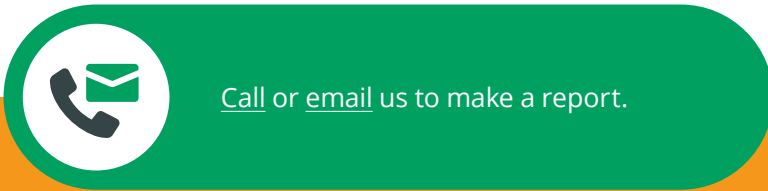
*Item shown not to scale/actual size

DAMAGE EVALUATOR	
<p>Body Damage: Any dent or ridge that exceeds the largest circle. Any scratch that is both through the paint (through red) and exceeds the largest circle. Holes and tears regardless of size.</p> <p>Roof Damage: Any hole or burn mark larger than the smallest circle.</p> <p>Van Damage: Document and report interior air stream! Approach/avoid jay driving, and do not document or report any fire items that is knocked, scattered or spilled. Document and report all missing, cracked or soft interior plastics, including headlinings, bins, batters and wing mirrors. Document and report head, damage alerts, window or window through glass that exceed the total area of the damage evaluator.</p>	<p>Bumper Damage: Cracks and dents that cannot be covered by the Damage Evaluator. Holes or tears regardless of size. Dents larger than the largest circle. Any missing plastic.</p> <p>Tail: Scratches to the bottom edge of the bumper and not allowed.</p> <p>Wheel Damage: Any hole or crack larger than the middle circle. Any dent or crack larger than the middle circle. Any hole or crack in the caliper/brake view. Any hole or crack in the caliper/brake view. Any hole or crack in the caliper/brake view.</p> <p>Any tail damage in damage.</p> <p>Eye: Any red, gouge, tear or ledge in the internal of the eye. Any puncture or foreign object in any area of the eye.</p>

2. REPORT IT - WE'LL FIX IT

Let us know about dents, dings or scratches on the exterior body of the vehicle that exceed the guidance provided on the Damage Evaluator. Please also inform us of the following:

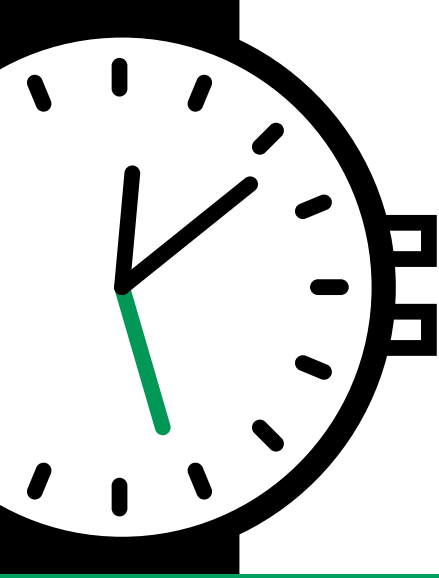
- Any maintenance lights or warning lights not working
- Any concern that makes you feel unsafe to drive
- Interior damage or odours
- Missing fuel/charge card



BEFORE DRIVING AWAY, check the fuel/charge card is present, for any damage or vehicle issues and report them to our Clubhouse team immediately to avoid being held responsible. For Electric Vehicles, please also check that the charging cable is present. Additionally, failure to report damage could result in suspension or termination of membership.*

Call us on [0345 266 9290](tel:03452669290) or you can email images to helpdesk@enterprisecarclub.co.uk

*Refer to your membership terms and conditions for additional information on member responsibilities for reporting vehicle damage.



EXTENDING OR AMENDING A RESERVATION

CANCEL / CHANGE A RESERVATION

We know that plans can change. If you need to cancel or change a reservation, you can do so online, on the Enterprise Car Club app, or by calling the Clubhouse before your reservation begins (booking charge applies).

You can extend your reservation from within the vehicle by 15-minute increments. To do so, simply press menu on the PIN-pad in the glove box and follow the instructions. You can also extend your reservation via our mobile app or website. If in doubt please call the Clubhouse team (free from the PIN-pad in the glovebox).

To avoid extra charges and to be considerate of other members, notify us that you are running late or need to extend your reservation.

You can cancel up to 5 hours before your reservation begins for free. If you cancel, shift or shorten with less than 5 hours notice, you will be billed for the cost of the reservation up to a maximum of £30.

STARTING AND ENDING YOUR RESERVATION USING THE IN-VEHICLE PIN-PAD



ENTER YOUR PIN AND TAKE THE KEYS

Open the glovebox. Once you have entered your PIN (which you set-up when you first joined) and answered the questions on the keypad, ensuring you press '1' to confirm, the keys will be released. The vehicle is now mobilised and you can now use the vehicle keys to start the engine and unlock & lock the vehicle during your reservation. If you have forgotten your PIN, you can update it by logging into your account on the Enterprise Car Club Website.

1. RETURN VEHICLE

Return the vehicle to where you picked it up from and park it in its designated location. (See your booking confirmation for details).

2. RETURN KEY

Turn off the ignition and return the keys by slotting them into the PIN-pad in the glovebox. Follow the steps on the PIN-pad, answering any questions when prompted.

3. END THE RESERVATION

Exit the vehicle but do not manually lock the doors using the keys. End the reservation using the app or by holding your membership card (if you have one) over the card-reader on the windscreen until the light turns red and the doors lock. Once the doors lock, your reservation has ended.



REFUELLING AND RECHARGING THE VEHICLE



Scan the QR code for helpful information and video guides.



Please remember to return with over a 1/4 tank or if driving an electric vehicle, to place it on charge at the end of your reservation using the cable and charging card provided.

Refuel/Recharge using the Chip-and-PIN fuel card or charge card.

If required, the unique 4-digit PIN can be found on your booking confirmation. The card is located in a slot on the back-side of the PIN-pad, inside the vehicle's glovebox. Alternatively, it can be found on the side of the dashboard, to the right of the steering wheel – this is only visible when the driver's side door is open.

REFUELLING:

- Switch off the ignition and retrieve the fuel card
- Check whether the vehicle takes petrol or diesel, and fill up the vehicle as normal
- Use the fuel card to pay at the kiosk after filling up
- The required PIN can be found on your reservation confirmation email
- Return the card to where you retrieved it on the PIN-pad

RECHARGING:

Your booking confirmation will contain details of how to charge your Electric Vehicle. If you need to charge during your booking and the charge card does not work at the charging point you are using, you can easily claim back the cost via our mobile app.

WHAT TO DO IN THE EVENT OF AN ACCIDENT OR BREAKDOWN



Take these steps in the event of an accident.

1. CALL 999 IF ANYONE NEEDS MEDICAL ATTENTION

Make sure that your passengers are safe at all times.

2. REMAIN AT THE SCENE

If the vehicle is drivable, move off the road and out the way of traffic. Turn the vehicle engine off and turn the hazard lights on if necessary.

3. GATHER THIRD PARTY DETAILS

Record contact details and vehicle registration. You will need to relay this information to the Clubhouse team.

4. CALL CLUBHOUSE FROM THE SCENE

Any accident or new damage must be reported to us immediately, before you leave the scene. We are available 24/7 to take your call on [0345 266 9290](tel:03452669290) or you can email images to helpdesk@enterprisecarclub.co.uk

5. WHAT IF I BREAKDOWN?

In the event of a breakdown, please ensure you have stopped the vehicle on the roadside in a safe manner before calling our 24/7 Clubhouse line on [0345 266 9290](tel:03452669290)

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