

# Frequently Asked Questions- Enterprise Rental Car Contract

## **When can I use my personal car?**

1. When you are driving less than 200 miles per day **OR**
2. You fill out the Travel Calculator and it states that driving your personal car is more cost beneficial to the State (please remember to attach a copy of the trip calculator to your Travel Reimbursement Voucher) **OR**
3. You are traveling more than 200 miles per day and you would just prefer to use your personal car and take the \$0.246 mileage reimbursement rate.

## **When must I rent a car?**

If you are traveling 200 or more miles per day and there is no pool car available, and you do not want to be reimbursed at the \$0.246 mileage rate.

## **Where is the closest Enterprise located?**

The closest Enterprise is located on Tyler Avenue inside Harvey's Chevrolet in Radford, Virginia. The phone number is (540) 731-3028.

## **Should I include insurance in my Enterprise rental fee?**

No, these cars are to be insured under the Commonwealth's self insurance. You do not need to take out additional coverage.

## **Should I use a credit card for my rental?**

No, all charges made by NRCC employees will be directly billed to NRCC at the end of every month.

## **What should I do if there is an accident with an Enterprise car?**

You should notify Enterprise by calling the telephone number provided to you, notify Virginia State Police (as if you were driving a pool car), and notify NRCC's Business Office, so the Division of Risk Management may be contacted.

## **What should I do if I have a breakdown in an Enterprise car?**

Call the number provided to you by Enterprise. Enterprise will take care of the repairs and provide you with another vehicle.

## **How do I fuel the rental car?**

Before you leave with your rental car, please stop by the Cashier's window in the NRCC Business Office to pick up a State fuel card. This credit card will only work at gas stations that accept Voyager cards. Your Rental car should be returned to Enterprise with at least the same amount of gas in the tank as when you accepted the rental car. Please return the fuel cards to the NRCC Business Office upon your return.

## **How is the best way to control costs with Enterprise?**

Since you are paying a daily rate whether or not you drive the vehicle, rent cars as you need them and for as short a time as possible. For example, if you need a rental car for Monday, Wednesday, and Friday, please rent a car for three separate days instead of five days.

**What is required when I rent a car?**

All employees renting a car must show a valid State employee photo ID. If you need one, you can obtain one from Student Activities.

**Will enterprise deliver the car to campus?**

Enterprise will deliver to campus or you may elect to pick up the car at the Enterprise site in Radford, VA located within Harvey's Chevrolet on Tyler Avenue.

**Will there be a fee if I have to cancel my reservation?**

No, provided that enterprise has not dispatched a vehicle to NRCC at the time you cancel.

**When does the rental time start and stop?**

The start time of the rental period shall be at the actual delivery and acceptance by the individual of the vehicle. The ending time shall be when Enterprise is contacted that the vehicle is ready for pickup.

**What is the rental time period?**

Daily Rentals: Daily rentals are based on a 24-hour period. If the car is returned after the 24-hour period, but within the 25<sup>th</sup> hour, no additional charge shall be assessed. Cars returned after the grace period will be assessed an additional charge.

Weekly Rentals: Weekly rentals are based on seven consecutive 24-hour time periods.

Weekend Rentals: Weekend rentals are based on three consecutive 24-hour time periods that begin on Friday and end on Monday. The end time will be exactly 72 hours after the starting time on Friday.

**What if the type of vehicle requested is not available when I call to make my reservation?**

Should the type of vehicle requested not be available at the time of rental, an upgrade shall be provided at no additional cost, provided the reservation was made within 24 hours. If the reservation was not made within 24 hours, there is no upgrade guarantee.

**How should I return my car?**

If you had Enterprise deliver your car to NRCC, then Enterprise should be called as soon as you return to NRCC so Enterprise may schedule a pickup. All cars should be returned in the same condition as when the rental cars were delivered or picked up. If the car is not fueled or as clean when returned to Enterprise, you will be charged a fuel or a cleaning charge.

**Will I be charged any additional fee for mileage?**

No, there is unlimited mileage provided you travel within the Commonwealth of Virginia.