



General Information Guide

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



Helpful links:

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

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

Frequently Asked Questions: EnterpriseCarClub.co.uk/FAQ

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



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24/7 Clubhouse Team:

HelpDeskSupport@EnterpriseCarClub.co.uk

0345 266 9290

The Car Club Code

1. Check for and report damage before starting your reservation to ensure you are not charged for damage that you didn't cause (see page 12)
2. Return on time – the next member may be waiting. if they're not, the app will allow you to extend your reservation (see page 18)
3. No smoking & no pets
4. Always leave at least 1/4 tank of fuel. 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 (see page 7)
6. Safeguard keys & fuel cards
7. Parking tickets are your responsibility & must be paid for directly by you
8. Do not speed or commit other traffic offences. Tickets will be passed on to the member with an administration fee



Non compliance:

Those found in breach of the Car Club Code 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. You, as the previous renter, would be liable to pay a fine and, if necessary, the cost of any specialist cleaning.

Not managing lateness: If you do not manage your lateness at all you will be charged a penalty fee (plus the additional time and mileage used at the normal rate). Visit EnterpriseCarClub.co.uk/Late for more information.

In certain circumstances, failure to follow these rules may result in account suspension or termination.



To find out more about the Car Club Code, visit [**EnterpriseCarClub.co.uk/CarClubCode**](https://EnterpriseCarClub.co.uk/CarClubCode)

Vehicle cleanliness

When it comes to keeping our cars and vans clean, both Enterprise Car Club and our members play a role. Given this shared responsibility for cleanliness, the level to which a vehicle is cleaned may vary. You may, for example, get into a car we have fully valeted one day, and the next you'll use a vehicle that, since its Enterprise valet, has been used by a number of fellow members. Understanding this is part and parcel of joining a vehicle sharing club.



Enterprise Car Club cleaning

We visit our vehicles at least every 7-14 days for cleaning as part of our 'Standard of Care', which covers the below.

- Vacuuming
- General wipe down
- Sanitising with disinfectant

Your responsibility

In between our cleaning visits, in line with the Car Club Code (see page 4), our members are responsible for:

- Leaving the vehicles clean, removing rubbish/mess
- Ensuring all windows are up
- Returning seats to a passenger-ready position, not reclined

Reporting vehicles

If you find that a vehicle is in an unacceptable condition, please report it by emailing photos to **Operations@EnterpriseCarClub.co.uk** before you start your reservation. If you are unable to email, call the Clubhouse on **0345 266 9290**. The previous renter may be liable to pay a fine and, if necessary, the cost of any specialist cleaning.

How pricing works



On top of your membership fee, there are two key costs that need to be taken into consideration when renting with Enterprise Car Club.

1. Rental cost

An estimate for your hourly/daily rental cost will be displayed before you confirm your reservation. This is based on the specific rate of the car or van you've selected. The estimate will NOT include the mileage fee (see below). To give you peace of mind, hourly costs are capped at the daily rate, per reservation. You may cancel for FREE up to 5 hours before your reservation starts (see page 18).

2. Mileage fee

This is a per-mile charge that is calculated based on how far you drive during your reservation. This is added to your rental charge and billed at the end of your trip. Some membership plans may give you a number of miles included in your rental costs per day, per reservation.



To find out more about pricing, visit
[EnterpriseCarClub.co.uk/Pricing](https://www.EnterpriseCarClub.co.uk/Pricing)

Other things to consider

Fuel

Fuel is included in the small per mile charge. Simply use the fuel card provided. For more information on refuelling, see page 21.

Physical Damage/Liability Protection

Members are covered to drive our vehicles with a standard damage waiver excess. If you are aged 22+ you can reduce this excess to £100 for a small fee as you make your booking.

Late fees

Please let us know as soon as you think you are going to be late. Failing to do so and/or inconveniencing another member can result in late fees. It is always easiest and quickest to amend your reservation using the app. If you are unable to do so, please contact the Clubhouse on **0345 266 9290**.

Parking

When parking outside the vehicle's home location, you are liable for any parking costs.

Tolls & fines

You will have to cover the costs for tolls that you incur, in addition to parking tickets or traffic offences.



To find out more about late fees, visit
[EnterpriseCarClub.co.uk/Charges](https://www.EnterpriseCarClub.co.uk/Charges)

Making a reservation



Scan the QR code to download the app from the App Store or Google Play Store

1. Log in using your member ID & password

- Simply log in to our Enterprise Car Club app or visit: **EnterpriseCarClub.co.uk/Login**
- Enter your member ID and the password you will have created when becoming a member

2. Specify the details of your reservation

Using the search function enter your preferred location, timings, and using the filters, any vehicle features you require for your reservation (top tip: moving your timings by just 15 minutes may give you more options).

3. Decide which vehicle is right for you

Select any of our available vehicles from the list. Remember to consider the following:

- Address of the vehicle & distance (miles) from the location you specified in step 2
- Estimated cost of the reservation. This excludes any per mile charge (see page 8)
- Live Charge State which shows the battery charge at the moment in time. This may differ when your reservation begins. Once you have decided on the vehicle that is right for you, simply tap on it or click 'Select'

4. Review & reserve

- An estimate for your rental will be displayed before you confirm your reservation. This excludes any per mile charge (see page 8)
- At this point, if you are eligible, you can also choose to reduce your excess per incidence by checking the tick box provided
- Press confirm to complete your booking
- You will receive a reservation confirmation email which will contain vehicle specific information. Please make sure to refer to it when starting your reservation

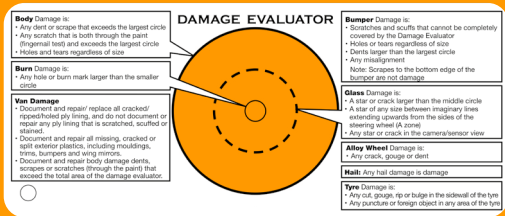


Checking the vehicle for damage



Report prior damage before you drive
and you won't be held responsible.

1. Locate the damage evaluator*. This may be in the glove compartment or one of the door compartments.
2. Using the damage evaluator for reference, check the interior and then do a quick walk around the outside of the vehicle.



*Item shown
not to scale/
actual size

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



To make a report, please email images, where appropriate, to **CarClubDamage@em.com**. If necessary, you are able to call us instead on **0345 266 9290**.

Before driving away, check the fuel/charge card is present and for any vehicle issues/damage, reporting 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.*

For the quickest course of action, please email relevant images to **CarClubDamage@em.com**. If necessary, you are able to call us on **0345 266 9290**.

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

Starting your reservation & accessing the vehicle

In addition to the following steps, make sure you refer to your reservation confirmation email as it contains information specific to your booking and vehicle.

1. Start your reservation

Unlock the vehicle using your mobile phone. Log-in to the Enterprise Car Club app and navigate to 'Reservations'. Locate your upcoming reservation and click 'Unlock' to start your trip. The app will notify you that 'The vehicle will unlock momentarily', and you will likely hear the door mechanism unlock.

2. Follow the app prompts

Answer the on-screen questions shown as prompted to on the mobile app. As part of the prompts, you will be asked if you have checked the vehicle for damage. Conduct a thorough check using the damage evaluator tool, which is located in the glovebox, and report any damage with images to CarClubDamage@em.com. This will ensure that you are not held accountable for any potential pre-existing damage to the vehicle.



3. Retrieve the keys from the key holder

When prompted to do so by the app, open the glovebox and retrieve the keys from the key holder.



Once you have removed the key, the keyholder will illuminate from green to blue.

4. Start your journey

Once the keys have been retrieved use them as normal to start the engine and to lock or unlock your car throughout the duration of your trip.

Please be aware that your vehicle may start differently or have a foot brake please refer to the your Booking Confirmation email.



Still having problems? If you have checked your reservation email and you are still having issues, see our handy blog at [EnterpriseCarClub.co.uk/issues](https://www.enterpriseclub.co.uk/issues)

Ending your reservation & locking the vehicle

1. Return vehicle

Return the vehicle to where you picked it up from and park it in its designated location (see your Reservation Confirmation email for details).

2. Return key

Firstly turn off ignition, ensuring the parking brake is on. Go to the app and select 'Lock & End Trip'. Follow the prompts on screen, when instructed to place the key fob back into the key holder. The key holder light will change to green when the keys are correctly returned.

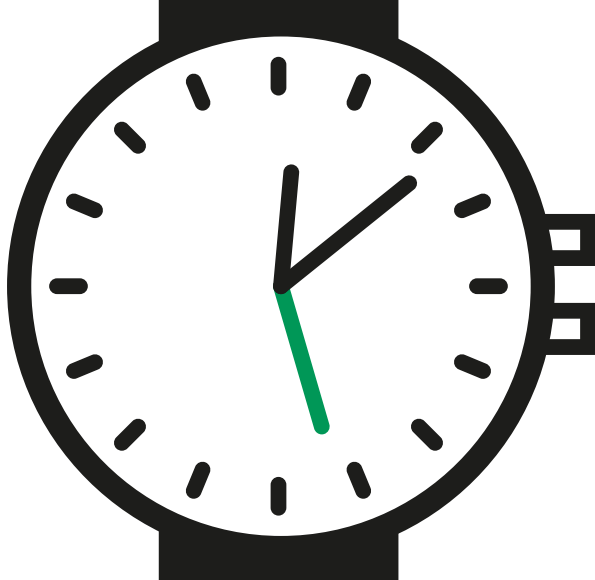
3. End the reservation

Once the keys have been returned, collect any belongings or rubbish and exit the vehicle as prompted to by the app. Please ensure the fuel or charging card is returned to the place in which it was found. Once outside the vehicle, end the reservation by pressing 'Lock & End Trip' for a final time on the mobile app. You will likely hear the door mechanism lock. Check the door handles before leaving. If they are still unlocked call the Clubhouse on **0345 266 9290**.





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 via the Enterprise Car Club app. Alternatively, you can make amendments via the website or by calling the Clubhouse if necessary (fees apply).

You can cancel up to 5 hours before your reservation begins for free via our mobile app or website. Alternatively, you can make a cancellation by calling the Clubhouse (fees apply). 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.

You can also extend your reservation by 15-minute increments via our mobile app as long as there is not a conflicting reservation. To avoid extra charges and to be considerate of other members, please notify us that you are running late or need to extend your reservation with as much notice as possible. For information on late fees, visit **[EnterpriseCarClub.co.uk/Late](https://www.enterpriseclub.co.uk/Late)**.



Refuelling and recharging the vehicle



Scan the QR code for helpful information and video guides.

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



Whilst on your journey, you can check out Zapmap, Ecotricity, Charge Your Car or Google Maps to locate your nearest charging post; perfect for pre-planning your pit stops!

Refuelling:

1. Switch off the ignition and retrieve the fuel card
2. Check whether the vehicle takes petrol or diesel, and fill-up the vehicle as normal. This can be found on the vehicle's key ring or the inside of the fuel-cap
3. Use the fuel card to pay at the kiosk after filling up. If required, the unique 4-digit PIN can be found in the 'Important Information' section of the app once your reservation has begun
4. Please return the card to where you retrieved it either at the back of the keyholder or at the side of the dashboard next to the driver's door.

Fuel/charge card:

Refuel/recharge using the chip-and-PIN fuel card or charge card.

If required, the unique 4-digit PIN can be found in the 'Important Information' section of the app once your reservation has begun. The card is located in a slot on the keyholder, 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.

The chip-and-PIN fuel card has a limit of £80 per transaction. Numerous transactions are permitted, however, there is a daily limit of £150. If you exceed this limit (even slightly) when refuelling at a petrol station, you will not be able to use the card. Instead, you'll be required to claim back the cost. You can do this by uploading a photograph of the fuel receipt via the "My Fuel Receipts" menu option on the app. If you are not an app user you can email the photograph to the Clubhouse on **Operations@EnterpriseCarClub.co.uk** along with your name, member ID and booking reference.

Recharging:

All of our electric vehicle bays have a dedicated charging post. To disconnect the vehicle from the charging post, simply:

1. Hold the charge card (see page 21) over the post until the light turns green
2. You'll then be able to unplug the cable

When charging your electric vehicle on the road, please remember:

- Most of our vehicles have a charge card that works on the Chargemaster network. If you use a charging post from a different operator you can easily claim back the cost via our mobile app (see page 21)
- A charging post provides charging instructions, guidance and a customer support number, shown either via a digital screen or on the point itself. If you still need further assistance, please call the Clubhouse on **0345 266 9290**
- Make sure to look at your reservation confirmation email as it will contain details on how to charge your specific electric vehicle
- If the electric vehicle charging point does not have a tethered (attached) cable, the cable belongs to the electric vehicle you are unplugging. It is important to always take this cable with you as you will need this to charge the vehicle during your reservation. (If you lose/misplace a charging cable you may be held responsible for the cost of replacement)
- Our vehicles typically take about 4 hours to fully charge, depending on the speed of the charger. This will provide a range of anywhere from 100-250 miles - each vehicle will display the battery charge % as well as the predicted mileage range on the dashboard. The battery range of an electric vehicle is dependent on the vehicle, cargo and driving style



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

3. 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

5. Gather third party details

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

7. Call the 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** or you can email images to **HelpDeskSupport@EnterpriseCarClub.co.uk**

9. 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**

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



Get the most out of your Enterprise Car Club membership

10% OFF Enterprise Rent-A-Car & more

We have a host of promotions for members to enjoy, including up to 10% off Enterprise Rent-A-Car! To access these offers, simply log in to your Enterprise Car Club account and navigate to 'Messages'

FREE Driving credit

Don't miss out on FREE driving credit, promotions, events & more opt-in to be the first to know by visiting **EnterpriseCarClub.co.uk/Marketing**. You can opt-out at any time. Simply log in to your account on our website, navigate to 'My Account' and then the 'Preferences' tab. Alternatively, you can click the unsubscribe button at the bottom of any marketing emails

Joint membership

If you're an existing Car Club member, you can add any additional driver that lives at the same address to your account for a discounted rate. For more information, visit **EnterpriseCarClub.co.uk/Joint**

Low emission zones

All Enterprise Car Club vehicles are ULEZ compliant, giving you complete peace of mind when driving through London or any other low emission zones which follow the same standards. Please note this is separate to congestion charges - fees apply





Helpful links:

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

For our Frequently Asked Questions: EnterpriseCarClub.co.uk/FAQ

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



Contacting the Clubhouse

Remember, your reservation confirmation email contains vehicle specific information. Please make sure to refer to it when starting your reservation before contacting us for help.

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**.

24/7 Clubhouse Team:

HelpDeskSupport@EnterpriseCarClub.co.uk

0345 266 9290