



# *Member Guide*

# 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 car that are outside the guidance provided on the Damage Evaluator. Or any of following:

- Any cracks or chips in headlights, side lamps, mirrors or glass
- Any maintenance lights or warning lights
- Any concern that makes you feel unsafe to drive
- Tires that appear low, soft or bald
- Soiled interiors, lingering smoke or odors

## CALL US TO MAKE A REPORT.



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

\* Refer to your applicable Program description and Terms of Use for additional information on member responsibilities for reporting vehicle damage.



## *Six Rules to Remember:*

### **1 Report damage and litter.**

If you notice any damage to the vehicle please report it immediately to Member Services.

### **2 Keep it clean.**

Remove all of your trash and personal belongings before ending your reservation.

### **3 No Smoking.**

Smoking in the vehicle is not allowed.

### **4 Keep your pets safely secured.**

Pets are required to be crated at all times while in the vehicle.

### **5 Fill the fuel tank.**

Always leave  $\frac{1}{4}$  tank of fuel in the vehicle before ending your reservation.

### **6 Return on time.**

To avoid extra charges and to be considerate to other members, please return the vehicle on time (see reverse).

*Car Sharing works best  
when we all work together.*



# *Reservation Cancellation Policy*

## **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 CarShare app, or by calling Member Services before your reservation begins.

Please cancel at least three hours before your reservation begins. If you cancel with less than three hours notice, you will be billed for the first three hours of your reservation. If you do not cancel your reservation and do not drive, you will be billed for the estimated cost of your reservation.

## **Returning Early**

If you plan to return your vehicle earlier than expected, simply shorten your reservation online, on the app, or by calling Member Services.

Starting at the time you notify us of your early return, you are responsible for up to three hours of your canceled time.



# How to Car Share



## Pick Up

### 1 UNLOCK the vehicle.

Place member card over the windshield sensor until the doors unlock.

### 2 REMOVE KEY from glove box key holder.

The keys are located in the glove box key holder, use them to lock and unlock the vehicle during your trip (see picture).

*For valet locations, give member card to valet to retrieve car.*

## Return

### 1 RETURN the vehicle.

Park in the designated location, where you picked it up.

### 2 RETURN KEY to glove box key holder.

Make sure the circular fob “snaps” back into the holder (see picture).

### 3 EXIT the vehicle.

**DO NOT manually lock doors.** Hold your membership card over the reader on the windshield until the light turns red and the doors lock. Once the doors lock, your trip has ended.

*For valet locations, follow all steps to end your trip before valet parks the vehicle.*

# How to Refuel

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



## **1 Swipe FUEL CARD at gas pump before fueling.**

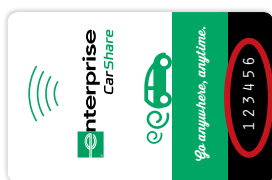
When the fuel level reaches below 1/4 tank, it's time to refuel the vehicle. Always swipe the card at the pump before fueling to ensure authorization. The fuel card is located inside the glove box.

## **2 Enter ODOMETER READING.**

Enter the odometer reading (mileage) of vehicle as it appears on the dashboard.

## **3 Enter DRIVER ID/FUEL PIN.**

The six-digit number can be found on the bottom portion of the front of your member card.



## **4 Use REGULAR FUEL.**

Fill the tank and return the fuel card to the glove box.

# IF YOU ARE IN AN ACCIDENT, *Take These Steps:*

## **1 Stay calm, don't leave the scene.**

If the vehicle is operable, move it to the shoulder of the road and out of the way of traffic. Turn car engine off and turn on hazard lights, if necessary.

## **2 Call 911 to file a police report.**

The police will file a report of the incident and request any necessary emergency assistance.

## **3 Fill out the accident checklist form.**

If available, use the form in the glove box to gather and record accident information that you will need to relay to Member Services.

## **4 Call Member Services to alert us.**

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.

## **5 Towing.**

If the vehicle is towed, you must provide a Tow Slip number.