



# Vehicle & Information Guide

Ford Transit Custom

**24/7 Clubhouse Team:**

[HelpDeskSupport@EnterpriseCarClub.co.uk](mailto: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 16)
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 22)
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 14)
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](https://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)

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# Ford Transit Custom Vehicle Guide

Things you may need to know for this specific vehicle

# Setting off in your Ford Transit Custom



Getting started

## 1. To start the vehicle

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.

## 2. 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 in reverse you simply need to pinch the collar on the gearstick to open a 'gate' to get into reverse.



Handbrake



Gearstick



Pinch for reverse

# Returning your Ford Transit Custom



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 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. This vehicle has an 'easy fuel' intake which means you do not need to unscrew a fuel cap before inserting the fuel nozzle.

## 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 Remember to return  
with at least a 1/4 tank of fuel



# Handy tips for the Ford Transit Custom

## 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 central tyre tread. It will not repair sidewall tyre damage. Please contact the Clubhouse for further information if you have a puncture 0345 266 9290.





### 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.

### Contacting the Clubhouse

If you are unable to place the vehicle back in its allocated bay, need to extend your booking, or have any questions, you can contact the Clubhouse by calling 0345 266 9290 or emailing them at [helpdesksupport@enterprisecarclub.co.uk](mailto:helpdesksupport@enterprisecarclub.co.uk).







# 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](http://www.EnterpriseCarClub.co.uk/CarClubCode)

**Membership Policies and Other Charges:** [www.EnterpriseCarClub.co.uk/Charges](http://www.EnterpriseCarClub.co.uk/Charges)

**Frequently Asked Questions:** [www.EnterpriseCarClub.co.uk/FAQ](http://www.EnterpriseCarClub.co.uk/FAQ)

**User & Video Guides:** [www.EnterpriseCarClub.co.uk/UserGuides](http://www.EnterpriseCarClub.co.uk/UserGuides)

## 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 2), 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 **HelpDeskSupport@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.

# 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.

DAMAGE EVALUATOR	
<b>Body Damage is:</b> <ul style="list-style-type: none"> <li>Any dent or scrape that exceeds the largest circle</li> <li>Any scratch that is both through the paint (finger nail test) and exceeds the largest circle</li> <li>Holes and tears regardless of size</li> </ul>	<b>Bumper Damage is:</b> <ul style="list-style-type: none"> <li>Scratches and scuffs that cannot be completely covered by the Damage Evaluator</li> <li>Holes or tears regardless of size</li> <li>Dents larger than the largest circle</li> <li>Any misalignment</li> </ul> <p><i>Note: Scrapes to the bottom edge of the bumper are not damage</i></p>
<b>Burn Damage is:</b> <ul style="list-style-type: none"> <li>Any hole or burn mark larger than the smaller circle</li> </ul>	<b>Glass Damage is:</b> <ul style="list-style-type: none"> <li>A star or crack larger than the middle circle</li> <li>A star of any size between imaginary lines extending upwards from the sides of the steering wheel (A zone)</li> <li>Any star or crack in the camera/sensor view</li> </ul>
<b>Wax Damage:</b> <ul style="list-style-type: none"> <li>Document and repair/replace all cracked/repealed/pry lining, and do not document or repair any pry lining that is scratched, scuffed or stained.</li> <li>Document and repair all missing, cracked or split exterior plastics, including moldings, trim, bumpers and wing mirrors.</li> <li>Document and repair body damage dents, scrapes or scratches (through the paint) that exceed the total area of the damage evaluator.</li> </ul>	<b>Alloy Wheel Damage is:</b> <ul style="list-style-type: none"> <li>Any crack, gouge or dent</li> </ul>
	<b>Hull:</b> Any hull damage is damage
	<b>Tyre Damage is:</b> <ul style="list-style-type: none"> <li>Any cut, gouge, rip or bulge in the sidewall of the tyre</li> <li>Any puncture or foreign object in any area of the tyre</li> </ul>

\*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 & Drive' to start your trip. The app will notify you that 'The vehicle will unlock momentarily', and you will also 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](mailto: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

Turn off the ignition and return the keys by slotting them back into the key holder. The key holder light will illuminate green when they are correctly inserted. Press 'Lock & End Trip' on the mobile app and follow the prompts on screen.

## 3. End the reservation

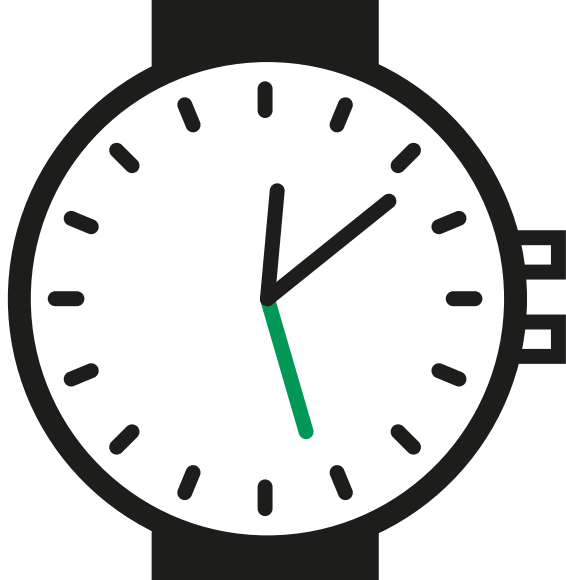
Exit the vehicle, but do not manually lock the doors using the keys. End the reservation using the mobile app by pressing 'Lock & End Trip' for a final time. Once the doors lock, your reservation has ended.







## 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. Return the card to where you retrieved it in the key holder or dashboard.

## 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 25) 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 25)
- 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](https://www.enterpriseclub.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](https://www.enterpriseclub.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](https://EnterpriseCarClub.co.uk/Charges)

**For our Frequently Asked Questions:** [EnterpriseCarClub.co.uk/FAQ](https://EnterpriseCarClub.co.uk/FAQ)

**User & Video Guides:** [EnterpriseCarClub.co.uk/UserGuides](https://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:

[HelpDesk@EnterpriseCarClub.co.uk](mailto:HelpDesk@EnterpriseCarClub.co.uk)

**0345 266 9290**