



## Car Rental FAQ's

### **What are the rates?**

Enterprise offers a set discounted rate plan for all incoming students. These rates are available year round and include discounts on all vehicle types. All rates listed do not include taxes or fees.

### **How do I make a reservation?**

Contact Erica Guerrero at [Erica.guerrero@ehi.com](mailto:Erica.guerrero@ehi.com) or 818-464-3924

### **What about Insurance?**

Please contact your insurance company prior to your rental to determine the limits of your coverage.

Collision Damage Waiver, Personal Accident Insurance, Roadside Assistance Coverage and Supplemental liability are offered to all renters over the age of 21 at the time of rental.

For a complete explanation of the costs and benefits of each of these products, visit [www.enterprise.com](http://www.enterprise.com)

### **I'm under 21, can I still rent?**

Absolutely, through our arrangement with your school, Enterprise does allow students under the age of 21 to rent during their stay. Some additional information will be required to verify your insurance will transfer to the rental vehicle. In addition, a \$10/day underage fee will be accessed to the rate. There is a \$5/day underage fee for students who are 21-24 years old.

### **Can I rent from the Airport?**

You should pick your card up from the Studio City location. By doing so, you'll save over 20% in taxes that Southern California airports charge on car rentals plus additional airport underage fees. We do NOT offer a shuttle service from the airport to the Oakwood apartments however; we have included a couple recommendations for Shuttle Companies below.

Primetime Shuttle – [www.primetimeshuttle.com](http://www.primetimeshuttle.com)

Super Shuttle – [www.supershuttle.com](http://www.supershuttle.com)

### **I've arrived in LA, now how do I get my rental?**

Once you have arrived in LA, you'll want to get your rental as soon as possible. You can arrange to take your cab or shuttle directly to our branch or once you are settled you may call for a pickup at the Oakwood property. Due to the high volume of students typically arriving on the same day, we schedule

shuttles from the South Clubhouse throughout the day. Please call the branch the morning of your reservation to find out when these will occur.

The Studio City branch is open from 8am to 6pm Monday – Friday and from 9am to 12 noon on Saturday. All pickups must take place during these times.

### **Can I put this on my Parent's credit card?**

All rentals must be placed on a credit or debit card in the renter or student's name. A parent or guardian's card cannot be used unless otherwise authorized. The charges to the card are placed 1 month at a time in advance of the month.

### **What do I need to do now that I have the car?**

Once you are in your rental, it is vital that you renew/rewrite your Enterprise contract every 30 days. Most insurance companies will not cover a rental of more than 30 consecutive days. In addition, it allows us to inspect the vehicle to ensure proper maintenance. In order to do so, you simply need to stop in at the Studio City location to have the vehicle inspected and new paperwork signed. You may receive reminder phone calls around your 30<sup>th</sup> day; however it is the responsibility of the renter to ensure the contract is renewed in a timely fashion.

### **Can I return to the airport?**

All rentals should be returned back to the Studio City location when you are finished. If you need to return to either BUR or LAX, there is a \$50 one way fee which will be added to your last month's rental. Any other airports or other locations are subject to a fee depending on the location. Should you need to return your vehicle during hours in which the branch is closed, please call the branch before hand to receive instructions on the process. Please note: the renter is responsible for the condition of the car until the vehicle is collected by an Enterprise agent.

### **Can students car share?**

If a student is under 21, there can be no additional drivers on that rental contract. If a student is over 21, one additional driver may be added on to the contract. One student will be listed as the primary driver and will ultimately be responsible for the vehicle. It is advised that both students verify their insurance coverage prior to the rental.

### **I have more questions!**

If you have any additional questions about the process, you may reach out to any of the following people:

Erica Guerrero at [Erica.guerrero@ehi.com](mailto:Erica.guerrero@ehi.com) or 818-464-3924

OR

Mats Hellstrom at [mats.hellstrom@ehi.com](mailto:mats.hellstrom@ehi.com) or 310-258-7640 office