



Hendrix College

CarShare Policy with Enterprise Car Rental

POLICY STATEMENT

This policy document is to establish proper guidelines and clear direction on the CarShare program with Enterprise Car Rental, effective January 2023.

Primary information source:

[Enterprisecarshare.com/Hendrix](https://enterprisecarshare.com/Hendrix)

—Michael LeBlanc, Acting Dean of Students

If, after reviewing this policy, you have questions specific to Hendrix College's CarShare program, contact Dean LeBlanc:

leblanc@hendrix.edu or 501.450.1222.

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Purpose

The purpose of this policy is to provide guidelines to students, faculty, and staff who wish to rent a vehicle from the two Enterprise carshare vehicles we have on campus.

Process

1. To use the Carshare vehicles, you must be a carshare member. Students, Faculty, and Staff will need to go to the [Enterprisecarshare.com/Hendrix](https://www.entreprisecarshare.com/Hendrix) to sign up and become members of the Enterprise Car Share program. There is a one-time application fee of \$10 and an annual membership fee of \$10. This has been reduced from the standard \$20 fee for each.
2. You usually have to be 21 to rent a car, but through the carshare program, you can rent the vehicle at 18.
3. Once you join, you will be mailed a membership kit that will give you everything you need to use the program. Enterprise will email you your member identification, which you use to book reservations. This can take 7 to 10 days.
4. Reservations can be made for as little as an hour or as many as two days.

Member Eligibility

- This program is open to all qualified students, faculty, and staff ages 18 and up
- Applicants must provide a valid .edu email address
- Valid driver's license (International Drivers License accepted. Must have International Driver's Permit)
- Have a valid major credit card in your name

What is included:

- Fuel
- Physical Damage/Liability Protection
- 24/7 Member Services & Roadside Assistance

Please take a moment to review the basic steps and reminders below. Understanding some simple guidelines makes for a better car sharing experience for you and your fellow members. If Enterprise CarShare is at your work site for business use, your policies may differ from those listed below.

Physical Damage and Liability Protection

Ages 18-20

Physical Damage: Member is responsible for the first \$1,000 of any damage to or loss off the vehicle.

Liability: For members 18-20 who do not have their own insurance, Enterprise CarShare will extend liability protection up to the state minimum required amount.

Ages 21 & older

Physical Damage: Member is responsible for the first \$1,000 of any damage to or loss off the vehicle.

Liability: Enterprise CarShare will extend liability protection up to the state minimum required amount.

Reserve

- CarShare at the speed of YOU. Go mobile with our new Enterprise CarShare app, available for iOS and Android. Make, change, cancel, or extend your reservations right from your smartphone.
- Don't have a smartphone? Visit our desktop site! (You may also Contact Us to speak to our Member Services team)
- Log in using your member I.D. and password.
- Select the time you need and search for vehicles in your desired area. Reserve 15-minute increments with a one-hour minimum
- Confirm your reservation. You will receive a confirmation email with details and directions to the vehicle

Unlock and Go

- Locate your reserved vehicle.
- Place your membership card over the reader on the windshield. Wait for the yellow light and then remove the card. The doors will unlock when the light turns green.
- You must bring your membership card with you to the car. It is the only way to access the vehicle. Only you or another approved driver on the same Enterprise CarShare account is allowed to drive the vehicle during your reservation.
- Take 5 Before You Drive. Before you go, take a minute or two to check the vehicle for damage. You'll find a Damage Evaluator and instructions in the glove box. Contact Us to report any damage or vehicle issues to our emergency line before driving away to avoid being held responsible.
- Remove the key from the key holder located inside the glove box.
- Use your key to lock and unlock the vehicle during your reservation.
- Smoking in the vehicle is not allowed.
- Pets are required to be crated at all times while in the vehicle.* Please return vehicle free of pet hair.
- Let us know about any problems right away. If you believe the vehicle needs service, or in the unfortunate event that you are in an accident that requires vehicle or roadside assistance, please Contact Us immediately so we can assist you.
- In case of an accident, please refer to the Accident Checklist located in the vehicle's glove box. Failure to immediately report and collect all accident information may result in additional damage charges, fees and/or termination of membership.

New York: Vehicles are equipped with E-ZPass® toll passes. Where E-ZPass® is accepted, please do not pay cash at the toll. The pass will be detected in the vehicle and we will bill you for the toll plus a 10% processing fee (still 10-15% cheaper than paying cash). Please note that toll charges occur weekly, so you will be billed separately from your reservation.

Philadelphia: Vehicles are not equipped with E-ZPass® toll passes. Members should always use the cash lane. If you do not pay at the toll, we will bill you for the toll plus up to \$5.00 for administrative fees. Please note that toll charges are processed every few weeks and will be billed to you separately from your reservation.

San Francisco: Vehicles participate in the FasTrak® system so you can avoid the cash lanes on toll roads. No toll tag or transponder required, and we'll simply bill you for the toll. Please note that toll charges are processed every few weeks and will be billed to you separately from your reservation.

**Service animals used by members or passengers with disabilities are allowed in the vehicle without a carrier.*

Return

- Fuel is included! You are required to return the vehicle with at least a ¼ tank or more. Use the pre-paid fuel card located in the vehicle. Simply swipe the card at the pump before fueling. When prompted, enter your unique fuel pin number (located on the front of your membership card) and the odometer reading from the car.
- If you experience trouble using the pre-paid fuel card, please Contact Us. You may be asked to pay for fuel and submit your receipt within 30 days for quick reimbursement. Please note that receipt must include gallons purchased.
- Fuel reimbursements must be requested using the Fuel Reimbursement Form on the desktop site or on the mobile app.
- Please return your vehicle on time.
- If you need more time, extend online or with our app prior to the end of your reservation. Late fees are incurred for returning or extending after your reservation has ended. If your extension or late return delays another member who has reserved the vehicle you are driving, additional costs may be incurred to accommodate them.
- Return the vehicle to its designated parking space (where you found it).
- Do not park your personally owned vehicle in the Enterprise CarShare space - unauthorized vehicles may be towed. If you are unable to return your reserved vehicle to its designated space because it is occupied or blocked, please Contact Us right away. We will ask you to find nearby legal/unrestricted parking and to let us know the location so we can notify the next member.
- Please remember to leave the vehicle ready for the next member. Clean up any trash or spills, return seats to upright position, remove keys from ignition, and turn off the lights and engine. If the next member reports that the car has been left in an unacceptable condition, you may be charged a fee.
- Don't forget your stuff. Enterprise CarShare is not responsible for the loss of items left behind.
- Place the key in the key holder located in the glove box. Make sure the fob "snaps" back into the holder.
- Exit the vehicle (do not manually lock the 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 rental has ended.

Billing

Payment

- The credit card on file must be in the name of the primary member (account holder).
- The card on file must be a major credit card.
- N.Y. Residents: Members who wish to pay with a cash equivalent form of payment may do so by presenting qualifying payment information in person. For details, [click here](#).
- When you place your reservation, you will prepay for the estimated cost of your trip. Additional time, mileage overages, and fees will be charged as they are incurred and applied to the total cost of your trip.
- Annual memberships renew automatically. When applicable, your annual membership fee will be charged upon the anniversary month of your join date.

Reservation Cancellation Policy

- We know that plans can change. If you need to cancel or change a reservation, you can do so online or Contact Us by phone before your reservation begins.
- Please cancel at least 3 hours before your reservation begins. If you cancel or shorten with less than 3 hours notice, you will be billed for the first 3 hours of your reservation or the cost of your reservation, whichever is less.
- If you do not cancel your reservation and do not drive, you will be billed for the full estimated cost of your reservation, including estimated mileage.
- Prepaid funds made available by canceling or shortening your reservation will be applied to future reservations or balances, or refunded to you upon your request.
- If your account is suspended for non-payment, inability to validate your driver's license or other violation of your terms of use, your standing reservations may be canceled.

Returning Early

- If you plan to return your vehicle earlier than expected, simply shorten your reservation online or with our app.
- Starting at the time you notify us of your early return, you are responsible for 3 hours of your canceled time, or the remainder of your trip, whichever is less.

Fee Schedule

To ensure that everyone is doing their part to consider their fellow members, members who break the rules will be charged a penalty, not to exceed the following limits, plus costs incurred:

Low Fuel Returned the vehicle with less than ¼ tank	Up to \$50
Late Extend Extended your reservation after your end time +cost of additional time	\$25
Late Return Returned the vehicle after your reservation end time +cost of additional time	\$50
Inconvenience Fee Delayed or inconvenienced another member	\$50
Vehicle Returned Improperly Next driver reported vehicle was returned in unacceptable condition or to wrong location. Includes but is not limited to failure to: remove personal items or trash, turn off lights or ignition, leave vehicle in clean condition, remove key from ignition, close windows, return seats to passenger-ready position, or return vehicle to the original assigned parking space + Costs incurred.	\$50
Smoking Next driver reported evidence of smoking such as strong odor, ashes, etc. + Costs incurred	\$50
Pet Occupancy Next driver reported pet hair or mess in vehicle + Costs incurred	\$50
No Reservation Accessed or drove vehicle without a reservation (includes taking wrong car) + Cost of additional time	\$50
Roadside Service as a result of member error or negligence (When provided roadside assistance is a result of member error or negligence, such as lock out service, fuel delivery, jump start or flat tire, member will be responsible for fee and costs incurred.) + Costs incurred	\$50
Vehicle Not Locked For failure to return ignition key fob to holder in glove box and lock vehicle with member card at the end of your trip (reservation not ended properly)	\$50
Missing Ignition Key + Cost of key replacement	\$50
Missing Parking Pass / Fuel Card	\$50
Unauthorized Driver Allowed operation of vehicle by person other than approved driver on member account + Costs incurred.	Account Termination

Equipment Tampering

Account Termination

Unauthorized contact with or modification to vehicle or car sharing technology + Costs incurred.

Administrative Fee for:

Bounced Invoice/Payment **\$25**

Failure to Return Member Card **\$10**

Failure to return member card to Enterprise upon account closure

Tolls/Citations **\$25**

Transfer or payments of unpaid parking/toll violation incurred during your reservations (cost of ticket additional)

Member Card Replacement **\$10**

Enterprise CarShare FAQ

General

What is car sharing?

Car sharing is a membership-based program where, once you join, you can rent a vehicle 24/7. Members can rent a vehicle for an hour, a day, or overnight.

What types of vehicles are available?

While Enterprise offers many types of vehicles, Hendrix currently has two small vehicles in its program.

Where is CarShare available?

CarShare operates in the U.S., Canada, and the U.K. Locations & availability will vary by market.

Do you have a mobile app?

Yes! Our mobile app is the easiest way to reserve or modify reservations and manage your trip! You can download our mobile app for free from the App Store or Google Play.

Join

I applied. Where is my member card?

After submitting your application, you should expect an approval email or additional follow-up steps within 1-2 business days. (International applicants may take longer to get approved.)

Once your membership is approved, you should receive your membership materials in the mail within 3-5 business days (depending on your geographic location). When the card arrives, you'll be on your way!

I need to drive sooner. How can I get my card quickly?

The approval process is simple and we work to get you on the road as soon as we can. Please allow up to ten days for the entire approval process and for the arrival of your member card. If you need to drive sooner, we may be able to meet your request in certain markets. [Contact us](#) for more information.

What is the minimum age to rent?

Age requirements will vary by city, program, and requirements by law. For Hendrix's program with Enterprise, it is 18.

Reserve

Do you have an app?

Go mobile with our Enterprise CarShare app. Once approved, manage your on-the-go rental needs, directly from your mobile device.

Once you log-in to the app, you'll enjoy the following:

- Automatic geolocation to find vehicles closest to you

- Create, modify or cancel reservations in just a few clicks
- Unlock the vehicle and end your trip with the click of a button
- View current rental or extend your reservation
- Upload gas receipts on-the-go

Download now for [Android](#) or [iPhone](#).

How do I make a reservation?

Use your member I.D. and personally selected password to [log in](#) online via your desktop or mobile device. Select the time you need and search for vehicles in your desired area. Reserve and use 24/7 with an hour minimum, with as little notice as you like. You'll receive a confirmation email with details and directions to the vehicle.

What type of car can I reserve?

We have only one car size to choose from.

How long can I book a reservation for?

Reservations can be as short as one hour. Maximum reservation length is typically seven days, but can vary based on your program. If you need a car longer than seven days, give us a call and we'll do our best to accommodate your driving needs.

What is the reservation cancellation policy?

To maximize availability for all members, we ask for at least three hours' notice when canceling your reserved time. If you cancel with less than three hours' notice, you will be billed for the first three hours of your reservation, or the cost of your reservation, whichever is less. If you do not cancel your reservation and do not drive, you will be billed for the full estimated cost of your reservation.

Can I drive out of state?

Yes. Please refer to the Terms and Conditions for driving guidelines.

What if I lose my membership key or fob?

[Contact us](#) to request a replacement. In most cases, up to a \$10 replacement fee may apply.

Unlock and Go

How do I unlock the vehicle?

When you arrive at your reserved vehicle, select "Unlock" on your mobile app or scan your membership card over the sensor on the driver's side windshield until the middle light flashes and you hear the doors unlock. The keys will be inside in the vehicle. Now you're ready to roll!

What if I cannot find the vehicle when I go to begin my reservation?

Before heading to pick up a vehicle, it's important to check your online account to ensure your reservation has been booked properly and review your confirmation email, which will include details about your reserved

vehicle and location. If you get to the Enterprise CarShare parking area and your car is not there, [call us](#) and we will assist you by locating the vehicle or switching your reservation to another available vehicle.

Who can drive the cars?

Only you or another driver approved on your Enterprise CarShare account can drive the vehicle during your reservation.

Who is responsible for filling the gas tank?

One of the responsibilities of membership is to refill the gas tank prior to returning your vehicle. Fuel policies vary by program. Confirm you understand your program's expectations & how to fuel prior to renting. [Contact Us](#) if you have questions.

If there are EHI fuel cards provided in the vehicle, the car can be refueled at any one of 160,000 gas stations that display the [Wright Express](#) logo.

How do I refuel the vehicle?

When you pull into a gas station, retrieve the fuel card and swipe the card like you would any credit card at the pump. When prompted, enter the vehicle mileage from the odometer and your unique 6-digit fuel PIN. Fill the tank with regular unleaded gasoline and then return the fuel card where you found it. Please [contact us](#) with any questions, while still at the pump.

I've lost my PIN. What do I do?

Contact [Member Services](#) and we will troubleshoot and work to resolve the issue. In the unlikely event you need to purchase fuel on your personal credit card, you can upload your fuel receipt via our mobile app to be reimbursed.

Please note that the receipt must be final and include the date and gallons purchased. Fuel reimbursements must be requested using the Fuel Reimbursement Form on the desktop site or the mobile app within 30 days of purchase.

Are pets allowed in the vehicles?

Pets are required to be crated at all times while in the vehicle. (Service animals used by members or passengers with disabilities are allowed in the vehicle without a carrier.) Please return the vehicle free of pet hair. Pet hair on the seats may result in a cleaning fee.

Can I smoke in the car?

No—there is a fine for smoking in our vehicles.

Am I responsible for cleaning the vehicle?

Members are responsible for picking up trash and taking personal belongings upon exiting the vehicle. If you find the vehicle in less than acceptable condition at the start of your reservation, call [Member Services](#) immediately. Be sure to leave the vehicle in good condition for the next member. If the member using the vehicle after you reports that the vehicle was left in an unacceptable condition, it could result in a fee or affect your membership status.

What happens if the vehicle breaks down during a reservation?

In the event of a breakdown, flat tire or other problem, [call us](#) immediately so we can dispatch our 24-hour roadside assistance.

How do I use my mobile app to start and end my trip?

Arrive at your vehicle no more than 5 minutes prior to your reservation start time. Once at the vehicle select “Unlock” on your mobile app, watch for the sensor lights to go from red to green, listen for the doors to unlock, and to then start your trip. Use the ignition key to lock and unlock the vehicle throughout your reservation and when your trip is done insert the circular fob on the keys back into the glovebox keyholder. Once you are out of the vehicle, select “Lock & End Trip” in the app to end your trip. The sensor lights will go from flashing green to red and you will hear the doors lock. Please check to confirm vehicle is secure before walking away.

Why won't the Mobile App unlock my vehicle?

If the signal from the vehicle is low or interrupted a membership card will be required to open the vehicle. If you are experiencing problems unlocking the vehicle for your reservation and do not have your membership card available, please call [Member Services](#) for assistance.

Return

How do I end my reservation?

Return the vehicle to its designated parking space. Please remember to leave the vehicle ready for the next member:

- Clean up any trash or spills, return seats to upright position, remove keys from ignition (if applicable), and turn off the lights and engine.
- Take all your personal belongings. Don't forget your stuff!
- Return the circular fob on the ignition key to the glovebox keyholder.
- Exit the vehicle. Do **not** manually lock the doors.
- Briefly hold your membership card over the sensor on the driver's side windshield or use your mobile app to end your trip. You'll know you've successfully ended your trip when the doors lock and you see solid red and flashing orange lights.

***Please note:** Simply returning the car to its designated parking space will not notify us that the car has been returned—you must also complete the steps above to ensure your reservations ends, or late fees may apply.*

What if I am running late bringing the vehicle back?

If you know you're going to be late, please attempt to extend it yourself or contact us by phone **before** the end of your reserved time. If there's no reservation right after yours, we can extend your reservation without a problem. If your extension or late return delays another member who has reserved the vehicle you are driving, an inconvenience fee may also apply.

What happens when I return the vehicle and there is an unauthorized vehicle in the reserved parking area?

Contact us immediately so we can make arrangements to remove the unauthorized vehicle and give you directions on where to park. We may ask you to find another parking space close by and provide location details to us so we can move the vehicle or direct the next member to the car.

How can I retrieve personal belongings I left in the car?

Always check the vehicle before exiting to ensure you have all of your belongings and that the vehicle is clean and fueled. If you do leave behind an item, contact **Member Services** for temporary access to the car as long as it isn't on reservation with another member. Please be aware that Enterprise is not responsible for any personal belongings left behind.

Driver's License Validation

Are instructional permits or temporary licenses permitted?

Instructional permits, such as learners permits or provisional, probationary and junior licenses, are not accepted. Some locations do not accept temporary licenses. Please wait to receive your permanent license before applying for a membership.

Is my international driver's license permitted?

Yes. If you have an international driver's license you will be required to validate it in person, which, includes verifying expiration and photo. Bring your driver's license, plus your International Driver's Permit if the license is in a language other than English. Some locations may require additional information, including address verification and a second form of government-issued identification. Please call the location prior to your arrival for details on what to bring.

I am validating my driver's license at an authorized Enterprise location. What do I bring?

Please bring a valid, unexpired government-issued driver's license which includes your photograph. Photocopies are not accepted.

If you have an international or temporary driver's license, additional information, including address verification and a second form of government-issued identification may be required. **Some locations do not accept temporary licenses – please call prior to your arrival.**

I am required to validate my license in person, but I can't get to an authorized location. What do I do?

Some locations may provide alternate or expedited options for license validation. Contact **Member Services** for assistance and options available.

I just applied and will validate my license in person. Can I pick up my membership materials at the same time?

We'd love to help and may be able to accommodate this in some locations! Typically in major cities. **Contact Us** for more information on these locations. If the location is equipped to provide these materials, you'll need to bring along the following to receive your membership card:

- The credit card you provided on your application
- Proof of current address (ex. a recent utility bill) is required If your license does not reflect your current address provided on your application

I am already a member and you contacted me to validate my current license. Why?

As part of your CarShare membership, Enterprise needs to see you and your driver's license, either by photo or in person, annually (even if your license is not expiring) and prior to its expiration. Your license needs to be reviewed by the due date provided to avoid interruption of your membership.

My license is due for an annual review, but I have a temporary license because I just renewed it. Can I use it?

Sometimes, because it depends on your location. We recommend that you wait for your permanent license if possible. If you are waiting for your permanent photo license and must validate a temporary/paper license, please keep in mind:

- Some locations do not accept temporary licenses - please call prior to your arrival
- Temporary/paper licenses cannot be validated online and must be reviewed in-person
- If you validate with a temporary license, we will contact you to validate again with your new permanent photo license prior to the expiration of your temporary license
- Additional information, including address verification and a second form of government-issued identification may be required

Physical Damage & Liability Protection

Am I covered to drive?

Physical damage and liability protection levels vary by program. In some markets, you may purchase additional coverage options for your hourly or daily rental, or even to cover you for the year.

What if I get into an accident?

Call the police to make a report and, if available, fill out the accident checklist found in the glove box. Please [call us](#) to notify us of the accident immediately so that we can create a report of the information you collect and assist you in any way possible. We'll be sure to make alternate arrangements for the next Enterprise CarShare member that has a reservation for that vehicle.

If you are in an accident with another vehicle, we will respond to claims from other parties up to the limits required by the state and as described in the terms and conditions of your application.

What happens if I damage the vehicle?

Report any damage or vehicle issues to [Member Services](#) before continuing to drive to ensure your safety and avoid further damage or cost. We will document damage and work with our internal teams to determine next steps to resolve (someone will be in contact with you or your company). Please do not attempt to repair a vehicle on your own.

What if the vehicle is damaged when I arrive for my rental?

Before driving away, please take a few minutes to check for any damage or vehicle issues. Report and discoveries immediately to our [Member Services](#) team to avoid being charged fees for damages that may have existed prior to your use of the vehicle. Failure to report damage could result in suspension or termination of membership.

We don't want to hold you responsible for damage that existed prior to your use of the car. You'll find a damage evaluator and instructions for reporting damage or vehicle issues in the glovebox. Please [call us](#) immediately to report any problems so that we can document the vehicle's condition prior to your use and, if needed, make other arrangements for you.

Other

Enterprise Holdings Safety Recall Policy

Policy: The Federal Motor Vehicle Safety Act requires auto manufacturers to send a notice of any safety recall to vehicle owners. When Enterprise Holdings receives such a safety recall notice and the corresponding Vehicle Identification Numbers (VINs), it is Enterprise Holding's policy to not rent such vehicles until the manufacturer's specified remedy or authorized interim repair has been implemented.

Process: After receiving the safety recall notice, Enterprise Holdings identifies affected vehicles by VIN and then places a "mandatory hold" on them in our rental management system. This "hold" directs the recall work be completed before renting the vehicle. Sometimes manufacturers advise that certain recalled vehicles can be safely operated once an authorized interim repair has been completed. In such cases, Enterprise Holdings may rent vehicles after the interim repair has been completed – but only until the final remedy is available

What if I need a vehicle equipped with a mobility device?

Enterprise CarShare is committed to providing mobility options for our customers with disabilities. Mobility devices including left hand controls with spinner knobs, left foot accelerators and pedal extenders are available at no additional charge.

Due to the unique nature of our services and the fact that mobility devices require installation, please contact a service representative by phone, 24 hours a day at 866-225-4284 to reserve a vehicle with such devices. Please note mobility device-equipped vehicles will be provided by Enterprise Rent-A-Car. 48 hours advanced notice is required. Visit our [Customers with Disabilities page](#) for more information.

How do I remove a driver from our business or government account?

The account administrator can [contact us](#) to remove a driver from the account.

Who pays for a traffic Ticket?

The member is responsible for paying for all traffic or parking tickets while using an Enterprise CarShare vehicle.

How do I pay for tolls?

Members are responsible for paying any tolls they incur when traveling on toll roads. If using an Enterprise CarShare owned toll pass box, you will be billed for the cost of the toll after the reservation, plus any administration fee that occurs.

COVID-19

What steps are in place to clean the rental cars?

Clean vehicles have always been important to us, but at this moment in time, we know vehicle cleanliness is even more critical. We are now applying an antimicrobial product to our CarShare vehicle interiors that has been proven to kill 99.9 % of germs on surfaces. This process has allowed us to respond to our members needs while continuing to follow guidance from leading health authorities and keeping the health and safety of our members a top priority.

Mobile App

Do you have an app?

Go mobile with our [Enterprise CarShare app](#). Manage your on-the-go rental needs, directly from your mobile device.

Once you log-in to the app, you'll enjoy the following:

- Automatic geolocation to find vehicles closest to you
- Create, modify or cancel reservations in just a few clicks
- Unlock the vehicle and end your trip with the click of a button
- View current rental or extend your reservation
- Upload gas receipts on-the-go

Download now for [Android](#) or [iPhone](#).

How do I use my mobile app to start my trip?

Arrive at your vehicle no more than 5 minutes prior to your reservation start time. Once at the vehicle select "Unlock" on your mobile app, watch for the sensor lights to go from green to a blinking yellow, listen for the doors to unlock, and then start your trip. Use the ignition key to lock and unlock the vehicle throughout your reservation.

How do I use my mobile app to end my trip?

When your trip is done insert the circular fob on the keys back into the glovebox keyholder. Once you are out of the vehicle, select "Lock & End Trip" in the app to end your trip. The sensor lights will go from red to a blinking yellow and you will hear the doors lock. Please check to confirm vehicle is secure before walking away

Why won't the Mobile App unlock my vehicle?

If the signal from the vehicle is low or interrupted a membership card will be required to open the vehicle. If you are experiencing problems unlocking the vehicle for your reservation and do not have your membership card available, please call [Member Services](#) for assistance.

Still have a question?

Email or call Enterprise any time for help with your membership, billing, or reservation process. Available 24/7.

[Contact Enterprise](#)

Customers with Disabilities

Mobility Devices

Enterprise is committed to providing a range of mobility devices for our customers with disabilities. Hand controls, spinner knobs and pedal extenders are available at no additional charge. We typically require two business days notice for mobility device equipped vehicles. However, at certain major airport locations, mobility device equipped vehicles may be available with as little as 24 hour notice. Please note that our ability to provide mobility device equipped vehicles may vary based on the availability of mechanics who are qualified to install the devices.

Designated Drivers

Disabled customers who do not have a driver's license can still rent with Enterprise when accompanied by a designated driver who presents a valid driver's license. Minimum age restrictions apply, but there is no additional charge for the designated driver.

To Make a Reservation

For more information or to make a reservation, please call our National Reservation Center at (866) 225-4284. Hearing impaired users of TTY devices, please dial 844-307-9740.

If You Wish to Rent a Lift-Equipped Van

Enterprise does not offer lift-equipped vans for rental. In many major metropolitan areas, specialty companies offer vehicles equipped with wheelchair lifts and other devices for both short-term and long-term rental. A company with lift-equipped vans is Wheelchair Getaways, you can contact them at www.wheelchairgetaways.com or 800-642-2042.

Please note that Enterprise provides this information as a courtesy to its customers only. Wheelchair Getaways is not affiliated with Enterprise or any of its subsidiaries.

Customer Service

For customer service inquiries relating to customers with disabilities, please call (866) 225-4284, email us at Mobility@erac.com, or TTY us at 844-307-9740.