

How do I make a reservation or get a quote?

1. Copy this link into your internet browser to take you to our website to view rates and make a reservations.

http://www.enterprise.co.uk/car_rental/deeplinkmap.do?bid=002&cust=2US0894

2. If you don't have internet access phone our contact centre quoting your Black Prince Account Number - **2US0894 Contact Number— 0844 800 2350**

3. If you have any issues with the above contact Chris Blair on 07855466919 or email Christopher.j.blair@ehi.com

How do I get the car?

We offer a free pick up service—which means an Enterprise driver will pick you up from your location and drive you to their local office to collect the vehicle and complete the transaction - This is **FREE**. To arrange this you must contact the office you have made the reservation for and book in your pick up time and location.

Can I return the car to a different location?

Yes—this is called a one way rental. To arrange this you must contact the branch you have made the reservation with to explain where you will return the car. There is an additional charge of £35.00 to one way your vehicle at an airport location and £15.00 to one way to any other location.

When do we pay for the rental?

You pay for the rental when you pick up the car—we accept all major credit and debit cards.

Do I need anything else when I collect the car?

The rental location will need a copy of your driving license and your passport to complete the transaction.

How do I return the car?

1. You can return the vehicle direct to an Enterprise location and they will drive you to your local destination—this is **FREE**. To arrange this you must contact the office you have made the reservation at and explain where you need to go.

2. You can leave the vehicle at a Black Prince base for the local office to collect— to arrange this you must contact the office you have made the reservation from to arrange the collection location. There is an additional charge of £10.00 for collections.

What do I do if I break down or have an accident?

Enterprise vehicles have full 24 hour AA breakdown coverage—all numbers are listed on your rental contract.

Enterprise vehicles all come with CDW collision damage waiver with a £500 excess. This can be reduced just ask when collecting your rental vehicle.