



For reservations at Enterprise or National, please click on the link below

[http://www.enterprise.com/car\\_rental/deeplinkmap.do?bid=028&refId=TROYUNIV](http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=TROYUNIV)

Contract questions: Parker Roberts 334-521-2175

Troy University has selected Enterprise Rent-A-Car/National Car Rental as our preferred vehicle supplier. In 2007, Enterprise Holdings, representing Enterprise Rent-a-car and National Car Rental work together to provide Troy University a total transportation solution. Enterprise specializes in in-town rentals and National services customers who rent at airports. Both brands utilize our Emerald Club program to expedite your rental transaction and earn rewards along the way!

### Frequently Asked Questions

#### **Who is an eligible renter under the Troy University contract with Enterprise/National?**

The rates and discounts in this agreement apply to Troy University's faculty and staff on university business. Enterprise/National has agreed to extend the same rates and discounts for personal travel as well (excluding insurance coverages).

#### **Is there a minimum age requirement?**

Yes, renters must be 21 or older to rent Sedans and 25 or older to rent all other vehicles. Renters 21 to 24 years old are considered young renters. National and Enterprise waives the young renter fee for Troy University.

**Will I need to show identification at the time of rental?** Yes, you will need to show a valid driver's license.

#### **What if I am already a member of a frequent renter program with a different car rental supplier?**

Enterprise/National will automatically match that benefit level when you enroll in their program. Please contact [Parker Roberts at Parker.H.Roberts@ehi.com](mailto:Parker.H.Roberts@ehi.com) for more information.

#### ***Benefits of National's Emerald Club membership program:***

- *Bypass the counter and choose your own car in 60 major airport markets*
- *Receive e-receipts to speed up rental returns*
- *Choice of rewards: free rental days or airline miles*
- *Self-service kiosk check-in available in major U.S. markets*

Join Emerald Club at <https://www.nationalcar.com/offer/XZ55230>

#### **What is Troy University's contract ID number?**

**XZ55230**, this number will be needed to receive Troy University's preferred pricing when booking your vehicle rental.

#### **Will I receive Troy University's contract pricing when making reservations online?**

National and Enterprise offers online booking for Troy University, at [http://www.enterprise.com/car\\_rental/deeplinkmap.do?bid=028&refId=TROYUNIV](http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=TROYUNIV) or through any travel agency using a Global Distribution System (GDS). By providing the contract ID, XZ55230 during your online reservation.

**Are vehicles full of fuel at the time of pick-up or delivery?**

National Car Rental provides a full tank of gas with every rental. At Enterprise airport locations, each rental vehicle is provided with a full tank of gas, and at Enterprise off airport locations, each rental vehicle is provided with at least 1/4 tank of gas.

**Is there unlimited mileage with each rental?**

Yes. National and Enterprise's rates include unlimited mileage in all car classes, for daily and weekly rentals. A 2,500 mile cap for monthly rentals will be applied, after which a 25 cent per mile fee will be assessed.

**How will I pay for the rental vehicle?**

You will pay for this and turn in documentation for reimbursement. If you have a Troy Purchasing Card, you may use at this time.

**Is there a recommendation regarding rental vehicle class?**

Troy University Employees typically make a full size reservation for a vehicle.

**Are International vehicle rentals included in the contract?**

Yes, the contract offers preferred pricing for local, domestic, and international vehicle rentals.

**Are we required to purchase from the Preferred Vendor contract?**

Yes, you are required to use Enterprise or National Rent-a- Car.

**What insurance coverage does Troy offer for rental cars?**

Collision and Liability coverage are included for Business Use. **HUMAN RESOURCES MUST BE CONTACTED BEFORE RENTING A CAR TO VERIFY THAT YOU ARE CLEARED AS INSURABLE.** We do not cover university spouses that are not also employees. This also does not include students, but would include students who are also employees and on business travel. If you take advantage of the rates for personal use, please be advised that you are responsible for insurance coverage.

**Are Troy University Employees able to use the contract for Personal Use?**

Yes, Troy University Employees can access the rates for personal leisure rentals; rates apply, and coverages are **not** included for personal use rentals.