



Information Pack

24/7 clubhouse team:
membership@EnterpriseCarClub.ie

0818 202 101

Take five before you drive

2



Take five minutes to check for prior damage 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 vehicle that are outside the guidance provided on the Damage Evaluator. Please also inform us of the following:

- Any maintenance lights or warning lights not working
- Any concern that makes you feel unsafe to drive
- Interior damage or odours
- Missing fuel card

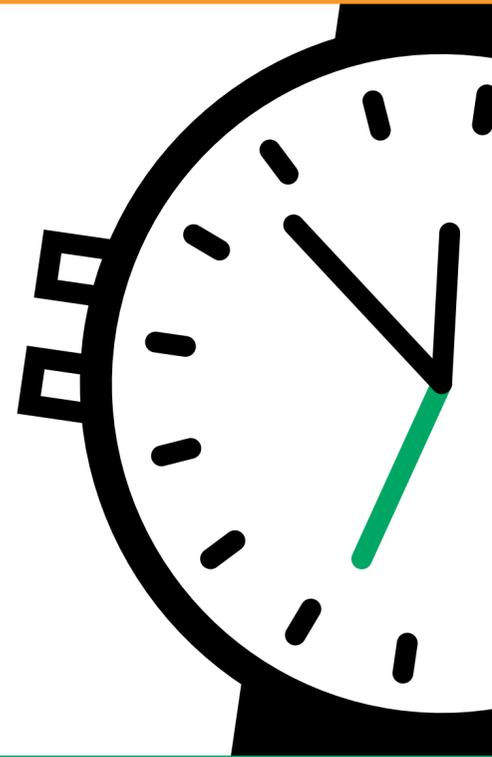


Call us to make a report.

BEFORE DRIVING AWAY, check for any damage or vehicle issues and report to our Clubhouse team 0818 202 101 immediately to avoid being held responsible for damages. Additionally, failure to report damage could result in suspension or termination of membership.*

* Refer to your terms and conditions additional information on member responsibilities for reporting vehicle damage.

What if I'm running a bit late?



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 Car Club app, or by calling the Clubhouse before your reservation begins (booking charge applies).

You can extend your reservation from within the vehicles by 15 minute increments. To do so, simply press menu on the PIN pad in the glove box and follow the instructions. You can also extend your reservation via our mobile site or app. If in doubt please call the Clubhouse team (free from the PIN pad in the glovebox).

To avoid extra charges and be considerate to other members, notify us that you are running late or need to extend your reservation.

You can cancel up to 5 hours before your reservation begins. If you cancel, shift or shorten with less than 5 hours' notice, you will be billed for the cost of the reservation up to a maximum of €30.



How to start and end your Car Club reservation.



Enter your PIN and take the keys

Open the glovebox. Once you have entered your PIN and answered the questions on the keypad, the keys will be released. You can now use the vehicle keys to unlock and lock the vehicle during your reservation.

1 Return vehicle

Return the vehicle to its designated location (see your booking confirmation for details).

2 Return Key

Turn off the ignition, return the keys to the PIN pad inside the glovebox and answer the questions on the keypad.

3 End the reservation

End the reservation. Exit the vehicle (do not manually lock the doors). End the reservation using the app. Or hold your membership card over the reader on the windscreen until the light turns red and the doors lock. Once the doors lock, your reservation has ended.

How to refuel or recharge

5



How to refuel or recharge your Car Club vehicle.



Please remember to return with over a $\frac{1}{4}$ tank or if driving an electric vehicle, plug it in to charge at the end of your reservation, using the cable and charging card provided.

Fuel/Charge up using the chip-and-PIN fuel card or charge card. If required, the unique 4-digit PIN can be found on your booking confirmation. The card is located in a slot on the back side of the PIN pad, inside your glovebox. Alternatively, it can be found on the side of the dashboard, to the right of the steering wheel – this may only be visible when the driver's side door is open.

Refueling:

- Switch off the ignition and remove the fuel card
- Check whether the vehicle takes petrol or diesel, and fill up the vehicle as normal
- Use the fuel card to pay at the kiosk after filling up.
The required PIN was provided in your booking confirmation
- Return the card to where you retrieved it from

Recharging:

Your booking confirmation will contain details of how to charge your Electric Vehicle. If you need to charge during your booking and the charge card does not work at the charging point you are using, you can easily claim back the cost via our mobile app.

Accident checklist



Take these steps in the event of an accident.

1 Call 999 if anyone needs medical attention

Make sure that your passengers are safe at all times.

2 Remain at the scene

If the vehicle is drivable, move off the road and out the way of traffic. Turn the vehicle engine off and turn the hazard lights on if necessary.

3 Gather third party details

Record contact details and vehicle registration. You will need to relay this information to the Clubhouse team.

4 Call Clubhouse from the scene

Any accident or new damage must be reported to us immediately, before you leave the scene. We are available 24/7 to take your call on 0818 202 101.