# 2025 Rental Car Program

# Welcome, State of Nevada

Enterprise Rent-A-Car and National Car Rental have been selected as the preferred provider for car rental services for business travelers of your company.

To review the **Program Benefits**, **Frequently Asked Questions**, and **Program Summary** available to renters from your company, please click on the corresponding sections below.

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# Welcome to Emerald Club

# State of Nevada

Welcome to Emerald Club! Emerald Club members enjoy many benefits while renting across Enterprise and National's nationwide rental network. Once you are enrolled in Emerald Club, you will have access to the speed, choice, and control that accompanies your membership.

## EMERALD CLUB®

### Ready to get started?

**Click here to enroll in Emerald Club or to update your Account Number on an existing profile**

#### If already enrolled:

**1:** Select "Enroll Now"
**2:** Sign in with Emerald Club Number & password
**3:** Review company name & select "Update"

### Tired of standing in line?

**Click here for a tour of the Emerald Aisle**

Reserve a midsize car at participating locations in the U.S. or Canada. Bypass the counter & go directly to the Emerald Aisle where you can select any vehicle and go.

| Bypass the Counter | Choose Your Vehicle | Earn Rewards |
|---|---|---|
| With a midsize reservation at National Car Rental, go directly to the Emerald Aisle at more than 50 major airports in the U.S. & Canada. | Just choose any car from the Emerald Aisle and be on your way. | Choose free rental days at participating Enterprise and National locations or points towards your favorite frequent traveler program. |

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# NASPO Program Summary - 1%

## State of Nevada

## Account #: XZ54WNV

| Vehicle Class* | Daily Rate | Airport One-Way Daily Rate |
|---|---|---|
| Economy | $36.74 | $88.02 |
| Compact | $36.74 | $88.02 |
| Intermediate | $38.68 | $88.02 |
| Standard | $38.68 | $88.02 |
| Full Size | $41.75 | $88.02 |
| Premium | $91.31 | $136.80 |
| Minivan | $72.37 | $153.77 |
| Midsize/Standard SUV | $69.04 | $153.77 |
| Full Size SUV | $95.76 | $174.98 |
| Premium SUV | $95.76 | $174.98 |
| Small Pick-Up Truck | $77.95 | $153.77 |
| Large Pick-Up Truck | $83.51 | N/A |
| Cargo Van/HD Cargo Van | $103.40 | N/A |
| HD XL/Mini Cargo Van | $111.35 | N/A |
| Compact/Intermediate Hybrid | $54.56 | $136.80 |
| Full Size Hybrid | $60.13 | $136.80 |
| Jeep/Crossover | $72.37 | N/A |
| Convertible | $91.31 | N/A |
| 12 Passenger Van† | $135.85 | N/A |
| 15 Passenger Van† | $155.89 | N/A |

## City Surcharges**

**Applies to Airport Locations**
**$3.00:** Richmond, VA
**$5.00:** Augusta, GA; Harrisburg, PA; Phoenix; Sacramento; Scranton, PA; State of IL (excl. Chicago); State of TN (excl. Nashville); State of SC (excl. Myrtle Beach); State of Wisconsin; Rochester; Buffalo; Syracuse
**$7.00:** Albany; Westchester (HPN); Stewart (SWF); Islip (ISP); Burlington (BTV)
**$10.00:** State of Alaska; Atlanta; Burbank; Hawaii Airports; Jackson, WY; John Wayne Airport (SNA); Los Angeles area (excl. LAX); Minneapolis/St. Paul; Monterey; Nashville; Oakland; Pittsburgh; Providence; Commonwealth of Puerto Rico; Rapid City; San Diego; San Francisco (incl. the convention center); San Jose; State of Texas
**$12.00:** Baltimore; Boston; Detroit; Philadelphia; Washington, DC
**$15.00:** Chicago; Los Angeles International Airport (LAX); Newark (EWR)
**$23.00:** LaGuardia (LGA); Kennedy (JFK)

**Applies to Home City Locations**
**$7.00:** Long Island Metro; Westchester Metro (incl. Greenwich & Stamford CT); Burlington Metro (VT)
**$10.00:** State of Alaska; Commonwealth of Puerto Rico; Boston Home City; Bemidji & Moorhead, MN; State of Nebraska (excl. Omaha & Lincoln) State of Wyoming (excl. Cheyenne, Laramie, & Jackson); San Francisco Downtown
**$12.00:** Washington DC area
**$15.00:** Chicago Home City; Hawaii Home City
**$23.00:** NYC Boroughs (Bronx, Brooklyn, Manhattan, Queens, and Stanton Island)

**Emerald Club program**
One Club – Two Brands. Emerald Club members enjoy many benefits while renting across Enterprise and National's nationwide rental network.

## Terms & Conditions

**Protection Products:** Damage Waiver includes Full DW ($0 Deductible); Liability includes Combined Single Limit of $1,000,000.
**Multiplier Discount:** Weekly rentals are charged **5.5** times the Daily Rate; Monthly rentals are charged **22** times the Daily Rate.
**Rental Mileage Allowance:** All vehicle classes listed above include **Unlimited** free miles per rental.
**National Brand One-Way Mileage Charge** All vehicle classes listed above include **Unlimited** free miles.
**Home City One-Way Rentals:** In State Home-City Locations have an Additional **$0.00** drop fee for One-Way Rentals. Out of State Home-City Locations have an Additional **$125.00** drop fee for One-Way Rentals.
**Young Renter:** Fee will be waived for Eligible Renters who are eighteen (18) to twenty-four (24) years old renting for Business use.
**Rental Age Requirements:** Renters must be 18 years of age to rent most vehicle classes except for the following: renters of 12/15 passenger vans must be 25 or older to rent, and renters with 10 or more passengers must be 21 or older to rent.
**Miscellaneous:** Additional Eligible Renter Fee will be waived; Additional Roadside Protection can be purchased for a cost of **$5.99/day**.

*Location-based restrictions or additional requirements may apply. Please refer to agreement for full details.
**Additional seasonal surcharges may apply in select markets.
†Additional requirements, including but not limited to additional terms and conditions, shall apply to the rental of these classes of vehicles.

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# Two Great Brands, One Business Solution

# State of Nevada

Through our industry leading business rental program, Enterprise Rent-A-Car and National Car Rental provide customized car rental programs and comprehensive transportation solutions that deliver exceptional customer service, access to the largest network of vehicles and locations, plus reporting and tools to help you fulfill duty of care.

## Enterprise Rent-A-Car

**Click here for business use rentals**

- Convenient neighborhood and airport locations
- Delivery and collection service at select locations
- Mileage reimbursement alternative

## National Car Rental

**Click here for business use rentals**

- Emerald Club members bypass the counter
- Emerald Aisle access
- Free rental days or partner rewards

Exceptional customer service

## Begin Earning Rewards

### EMERALD CLUB

Renters can enjoy expedited service and status across the globe. Don't forget to use your Emerald Club number when booking with either brand.

**Click here to enroll in Emerald Club or to update your Account Number on an existing profile**

If already enrolled:

1: Select "Enroll Now"
2: Sign in with Emerald Club Number & password
3: Review company name & select "Update"

- **Faster rentals.** Your completed member profile offers a faster transaction at the time of pick-up.
- **Rewards.** Earn and redeem Free Days at both Enterprise and National. To redeem at participating Enterprise locations in the U.S. & Canada, call 844-643-5085. Terms & conditions apply.
- **Emerald Aisle.** Reserve a midsize car at participating locations in the U.S. or Canada. Bypass the counter & go directly to the Emerald Aisle where you can select any vehicle and go.

**Click here to take a tour**

If you have specific questions relating to your company's corporate car rental plan, please contact your in-house travel administrator.

Emerald Club member services may be reached at 800-962-7070.

# Frequently Asked Questions

## Which brand should I book?

We recommend to book National Car Rental at our airport locations and Enterprise Rent-A-Car at our local branches. Don't forget to use your Emerald Club number when booking with either brand.

## What is the lead time when I need to rent?

Enterprise Rent-A-Car and National Car Rental will always strive to get you a vehicle. While the best practice is to book 2 weeks in advance, we ask that, at a minimum, you book at least 72 hours in advance. If this is not possible and you encounter a "sold out" situation, please contact your Account Manager for options.

## What should I do if I need to amend/ extend/cancel a booking?

Should you need to amend/extend or cancel a future reservation please use the same channel you used to book. Should you need to amend/extend or cancel a live rental, please contact the rental branch.

## What car class do I book?

Enterprise Rent-A-Car and National Car Rental are able to offer a selection of vehicles. Please refer to your Company Travel Policy to ensure you are compliant

## What about fuel?

A traveler will not be charged an additional fee if the rental vehicle is returned with the same level of fuel as originally provided. Additional refueling options may be available and will vary by location.

## What if I require a rental to begin outside of working hours?

If mutually agreed and at participating locations, we will pre-deliver the vehicle the working day before and this may be subject to additional charges. Please be aware that it will only be insured to be driven from the time requested on your reservation.

## What if my vehicle breaks down or I get a flat tire?

Emergency Road Assistance is available in all countries. Contact details for this service will be provided from the rental branch. Roadside assistance is provided with the rental free of charge in case of mechanical breakdown, not due to driver negligence or willful misconduct, in which case additional charges will apply.

## What if I have an accident or damage my vehicle?

You are required to immediately report the incident to the police and notify the rental branch. A copy of the police report and fully completed incident report must be submitted to the rental branch.

## Do I have to sign for the vehicle?

You always have to sign the rental agreement except in the following cases:

- You are an Emerald Club member who has signed a Master Rental Agreement renting in a participating location.
- You have requested a car delivery where you do not have to be present.

If you have not signed for the vehicle, please ensure you check the vehicle condition against the rental agreement prior to driving.

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# West Coast Account Support

The Account Support Team provides both local and global customer support to our car and truck rental accounts:

## Support

- Emerald Club member support
- Rate verification
- Researching reservations & rental agreements
- Do Not Rent customers
- Global rental customer support
- Enterprise Truck Rental support

## Damage Claims

- Claims inquiries

## Billing

- Billing & invoicing inquiries
- Method & payment changes
- Receipt requests

Ready to assist with car and truck rental needs

## Existing Rental Reservation Support

- Changing rental return locations
- Long-term rentals
- Extended open rentals
- Claims inquiries
- Assist with specialty requests for our top tier Emerald Club members

For support with new reservation requests, visit **Enterprise.com**, **NationalCar.com**, or **EnterpriseTrucks.com**

## Tips When Contacting Your Support Team

- Provide name or account number
- Reference the rental agreement (RA) number or reservation number
- Include the renter's name
- Avoid Personally Identifiable Information (PII)
- Use "High Importance" emails for emergency requests needing quick resolution
- Call the sales executive directly if renter is at the counter for immediate assistance

## How to Contact

Hours of Operation: Monday – Friday | 6:00 a.m. – 3:00 p.m. PT
Phone number: **833-369-1281**

**Click Here to contact the Support Team via email**

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# Status Match

# State of Nevada

## We'll Match Your Elite Status In More Programs Than Ever

Status matching is here for Enterprise Rent-A-Car and National Car Rental! If a renter has elevated status with a major hotel, airline or rental car loyalty program, we'll match that with the equivalent tier in National's Emerald Club. Members will enjoy their elevated status for the remainder of the calendar year.

Only Emerald Club lets you bypass the counter and choose any vehicle on the Emerald Aisle. Get in and go — the keys are in the car! Speed and choice are just the beginning.

## EMERALD CLUB®

### Ready to get started?

**Click here to enroll in Emerald Club or to update your Account Number on an existing profile**

If already enrolled:

1: Select "Enroll Now"
2: Sign in with Emerald Club Number & password
3: Review company name & select "Update"

**Finally…**

**Click here to have your status matched.**

### Tired of standing in line?

**Click here for a tour of the Emerald Aisle**

Reserve a midsize car at participating locations in the U.S. or Canada.

Bypass the counter & go directly to the Emerald Aisle where you can select any vehicle and go.

## Membership Benefits

**Status Match:** A status match will be granted upon review and approval to members with valid elite status in their selected approved program

**Emerald Aisle Access:** Choose any car (midsize and above) on the Emerald Aisle and pay only the midsize rate (in the U.S. and Canada)

**Choose Rewards:** Choose from free rental days or your favorite frequent traveler program

**No Second Driver Fees:** Never pay extra when family members and business associates do the driving

**One-Click Reservation:** Applies information from your profile to expedite your rental process

**Earn with Enterprise:** Rent at participating Enterprise Rent-A-Car locations to earn free rental days and higher status with Emerald Club

**Special Offers:** Receive exclusive members-only discounts and offers through our periodic emails

**Free Rental Days:** Earn 1 rental credit for every qualified car rental. 1 free rental day equals 7 credits. Free rental days cover base rate (Time and Mileage) only

**Drop & Go:** With convenient email receipts, just drop off your car and go (if your car has not been damaged during the rental)

**Priority Service:** Get expedited services when renting in Europe, Latin America and the Caribbean

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# Go Mobile With the Enterprise & National Apps

At Enterprise Rent-A-Car and National Car Rental, we focus on ways to simplify the rental experience. To that end, we have developed many leading-edge innovations such as a mobile application for each brand.

**Renters access the following benefits when using these applications:**

### Log In Anywhere
Renters can enter their Emerald Club membership number to link their account on either brand's app.

### Make A Reservation
Find nearby rental locations, narrow search with location and vehicle filters, and save rental details to make future reservations even faster.

### Access All Rentals In One Place
View details of upcoming rentals to reference pick-up or drop-off times, current rental car information, directions back to rental branch, and more.

### Get Help When Needed
Contact roadside assistance or 24/7 customer support and look up rental branch details, including phone number, address, and directions.

## Enterprise Rent-A-Car

The Enterprise Rent-A-Car mobile app is now available in the U.S., Canada, Ireland, Spain, Germany, France, and the U.K.

Renters can view or change upcoming reservations, get directions to a rental branch, call roadside assistance, or find a rental car for their next trip at one of Enterprise's worldwide locations.

Renters can also stay signed into their Enterprise Plus or Emerald Club account to make reservations even faster and earn and redeem points toward free rentals.

Rentals booked with a credit card are easy to extend and make additional changes to reservations. Users can access this application on both the iOS and Android platforms.

## National Car Rental

The National Car Rental mobile app provides additional features for Emerald Club members. The Emerald Club feature can cut down the time spent at checkout to as little as 30 seconds via the Virtual Aisle.

Members can also access the Trip Tracker, which alerts the renter with timely reminders at each stage of the reservation, as well as upcoming trips.

Rentals booked with a credit card are easy to extend, and optional items such as Sirius XM radio and GPS can be added. Toll pass timestamps and amounts can also be reviewed.

The app also includes new and modern features including Fingerprint/Face Recognition, Auto-populated account and billing numbers, One-Click Reservations and detailed receipts.

**Click here for more details on our new features.**

Download the Enterprise Rent-A-Car app and the National Car Rental app to tap into the power of more speed, choice, and convenience by visiting the App Store or Google Play on your device.

**Click here to download the Enterprise app.**

**Click here to download the National app.**

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# Rent and Save

# State of Nevada

Your company has implemented a new travel policy for business trips that don't require air travel. When a business trip meets mileage minimums outlined below, travelers are to reserve a midsize vehicle.

| Trip Length in Days | Mileage | Recommendation |
|---|---|---|
| 1 | 100+ | Reserve rental car |
| 2 | 200+ | |
| 3 | 300+ | |
| 4 | 400+ | |

## Travel Perks

- No wear and tear on personal vehicles
- Test out current model year, reliable vehicles with 24/7 roadside assistance included*
- Earn and redeem free rental days at Enterprise and National

**No costs associated with maintenance, breakdowns, accidents etc. unless the vehicle was used in a manner prohibited by the rental agreement*

## Pickup Options

| Delivery and retrieval at select locations | Curbside pickup from Enterprise Locations |
|---|---|

Business hours vary by location. Please review location hours at the time of reservation or visit **www.enterprise.com** for a location listing.

## EMERALD CLUB.

Enroll in Emerald Club, add your new Emerald Club loyalty number to your travel profile, and begin earning points towards free rental days. Emerald Club travelers enrolled in the base tier of membership receive one free rental day after seven paid rental days. Higher tiers earn days faster!

Ready to get started?

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