



# Member Guide



24/7 MEMBER SERVICE

**877.599.3227**



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ANDROID APP ON  
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# 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 Inspect

Using the damage evaluator in the glove box as guidance, check the interior and exterior for damage.

### 2 Report

You should report:

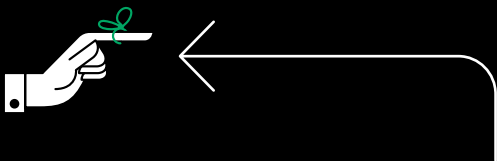
- Damaged exterior
- Low or flat tires
- Messy or damaged interior (including odors)
- Maintenance or warning lights
- Any concern that makes you feel unsafe to drive



## CALL US TO MAKE A REPORT.

**BEFORE STARTING THE IGNITION**, 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.

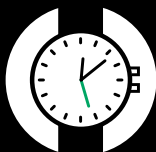
### 5 Fill the fuel tank

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.

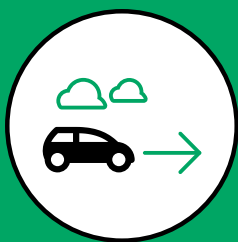
Please cancel at least three hours before your reservation begins. If you cancel with less than three hours notice, you will be billed for the first three hours of your reservation. If you do not cancel your reservation and do not drive, you will be billed for the estimated cost of your reservation.

## Returning early (Shorten trip)

Returning earlier than expected? Always use the “shorten trip” button on the mobile app to adjust your end time. This limits the cancelled time that may apply.



# Unlock AND GO



HOW TO START AND END YOUR  
CAR SHARE RESERVATION.

# How to Car Share



## Pick Up

### 1 Unlock the vehicle

Select “Unlock Vehicle” on the mobile app to unlock the doors. (enable Bluetooth for the best connection)

### 2 Inspect and report

Check for interior and exterior damage.

### 3 Start your trip

Press “Start my trip” and remove the key fob from the key holder in the glove box.

Use the keys to lock and unlock the vehicle during your trip.

## Return

### 1 Return the vehicle

When you return to your reserved location, turn off the ignition.

### 2 Return key to the holder inside the glove box

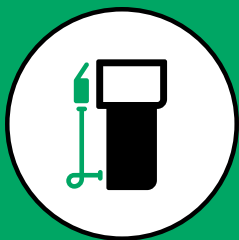
Insert the circular fob into the holder inside the glove box. (see picture)

### 3 Exit the vehicle

Shut all doors but ***DO NOT manually lock them.*** Select “Lock & End Trip” on the mobile app. You’ll know you’ve successfully ended your trip when the doors lock.

**You will no longer be able to access the vehicle once you’ve ended your trip.**

# HOW TO Refuel



HOW TO PROPERLY REFUEL  
YOUR CARSHARE 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 the fuel PIN**

Access the fuel PIN by selecting the reservation card in the app and navigating to Important Information. Input the PIN as the Driver ID at the pump.

## **4 Use regular fuel**

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

# ACCIDENT Checklist



TAKE THESE STEPS IN THE  
EVENT OF AN ACCIDENT.

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

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

If you are not injured and 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.

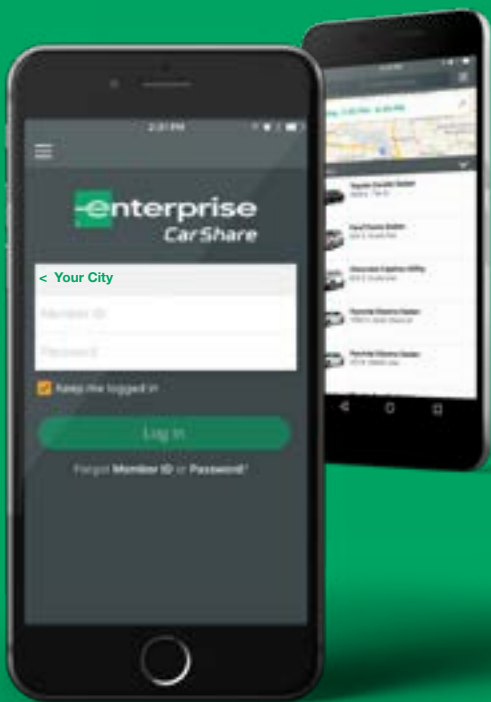
## **3 Call Member Services to alert us**

Any accident or new damage must be reported to us immediately, before you leave the scene. Member Services will create a report of the information you collect and assist you in any way possible. We are available 24/7 to take your call.

## **4 Towing**

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

# CARSHARE AT THE Speed of You



## Download today!

