



LCS Account Numbers
Billing # 17003286
Business # FL55001
Leisure # XZ5550A

Rental Car Contract & Traveler FAQs

SOF Contract Number: 78111808-15-1

LEON COUNTY SCHOOL PCARDS ARE NOT TO BE USED FOR BUSINESS RENTALS

<p>How do I book a reservation?</p>	<p>Go to http://www.enterprise.com/car_rental/deeplinkmap.do?bid=002&cust=FL55001 or you may call the state-dedicated toll-free customer service number @ 877-690-0064 <i>**reference account # FL55001 & billing # 17003286 when calling.</i></p>
<p>What are the LCS account numbers?</p>	<p>Business: FL55001 Leisure: XZ5550A</p>
<p>How do I modify or cancel a reservation?</p>	<p>Go to: http://www.enterprise.com/car_rental/deeplinkmap.do?bid=002&cust=FL55001, at the bottom of the reservation screen select link for existing reservations. You are allowed to view & edit, using your reservation number. You may also call the branch directly in advance to cancel a reservation by name.</p>
<p>Where are the Tallahassee locations of Enterprise & National?</p>	<p>There are currently 5 locations, with another being added on in the coming month(s): Currently operating:</p> <ul style="list-style-type: none"> • Enterprise: 300 W Tharpe St - (850) 552-0660 • Enterprise: 3404 Mahan Dr. - (850) 878-1500 • Enterprise: 1485 Blountstown Hwy - (850) 574-4321 • Enterprise: 504 W Call St - (850)-644-7070 (On level 1 inside the Macomb/Call/Tennessee St. FSU parking garage) • Enterprise & National: 3300 Capital Circle SW (airport) - (850) 575-0603 <p>Locations also available in Thomasville, Bainbridge, Moultrie, and Valdosta.</p>



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<p>What is the Emerald Club?</p>	<p>Emerald Club is the loyalty program providing members with exclusive benefits & privileges to make renting faster & easier.</p> <ul style="list-style-type: none"> • Take the virtual tour at www.emeraldaisle.com/video • The Emerald Club rewards travelers with three tiers of privilege: Emerald Club, Emerald Club Executive, & Emerald Club Executive Elite. <p>As a member of the Emerald Club, you will have options such as:</p> <ul style="list-style-type: none"> • Expedited Service • Counter- By Pass (<i>@ participating National airport locations</i>) • E-receipts for faster rental returns • Recognized at both National & Enterprise locations <p>Enroll using link: www.nationalcar.com/offer/FL55001</p>
<p>What if I already have an Emerald Club membership?</p>	<p>Contact Enterprise/National to associate your Emerald Club membership with the State Contract - email StateofFloridaBRSE@ehi.com</p>
<p>What is the “Emerald Club Source Code” I see when attempting to set up my Emerald Club Membership?</p>	<p>Please disregard - it is an internal Enterprise number.</p>
<p>How should my name be entered into the reservation?</p>	<p>Enroll in Emerald Club & book reservations using your legal name, as displayed on your driver’s license.</p>
<p>What if my name appears differently on my driver’s license versus my credit card? (i.e. maiden name)</p>	<p>A warning screen will appear; however, the system will allow you to continue your enrollment.</p>
<p>Is there a grace period for the reservation time versus the actual pickup time?</p>	<p>Yes, a 3 hour grace period is provided for picking up a rental. For example: If the reservation was made for 8:00 am, a traveler may pick up as late as 11:00 am. <i>It is recommended that you notify the branch if you are running late or need to push back the reservation time.</i></p>
<p>Who must be present to rent the car?</p>	<p>At the time of pickup, the primary renter must be present at the branch in order to depart with the car.</p> <p>The primary renter is considered the person whose name appears on the reservation & who will sign the rental agreement.</p>



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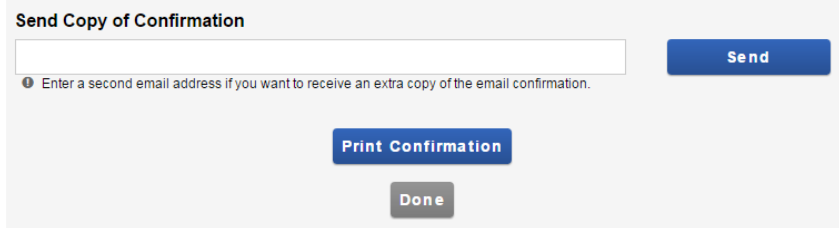
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<p>What about additional drivers?</p>	<ul style="list-style-type: none"> • There will be no charge for additional drivers, provided they are also state employees on business or are members of the same household as the primary renter. • Additional drivers do not have to be present to be added on the contract. • Standard age qualifications apply for vehicle classes. <i>See next question for details.</i>
<p>Are there any age restrictions on vehicle rentals?</p>	<p>For business use:</p> <ul style="list-style-type: none"> • 18-20 year olds may rent up to a full size car • 21-24 year olds may rent up to a full size car as well as minivans, standard size SUVs & small pickup trucks <p>For leisure use:</p> <ul style="list-style-type: none"> • 18-20 year olds may NOT rent a car • 21-24 year olds may rent up to a full size car as well as minivans, standard size SUVs & small pickup trucks • 25+ 12/15 passenger vans & all other car classes
<p>What do I need to pick the car up?</p>	<p>Provided that the reservation has been made with the billing information on file, renters will only need their valid driver's license and LCS ID.</p>
<p>Can I park my personal car at the rental location?</p>	<p>Airport locations: Parking is available per airport terms. Business related fees are reimbursable.</p> <p>Non-Airport locations: Parking is available on a case by case basis with pre-approval by the rental location. <i>The free pickup service is encouraged for these locations.</i></p>
<p>How do I arrange for the free pick-up service?</p>	<p>This service is available at Enterprise non-airport locations only. Contact the Enterprise location approximately 30 minutes prior to your reservation time. This service is limited to a 10 mile radius of the Enterprise location.</p>
<p>What about international renters?</p>	<p>Enterprise/National accepts any national or international driver's license. International drivers must present their passport or visa & either a temporary US state issued license or a valid national/international license at the time of pickup.</p>



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<p>What about Florida sales tax?</p>	<ul style="list-style-type: none"> • Florida Sales Tax will show on your reservation & on the website during booking. • The tax will be removed at the counter by the rental agent if the rental is for business use & paid for by an assigned billing number. • Taxes are only removed for rentals originating in the State of Florida. • Taxes will be charged if paid by personal credit card.
<p>What about the additional fees & services noted during the reservation process or on the receipt?</p>	<ul style="list-style-type: none"> • Carbon Offset fee –not reimbursed • Florida Surcharge (Sc Rec Fee) -exempt • VLF Fee - This is not an additional charge, it is included in daily rental rate even though it's listed as a separate line item on the receipt. • Airport Fees: (Facility & Operations/ Concessions/ Access)- Not exempt • For any questions on fees & taxes please email StateofFloridaBRSE@ehi.com
<p>How do I forward a reservation confirmation to someone else?</p>	<p>On the final booking step online, you will be able to send another person a copy of the confirmation.</p> 
<p>How do I make a reservation for another traveler?</p>	<p>The billing number for Enterprise is 17003286. LCS account number is SL55001.</p>
<p>Do I need a billing number if I only make reservations for my personal use?</p>	<p>Use the LCS Leisure account # - XZ5550A. We also recommend that you sign up for the Emerald Club.</p>
<p>Can I rent with my personal credit card for my personal use?</p>	<p>Yes, but taxes will be applied to the rental. You will need to have your LCS Leisure Account# XZ5550A, your driver's license and your LCS ID with you to pick up the car.</p>
<p>Can I rent with my personal bank-issued debit card for my personal use?</p>	<p>Although possible, there are additional requirements. Please contact the local rental location for their debit card policy.</p>



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Can someone else return my rental car?	Yes, a business or personal associate may return the vehicle on behalf of the primary renter.
Is there a way to return the car after hours?	<p>Yes, Enterprise locations in Tallahassee have drop boxes near the front door.</p> <p>Park car on the lot & deposit keys in secure box provided. Enterprise will inspect & close out the contract the following morning. The renter will be contacted if there are any issues.</p>
How do I get a copy of the receipt?	<p>Travelers are provided rental receipt with each return either in person or to email address on file.</p> <p>Emerald Club users are emailed receipt within 30 minutes of return.</p> <p>You can go to the Enterprise.com webpage, go to the bottom of the page, under the header Reservations and use the link "Get a Receipt" to obtain a copy of a receipt.</p> <p>You can also have a copy sent to you by calling: 1-800-468-3334 or emailing StateofFloridaBRSE@ehi.com & providing the traveler name & rental agreement number.</p>
What about tolls?	<p>Do not use a SunPass transponder from Enterprise. Please pay toll and save receipt to turn in with your out of county travel for payment.</p> <p>If traveler has a personal SunPass transponder, please submit printout with your out of county travel for payment.</p>
In what condition does the car need to be returned?	<p>Routine dirt & minor trash is to be expected. Detailing fees will be assessed if the vehicle is returned at an unreasonable level of cleanliness i.e.: smoke, stains, or excessive pet hair.</p>
What about optional insurance coverages offered by Enterprise & National?	<p>If you are renting for business use, do not accept any of the optional insurance coverages. These coverages are included in the state contracted business rate & are automatically included on all business rentals.</p> <p>If you are renting for leisure use, these coverages are NOT included, but if you choose, it may be added to your reservation at your cost.</p>



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What about gas?	<p>Travelers need to check fuel levels upon departure.</p> <ul style="list-style-type: none"> • National locations provide a full tank. • Enterprise provides a minimum half tank of fuel at all Florida locations & ¼ tank at non-Florida locations. • Travelers should pay for their own fuel and save receipt to turn in with out of county travel for payment.
Can we use additional discounts?	Additional discounts (like AARP, AAA, etc.) will not be accepted in conjunction with the state rate.
What about 12 & 15 passenger vans?	Due to Leon County School Policy #8660 students may not be transported in a 12 or 15 passenger van.
What kind of car will I get versus what I reserved?	Compact Class should be reserved unless a larger size is justified. Otherwise, you will receive the car class reserved. If the renter wishes to upgrade into a larger car, they will have to pay separately for an upgrade at the counter.
What if I want to combine my business & leisure travel? Can I have the billing split?	Notify the rental agent at the time of pickup for further instructions.
Are one-way rentals allowed on this contract?	<p>Yes - Enterprise & National will not charge a drop fee for one-way rentals within the State of Florida & within 700 miles out-of state.</p> <p>Mileage will be assessed on any one-way rentals out-of-state that exceed 700 miles. A mileage fee of \$0.20 will be assessed for each mile beyond the initial 700 may be assessed.</p>