



## Roadside Assistance

Customers in need of emergency road service in the United States and Canada may call a dedicated 24-hour roadside assistance line. Instructions for contacting the roadside assistance line are included in the rental agreement provided at the counter. For Emerald Club® members who choose to bypass the counter and proceed directly to the vehicle, the instructions will be located on the driver's visor.

Travelers using the National Car Rental App also have the ability to press the Roadside button. This allows them to call 911 or be connected with our roadside team for assistance.

Emergency road service is available to assist renters when they lose their keys, get flat tires, are involved in accidents, or experience mechanical failure.

### Service Fees

Renters are responsible for the proper operation of their rental car including safe keeping of keys and supplying their own fuel. In the event of lost keys or an empty gas tank, we will gladly provide assistance; however renters may be responsible for service fees.

### Response Time

Because each client's needs are distinct it is very difficult to provide specific response times for service. For example, in a metropolitan area tire changes, lock out assistance, or jump starts generally takes 45 to 90 minutes. Assistance in remote areas could require a longer response time. The traveler will receive an ETA when reporting their need for assistance.

### Service Providers

The majority of our rental locations enlist Allstate and AAA to aid travelers in need of roadside assistance; however National Car Rental® and Enterprise Rent-A-Car® utilize a variety of local and nationwide roadside assistance providers based on need and location.

### Replacement Vehicles

When a replacement vehicle exchange is necessary, the Roadside Assistance department will identify the closest location to the point of disablement. A tow provider will be dispatched to exchange vehicles with the traveler. All service for the disabled vehicle will be addressed by National or Enterprise.

### Trip Interruption

In the event that trip interruption requires overnight accommodations, our Contact Center agents will arrange lodging, meals and/or alternate transportation if necessary. Renters are responsible for all expenses incurred which are subject to reimbursement or direct payment at the discretion of authorized National or Enterprise personnel.

**Emergency Numbers (U.S.):** National Car 1 (800) 367-6767 & Enterprise Rent-A-Car 1 (800) 307-6666