

1. How do I make a rental car reservation with Enterprise or National?

The preferred method is to utilize UK Travel Services' designated travel vendors to make your Enterprise or National rental car reservation. UK's Concur, AAA at 859-323-5354, or Avant Travel at 859-233-0000 have our discount numbers already loaded in their booking systems. Payment must be made with a procard or personal credit card in the traveler's name.

If Concur, AAA, or Avant Travel show no vehicles available, try the Enterprise or National websites. If no cars are still not available, call the rental location directly and follow the prompts to speak to a local representative. UK is a high value client in the Lexington market and local Enterprise and National rental car staff will do what they can to find solutions even when regular booking channels show no car inventory.

If your area has established direct billing with Enterprise and National (please note that direct billing should only be used if other options are not available):

- Go to the individual websites for booking.
- Enter the UK Contract I.D. XZ58300 to receive our discounts.
- When prompted, add your area's direct bill number (see Barbara McFarlane).
- You will also need to enter a UK Identifier which can be your employee ID, cost center, or other identifier your area advises you to enter.

2. Can I get an Enterprise or National rental car any time I want?

If vehicles are available, you can get a vehicle on the same day. Because of COVID-19, car manufacturing has been impacted and this is limiting the number of rental vehicles available. University reservations are given priority over a typical rental customer, but it is encouraged that you make reservations well in advance if possible. You can walk in and rent a vehicle but be aware availability may be a problem.

3. Do I need to fill the gas tank before returning my Enterprise or National rental car?

At airport locations, every car is rented with a full tank and require cars to be returned with a full tank. Neighborhood locations may rent cars with a partial tank of gas, and Enterprise requires that the renter return the car with the same fuel level. If, for some reason, you return the car without filling up the gas tank to the original level, Enterprise or National will add gas and charge your credit card/direct bill with the cost (more expensive than if self-filled).

4. How much notice is needed to rent 3/4-ton trucks?

For specialty vehicles like trucks, you should contact the Enterprise truck rental location on Winchester Road. These reservations should be made well in advance to ensure the type of vehicle you need is available.

5. Do you need to request that 3/4-ton trucks have a tow hitch or is that automatically assumed when you rent this vehicle?

All 3/4 ton trucks from Enterprise Truck Rental have tow hitches.

6. What do we do if we need a truck with a camper top?

Enterprise and National rental vehicles do not have camper tops. A different type of vehicle will need to be reserved.

7. If we are towing a trailer, whose insurance covers it - Enterprise or UK? If an issue were to arise, who do we contact?

UK's insurance will cover if it is a UK-owned trailer. For specific insurance questions or issues, please contact UK Risk Management.

8. What is the largest passenger van we can rent?

15-passenger vans are the largest, but there are restrictions on the number of occupants. At this time, a maximum of 12 individuals (11 passengers and driver) can be in a 15-passenger van. If any luggage or equipment is being transported the number of allowable passengers decreases. See [ohs_van_policy.pdf \(uky.edu\)](#) for details. The required passenger van operator training is located here: [UK - Environmental Health And Safety \(uky.edu\)](#).

9. What are the age restrictions on drivers for UK employees? 18, 21, 25 years of age?

Enterprise and National will rent to drivers 18 – 20 years old for business use only. All such Eligible Renters between the ages of 18 and 20 years of age are restricted to renting the following vehicle classes: Economy, Compact, Midsize/Intermediate, Standard, Full-Size, and Minivans.

10. Is Enterprise pick-up still free? Can we be picked up at home versus work?

Yes, pick-up is a free service. Enterprise will pick up from home or work. Certain geographic restrictions may apply. Please keep in mind that **there is no free delivery of rental cars to someone's home or office.**

11. Do all Enterprise locations offer complimentary pick-up service?

All of the neighborhood locations do offer pickup service within a certain geographic radius determined by local management. Pickups should be arranged in advance to assist the branch with planning and staffing levels. This service is not offered in Princeton as there is no Enterprise location nearby.

12. Are we still allowed to add as many drivers as needed on UK contracts with no extra fees?

Yes. Not all drivers need to be present when the vehicle is picked up but must be listed on the rental agreement.

13. Can personal vehicles be parked at the local Enterprise or National locations?

Parking is limited at some locations so parking may not be available. In addition, there is no security at these locations so if safety is a concern you may want to consider having Enterprise pick you up at home or at your office. You must park in pay parking at the airport location. You cannot leave your vehicle in the rental parking at the airport. It will be towed.

14. Is there a hold placed on your credit card or Procard when picking up a rental car?

Yes. A hold for the entire amount of the rental plus a \$300 deposit is included at most Enterprise locations.

15. Is it possible for the Procard holder to reserve a rental car for a non-Procard holder should they not want to use their personal card online or at the rental car location?

Normally a credit card is not needed at the time the rental car reservation is made, so anyone can make a reservation for another person. At the time the vehicle is picked up from the rental location, the renter must present a personal credit card or Procard in the name of the renter. For post-docs and temporary employees who do not have a Procard or do not want to use a personal credit card, the direct bill process should be used (check with your department's business officer to find out if direct billing has been arranged for your area).

16. If we rent a car for 1 day, is it for 24 hours regardless of what time it is picked up?

Yes, rentals are for 24 hours. There is usually a 29-minute grace period for returns. After 30 minutes late, hourly car rate charges and taxes may apply. After 90 minutes late, full-day late charges and taxes may apply.

17. Is there a university policy regarding the kind of vehicle we can choose?

Rates vary for types of cars: compact vs intermediate vs full size. Yes, University policy states that you must select the most economical vehicle that meets the needs of the business purpose.

18. What if the type of vehicle I need is not available on Concur?

Since Concur displays the most popular car sizes rented by business travelers in a location, sometimes this will not include all vehicle types and sizes (Premium SUVs, 7 passenger mini vans, trucks). If you do not find what you need on Concur, then you can certainly go to the Enterprise or National website and book there. In addition, you can also contact the Enterprise or National location directly to see if they can assist with reservations.

19. Is roadside assistance included in Enterprise rentals?

Every renter receives a copy of their rental agreement which includes phone numbers for Roadside Assistance. The number is 1-800-307-6666. Enterprise contracts with third-party providers to dispatch roadside assistance when necessary but depending on the nature of the issue sometimes the renter can just go to a nearby Enterprise location for assistance.

20. What if minor repairs are needed on my Enterprise rental vehicle?

The customer service representatives at Roadside Assistance will provide guidance to the traveler. Enterprise has a vast network of vendors and many times they can bill Enterprise directly at a negotiated price and the charges are then added to the rental agreement. The renter (UK) is ultimately financially responsible for most roadside services like lockouts, jumpstarts, and tire repairs which are not related to a defect in the vehicle.

21. What is the earliest you can pick up an Enterprise rental vehicle, and are all locations open 7 days a week 365 days a year?

The list below provides contact information for local Lexington and surrounding area Enterprise locations. You should check with the local office or website to verify hours.

Open Locations	Address		Phone Numl
Georgetown	1135 Lexington Road, Suite H	Georgetown, KY 40324	(502) 863-2625
Lexington - New Circle Road	281 W New Circle Road	Lexington, KY 40505	(859) 281-6446
Lexington East	2893 Richmond Road, Suite 130	Lexington, KY 40509	(859) 269-9149
Lexington North	1140 Winchester Road	Lexington, KY 40505	(859) 281-6446
Lexington South	4001 Nicholaville Road	Lexington, KY 40503	(859) 271-9697
Lexington Truck	1140 Winchester Road	Lexington, KY 40505	(859) 253-9955
Lexington West	1052 West Highway Street	Lexington, KY 40508	(859) 233-7799
Paris	4139 Lexington Road	Paris, KY 40361	(859) 987-1554
Lexington Airport	4000 Terminal Dr., Suite 106	Lexington, KY 40510	(833) 338-3315
Versailles	3405 Lexington Road	Versailles, KY 40383	(859) 873-9922
Winchester	878 Bypass Road	Winchester, KY 40391	(859) 744-5500