



# Member Guide



24/7 MEMBER SERVICE

**855.383.1212**



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ANDROID APP ON  
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# Take five

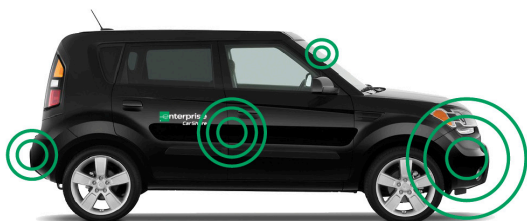
## BEFORE YOU DRIVE



TAKE FIVE MINUTES TO  
CHECK FOR PRIOR DAMAGE  
BEFORE YOU DRIVE.

# Take 5 before you drive

**REPORT PRIOR DAMAGE  
BEFORE YOU DRIVE. YOU WON'T  
BE HELD RESPONSIBLE.**



## **1 Grab the Damage Evaluator.**

Check the interior and then do a quick walk around the outside of the vehicle.

## **2 Report It – We'll Fix It.**

Let us know about dents, dings or scratches on the exterior body of the car that are outside the guidance provided on the Damage Evaluator. Or any of following:

- Any cracks or chips in headlights, side lamps, mirrors or glass
- Any maintenance lights or warning lights
- Any concern that makes you feel unsafe to drive
- Tires that appear low, soft or bald
- Soiled interiors, lingering smoke or odors



**CALL US TO MAKE A REPORT.**

**BEFORE DRIVING AWAY**, 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

If you plan to return your vehicle earlier than expected, simply shorten your reservation online, on the app, or by calling Member Services.

Starting at the time you notify us of your early return, you are responsible for up to three hours of your canceled time.



# Unlock AND GO



HOW TO START AND END YOUR  
CAR SHARE RESERVATION.

# How to Car Share



## Pick Up

### 1 UNLOCK the vehicle.

Select “Unlock & Drive” on your mobile app. You’ll know you’ve successfully started your trip when the doors unlock.

### 2 REMOVE KEY from the holder inside the glove box.

The keys are attached to a circular fob, remove them from the holder inside of the glove box. Now, you can turn on the ignition.

### 3 TAKE KEYS with you:

When you reach a destination, take the keys with you. During your trip use the keys to lock and unlock, just like you would a normal vehicle.

## 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 your mobile app. You’ll know you’ve successfully ended your trip when the doors lock.

# 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.**

Check your messages in the app for the most up to date fuel PIN.

## **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.

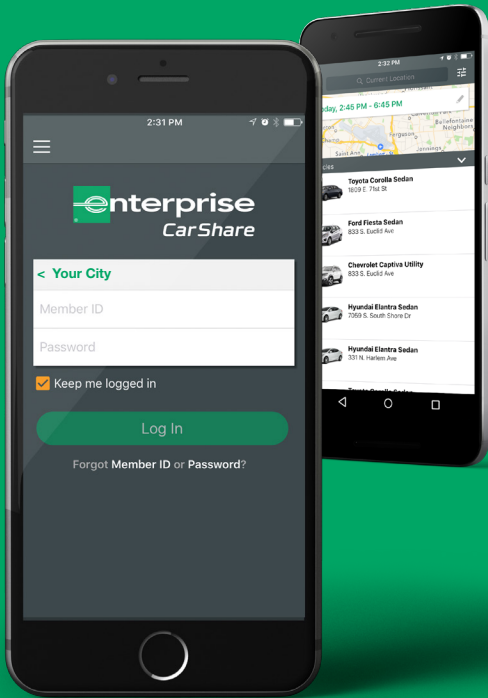
## **3 Call Member Services to alert us.**

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



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