



# *Information Pack*



24/7 CLUBHOUSE TEAM

**0345 266 9290**

**[membership@EnterpriseCarClub.co.uk](mailto:membership@EnterpriseCarClub.co.uk)**

*Take five*  
BEFORE YOU DRIVE



TAKE FIVE MINUTES TO  
CHECK FOR PRIOR DAMAGE  
BEFORE YOU DRIVE.

# Take 5 before you drive

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**REPORT PRIOR DAMAGE  
BEFORE YOU DRIVE. 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.

## **2 Report it – we'll fix it.**

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

- Any maintenance lights or warning lights
- Any concern that makes you feel unsafe to drive
- Interior damage or odours
- Missing fuel card

**CALL US TO MAKE A REPORT.**



**BEFORE DRIVING AWAY, check for any damage or vehicle issues and report to our Clubhouse team 0345 266 9290 immediately to avoid being held responsible for damages. Additionally, failure to report damage could result in suspension or termination of membership.\***

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



## *What if i'm running a bit late?*

### **Cancel/Change 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 vehicles 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 site or app. If in doubt please call the Clubhouse team (free from the PIN pad in the glovebox).

To avoid extra charges and be considerate to 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. 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.

# *Unlock* AND GO



HOW TO START AND END YOUR  
CAR CLUB RESERVATION.

# Getting started



## **Enter your PIN and take the keys.**

Remove the keys from the PIN pad inside the glovebox after entering your PIN. Use the vehicle keys to unlock and lock the vehicle during your reservation.

## *Return*

### **1 Return vehicle.**

Return the vehicle to its designated parking space (where you found it).

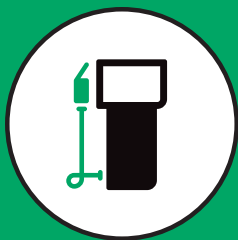
### **2 Return key.**

Turn off the ignition and return the keys to the PIN pad inside the glovebox.

### **3 End the reservation.**

Exit the vehicle (do not manually lock the doors). Hold your membership card over the reader on the windscreen until the light turns red and the doors lock. Once the doors lock, your reservation has ended.

# HOW TO *Refuel*



HOW TO PROPERLY REFUEL  
YOUR CAR CLUB VEHICLE.

# How to Refuel

**PLEASE REMEMBER  
TO RETURN WITH  
OVER A ¼ TANK**



## **1 Fuel card.**

When the fuel level reaches below 1/4 tank, it's time to refuel the vehicle.

Fuel up using the card located in a slot on the back side of the PIN pad inside the glovebox.

- Switch off the ignition and remove the fuel card.
- Hand over the card at the kiosk to pay after filling up.
- Return the card to the slot on the back side of the PIN pad inside the glovebox.





# ACCIDENT *Checklist*



TAKE THESE STEPS IN THE  
EVENT OF AN ACCIDENT.

## WHAT TO DO IF YOU ARE IN AN ACCIDENT,

# *Take These Steps:*

### **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.