

# Short-term vehicle rental information

## Enterprise Rentals User Guide

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Central Vehicle Agency, Ministry of Central Services, Division

*This is a guide to booking short-term vehicle rentals with Enterprise Rent-A-Car.*

### Booking/Reservations

#### How do I book a vehicle?

##### Online

Vehicle rentals from Saskatoon, Prince Albert, North Battleford, Regina, Moose Jaw and Swift Current can be made directly from the Enterprise website. **It is recommended that reservations be made online.** Each client group has their own custom website link to access the online booking system. Contact your Vehicle Coordinator to get the booking link.

See the [Step-by-Step Guide](#) for screen shots and step-by-step booking instructions.

Please note that bookings must be made at least 24 hours in advance. Accommodating bookings made with less than 24 hours' notice may not be possible.

##### Phone

Phone reservations can be made by calling your local location as referenced in the Rental Location and Service Chart below. Online reservations are preferred but reservations can also be made by phone. See the [Rental Location and Service Chart](#) for specific contact information and hours of operation.

##### In person

In person reservations are not recommended. Online reservations are preferred.

### Pick up and drop off protocols during the COVID-19 pandemic

#### What can I expect when I pick up a vehicle from open store front locations during the COVID-19 pandemic?

\*See the [Rental Locations and Service Chart](#) for a list of store front locations still open for pick ups

An Enterprise employee will call you to confirm pickup information after you have booked your reservation.

##### Pick up protocol (during business hours)

Drivers should budget roughly seven minutes for the pickup process. This time includes reviewing and signing the rental agreement and doing a visual inspection of the vehicle with an Enterprise staff member while maintaining a safe distance of two metres from each other.

##### Pick up protocol (outside of business hours)

Vehicle pick-ups are only available during business hours. If drivers need access to a vehicle outside of business hours, it is recommended that they arrange drop off service in advance of when they need the vehicle while maintaining a safe distance of two metres from each other.

#### What do I expect when I pick up a vehicle if the store front location

An Enterprise employee will call you to confirm pickup information after you have booked your reservation.

**is closed due to the COVID-19 pandemic?**

**What can I expect when I drop off a vehicle to open store front locations during the COVID-19 pandemic?**

**\*See the [Rental Locations and Service Chart](#) for a list of store front locations still open for pick ups**

**What do I expect when I drop off a vehicle if the store front location is closed due to the COVID-19 pandemic?**

**Pick up protocol (during business hours)**

Pick up protocol remains the same. An Enterprise employee will meet the driver at the specified location.

Drivers should budget roughly seven minutes for the pickup process. This time includes reviewing and signing the rental agreement and doing a visual inspection of the vehicle with an Enterprise staff member while maintaining a safe distance of two metres from each other.

**Pick up protocol (outside of business hours)**

Vehicle pick-ups are only available during business hours. If drivers need access to a vehicle outside of business hours, it is recommended that they arrange drop off service in advance of when they need the vehicle.

**Drop off protocol (during business hours)**

Drivers should budget roughly seven minutes for the drop off process. This time includes returning the keys, doing a visual inspection of the vehicle with an Enterprise staff member and closing the rental agreement while maintaining a safe distance of two metres from each other.

Drivers have the option to drop the rental keys in the drop box at any of the locations, if that is the preference.

**Drop off protocol (outside of business hours)**

When the vehicle is dropped off outside of business hours the driver should park the vehicle in an open parking space and drop the keys in the drop box at the front door. The drop box has a drawer in the front, pull it open, put the keys in the box, close the drawer and you should hear the keys drop into the bottom.

Please note that the driver is responsible for the vehicle until Enterprise has checked the vehicle back in. Any damages occurring during an after-hours drop off and prior to Enterprise checking the vehicle back in are the responsibility of the driver. There is no additional fee for one way trips within Saskatchewan where a vehicle is picked up in one location and returned at another.

**Drop off protocol (during business hours)**

Drivers can drop off the vehicle by either at the CVA Regina main office or at any Enterprise location. It is the driver's responsibility to arrange to have an Enterprise employee present during the drop off if that is their preference. Enterprise must be notified where the vehicle is being dropped off.

**Drop off protocol (outside of business hours)**

When the vehicle is dropped off at any Enterprise location outside of business hours the driver should park the vehicle in an open parking space and drop the keys in the drop box at the front door. The drop box has a drawer in the front, pull it open, put the keys in the box, close the drawer and you should hear the keys drop into the bottom.

Please note that the driver is responsible for the vehicle until Enterprise has checked the vehicle back in. Any damages occurring during an after-hours drop off and prior to Enterprise checking the vehicle back in are the responsibility of

the driver. There is no additional fee for one way trips within Saskatchewan where a vehicle is picked up in one location and returned at another.

## Rates, Invoicing and Payment

### What are the new rental rates?

Daily rental rates include unlimited mileage, full insurance coverage and roadside assistance. Winter tires can be requested at a cost of \$12 per day. Drivers will be responsible for covering their own fuel costs. Additional charges may apply to roadside assistance claims such as instances where a key is lost or the vehicle runs out of fuel.

### How are invoicing and payments managed?

#### Billing

Each individual group will receive a 30-day statement summarizing the rentals from their area. Statements will be sent to Vehicle Coordinators to arrange for payment. Payment is required within 30 days.

#### Payment

Electronic fund transfers are the preferred method of payment. Cheque and credit card payments can also be accepted if required.

## Drop off and pick up services

### Are vehicle drop off and pick up services available?

#### Vehicle drop off service

Drivers can arrange to have a vehicle dropped off at a particular location of their choosing. Drivers are required to complete the online reservation process and call the selected branch location to arrange for the drop off service. There is a \$15 one way or \$30 round trip fee for this service. Requests should be made a minimum of 24 hours in advance.

#### Vehicle pick up service

Drivers can arrange to have a vehicle picked up at a particular location of their choosing. Drivers are required to complete the online reservation process and call the selected branch location to arrange for the pickup service. There is a \$15 one way or \$30 round trip fee for this service. Requests should be made a minimum of 24 hours in advance.

### Are driver pick up and drop off services available?

#### Driver pick up

Drivers can arrange to be picked up at a particular location of their choosing within city limits and brought to the rental location. Drivers are required to complete the online reservation process and call the selected branch location to arrange for the pickup service. There is no fee for this service. Service is only available during business hours.

Please refer to the Rental Locations and Service Chart document for each location's business hours. Requests should be made 20 minutes in advance.

#### Driver drop off

Drivers can arrange to be dropped off at a particular location of their choosing within city limits after returning the vehicle to the rental location. Drivers are required to complete the online reservation process and call the selected branch location to arrange for drop off service. There is no fee for this service.

Service is only available during business hours. Please refer to the Rental Locations and Service Chart document for each location's business hours.

## Cleanliness

**What measures is Enterprise taking to maintain cleanliness during the COVID-19 pandemic?**

Enterprise continues to do what is necessary to prevent the transmission of all viruses by asking their employees to wash their hands consistently and cough into their elbows when needed. Employees have been asked to avoid shaking hands and have been asked to stay home if they are not feeling well.

### **Process for cleaning vehicles**

Enterprise sprays disinfectant on a fresh cloth and uses it to clean the entire interior of a vehicle along with its keys.

### **Process for cleaning store front locations**

Rental locations are cleaned three times daily (8 a.m., 12 p.m. and 4 p.m.) A bottle of disinfectant is kept at the front of the office to clean the keys before we hand them to a customer. We also clean the steering wheel again in the presence of the customer.

## Insurance

**Do I need to purchase additional insurance?**

### **Included insurance coverage**

All rentals under this agreement include insurance coverage through Enterprise. Eligible drivers will have a \$0 deductible on every rental at no additional cost, which includes collision and liability coverage. In the event of damage, drivers must be able to provide a detailed incident report that satisfies SGI's requirements for a claim, or coverage may not be extended.

### **Non-government employees**

Employees outside of government may wish to acquire additional insurance coverage through their corporate insurance.

## Fuel Charges

**How should drivers pay for fuel purchases?**

### **Fuel payments – government employees**

Government employees can purchase fuel in one of the following ways:

- A government issued purchase-card (p-card) can be used to purchase fuel for rental vehicles. It is highly recommended that employees use a p-card for fuel purchases. \*
- Employees can also pay for fuel out of pocket and submit an iExpense claim along with their receipts as per the regular reimbursement process.
- Employees can request a travel advance from their ministry through the regular process.

\*Please note, if you do not have access to an existing government issued p-card it takes roughly seven to 10 days to process a request for a new p-card.

### **Fuel payment – non-government employees**

Employees outside of government ministries will be required to follow their own internal processes for fuel charges or reimbursements

**Does the vehicle need to be refueled when it is returned?**

**Returning the vehicle with a full tank of gas**

All vehicles will have a full tank upon pick up. Drivers who wish to return the vehicle with a full tank are welcome to do so and use the methods listed above to cover the cost of fuel.

**Returning a vehicle without a full tank of gas**

All vehicles will have a full tank upon pick up. Drivers have the option to return the vehicle without filling the tank. Enterprise offers a service where they will fill the tank and bill the driver for the fuel charges. Fuel is charged back according to current market prices and will be added to the final invoice that is submitted for payment.

**Winter Tires**

**Are winter tires available?**

Vehicles come equipped with all-season tires. Winter tires are available for a fee of \$12 a day. During the winter months (October 1st – April 30th) vehicles with winter tires will be available for rental with a minimum of 24 hours' notice. An intermediate car with winter tires will be available online for booking (as seen in the Enterprise Rentals Step-by-Step Guide to Online Bookings document).

If a different class size is required with winter tires, you can reach out to your local branch to make those special requests. Drivers wishing to have a vehicle with winter tires must request this option through a phone call to your local branch, or the online booking process with a minimum of 24 hours advance notice to guarantee availability.

**Eligible Drivers**

**Who is able to book vehicles under this agreement?**

The rental agreement is designed to include any Saskatchewan Authorized Public Sector Entity and those travelling on government business. This includes:

- Employees of the Government of Saskatchewan;
- Employees of an agency, board, commission or Crown corporation of the Government of Saskatchewan, or other agent of the Crown
- designated by the Minister of Central Services;
- Employees of regional health authority or an affiliate, such as a university, college, institute, board of education, the conseil scolaire or any other educational institution or body in Saskatchewan;
- Employees of a municipality or other local governing body in Saskatchewan;
- Employees of other institution or body designated by the Lieutenant Governor in Council as a public institution;
- Employees of the Government of Saskatchewan travelling on official government business including Members of the Legislative Assembly (MLAs), and Judges and officials of the Courts of Saskatchewan.

Drivers in Canada must also be 18 years of age and hold a valid class 5 drivers license. Drivers may be asked to show government ID or proof of being on government business.

In order for a government contractor to access the rental agreement they must present a letter from the province or authorized public sector organization that

identifies them as an approved contractor, indicates the start and finish dates of their contract, and is signed by an appropriate official.

Government employees and elected officials from Alberta, British Columbia and Manitoba on government business are also eligible to rent under the agreement.

**Can personal rewards cards be used when renting a vehicle using this agreement?**

Drivers must not receive any personal benefit when renting a vehicle under this agreement. As a result, drivers should not use their personal rewards cards and/or membership numbers when making bookings

## Road-side Assistance

**What should drivers do in case of a vehicle malfunction?**

Road-side assistance is available at 1-800-307-6666 and charges may apply such as lost keys and out-of-fuel service

## Accidents

**What should drivers do in case of an accident?**

Take whatever steps necessary to protect yourself from further injury. Do not move an injured person unless it is necessary to get the person out of danger of further injury. Only provide the first aid that you are qualified to provide. Call local Police immediately if the collision involves:

- Any bodily injury or death
- A hit-and-run
- A driver that appears to be impaired by drugs or alcohol
- A motor vehicle towed from the scene
- An out-of-province vehicle
- Damages caused by vandalism and malicious acts, or theft or attempted theft

Cooperate with local law enforcement. Provide factual information. Limit responses to questions asked. Obtain the driver's name, address, phone number, license and plate number, and the name and address of the owner if the driver is not the owner. Identify witnesses and obtain addresses and phone numbers. Do not discuss your actions with parties other than law enforcement. Do not admit fault to other parties or make any statements about the province's response to the accident, financial or otherwise.

Report the accident to your supervisor and to Enterprise Rentals at 1-800-307-6666 as soon as possible.

## Contact Information

**Who can I contact about short-term vehicle rentals?**

You should contact the Vehicle Coordinator within your ministry.

In the event that you need to speak to someone from Enterprise directly, please contact Kristen Franks by phone at 306-612-0035 or Adam Watt by phone at 306-280-9624.