

UNC Sport Clubs

Enterprise Vehicle Rental Policies and Procedures

Effective Date: 9/1/16

As of 9/1/16, UNC Sport Clubs will have a new vehicle rental policy for participants and organizations. These procedures will replace all former vehicle/van rental procedures including "Sport Clubs Drivers", rates, reservation processes, etc...

Sport Clubs that want to rent vehicles in collaboration with UNC Sport Programs and the University will now rent vehicles exclusively through Enterprise. The benefits of using Enterprise as a preferred vendor include:

- Newer, nicer, safer vehicles with lower mileage
- Greater vehicle inventory, and a larger variety of vehicles to choose from
- Variety of pick-up locations and free pick up
- Direct billing to University/Club accounts
- Drivers do not have to be University employees
- All insurance is included
- No driving age fees (age restrictions still exists to rent specific vehicles)

Please carefully read the policies and procedures below before requesting to rent Enterprise vehicles and/or attempting to register club members for Drivers' training workshops.

ENTERPRISE VEHICLE RENTAL STEPS – QUICK GUIDE

1. Eligible student club members who are willing to drive will register for a Drivers' Certification class online at <http://campusrec.unc.edu/programs/sport-clubs/officers-info/>
2. All student drivers will attend a 30-45 minute Drivers' Certification class which will detail UNC Sport Clubs' Enterprise Vehicle Rental Policies and Procedures including information on:
 - a. Reservation Process
 - b. Paperwork & Documentation Required to Rent Vehicles
 - c. Driver Eligibility Information
 - d. Safe Driving Tips and Techniques
3. A Sport Club member/driver (Primary Driver) will submit a vehicle reservation request online at <http://campusrec.unc.edu/programs/sport-clubs/officers-info/>
4. Reservations will be confirmed by the Sport Programs Office and clubs will receive a confirmation email prior to trip departure information with all relevant information needed to pick up/return vehicle and travel.
5. Upon return to Chapel Hill, a designated Sport Club member will submit a post-trip form online at <http://campusrec.unc.edu/programs/sport-clubs/officers-info/> or on IMLeagues.
6. Clubs will be notified and charges will be deducted from clubs' SAFO accounts approximately 2 weeks after the completion of a trip.

Driver's Certification Requirements:

Prior to reserving rental vehicles, Sport Clubs must have enough eligible "Certified Drivers" on file with the Sport Programs Office for any requested trip.

Sport Programs requires the following number of drivers per trip and prior to reserving a rental vehicle:

- **Trips 0 – 200 miles one way:** 2 Certified Drivers per vehicle rented
- **201 – 450 miles one way:** 3 Certified Drivers for 1 vehicle or 5 Certified Drivers for 2 Vehicles
- **450 miles one way:** 4 Certified Drivers for 1 vehicle or 6 Certified Drivers for 2 Vehicles
- If a club is renting more than 2 vehicles, please contact the Sport Programs Office to determine how many drivers are needed.
- Any club wishing to rent a vehicle to travel more than 450 miles one way, must receive pre-approval from the Sport Programs Office for that specific trip prior to requesting to reserve rental vehicles. Clubs must present a plan to split trip over multiple driving days, and/or only drive during allowed hours (5:00 am – 12:00 am).

Sport Clubs Certified Drivers:

1. Will attend 1 Drivers' Certification class hosted by the UNC Sport Programs Office. These workshops will be held periodically throughout the fall and spring semesters, and students must preregister online at <http://campusrec.unc.edu/programs/sport-clubs/officers-info/>
2. Will provide a valid US Driver's License with an issue date of no less than 3 years from the training date.
3. Sign an acknowledgement stating that the individual understands UNC Sport Clubs policies and has not had more than one minor moving violation (i.e. speeding ticket) in the last past 2 years and has not been charged with driving under the influence or alcohol or controlled substances.
4. Will score at least 80% on a training and procedures comprehension assessment at the completion of the workshop.

Reservation Process:

All Enterprise Vehicle Rental Requests must be made online at least 10 days in advance of expected vehicle pick-up date. A primary Sport Clubs Certified Driver must submit an online vehicle rental request form online at <http://campusrec.unc.edu/programs/sport-clubs/officers-info/>. The reservation request form will require the following information:

- Vehicle Pick-up Date and Time:
- Vehicle Return Date and Time:
- Type of Vehicle Requested: **(A separate Vehicle Rental Request Form must be completed for each vehicle requested)**
- Trip Destination:
- Mileage one-way:
- Departure Date and Time Leaving from Chapel Hill:
- Return Date and Time Arriving in Chapel Hill:
- Primary Driver's Name, Email Address, and Phone Number:
- Additional Driver's Names and Email Addresses: (Number to be determined by formula listed above)

Once a Vehicle Reservation Request form has been received by the Sport Programs Office, staff will confirm the requesting club has enough certified drivers. If so, staff will submit a vehicle request to Enterprise on behalf of the club. Once the request has been confirmed, staff will notify the club of their pending reservation and an estimate of the total cost of the trip per vehicle.

No more than 2 days prior to a club's expected vehicle pick up date, Sport Programs staff will send a "Sport Clubs Vehicle Rental Confirmation" email to the primary driver and all additional drivers for that vehicle. This email will include important trip information including:

- Vehicle rental confirmation number and pick up location
- A quick guide to UNC Sport Clubs Vehicle Rental Policies
- Emergency Accident/Incident Reporting information including Emergency Contact numbers
- Post-trip vehicle rental procedures

NOTE: Clubs will not receive a Vehicle Rental Confirmation email without a Sport Clubs Travel Itinerary for the requested trip on file

Enterprise Vehicle Rental Rates:

Vehicle Class:	Minimum Driving Age	Passenger Capacity	Daily Rate (Taxes/Fees Not Included):
Economy/Compact Car	19	4	\$31.30
Midsize/Standard Car	19	4	\$33.20
Full Size Car	19	4	\$35.79
Small/Medium SUV	19	5	\$54.77
Minivan	19	7	\$62.94
Full Size SUV	19	7	\$84.63
12 Passenger Van	21	12	\$100.91

***** These are the vehicles, minimum driving ages, and passenger capacities established by UNC Sport Clubs**

Additional Vehicle Rental Rates:

- Cancellation Fee (within 48 hours prior to expected vehicle pick up date and time): \$25/vehicle

**** Fuel is not included with vehicle rentals, and clubs are subject to Enterprise policies regarding refueling vehicles upon rental return.**

Rental Vehicle Driving Policies and Procedures:

- 1. NEVER DRIVE A VEHICLE IF YOU DO NOT FEEL CONFIDENT AND/OF SAFE:**
 - a. IN YOUR ABILITY TO DRIVE,**
 - b. IN CURRENT DRIVING CONDITIONS,**
 - c. OR IN THE VEHICLE'S CONDITION!**
2. Enterprise Rental Vehicles rented by UNC Sport Clubs are limited to Sport Clubs affiliated travel only. Personal use of Enterprise Rental Vehicles is prohibited.
3. All UNC Sport Clubs Drivers must have a valid US driver's license, and have it in his/her possession while driving.
4. Drivers must observe all state motor vehicle laws and ordinances.
- 5. Under no circumstance is a vehicle to be operated while under the influence or intoxicating beverages, drugs, or substances. In addition, these items cannot be transported in rental vehicles.**
6. Parking citations and moving violations are the responsibility of the assigned driver.
7. Drivers are expected to be compliance at all times with UNC Sport Clubs and Enterprise policies and regulations.
8. Drivers may drive for a maximum of 3 hours continuously, and should have at least a 2 hour break prior to driving again.
9. Sport Club participants are not allowed to drive Enterprise rental vehicles between 12:00 am and 5:00 am.
10. Drivers and passengers are expected to wear seat belts at all times the vehicle is in motion.

11. Drivers should not talk, text, or operate a cell phone or other mobile device while driving.
12. It is recommended that drivers have another individual stand outside and assist while backing up a rental vehicle, especially when driving an SUV, minivan, or 12-passenger van. It is often difficult to see behind the vehicle, especially when it is full of people and/or equipment and luggage.
13. Never tailgate when driving rental vehicles, especially larger vehicles and 12-passenger vans. Always allow more stopping distance than you think you need.
14. Passengers should remain calm and relatively quiet while the vehicle is moving to limit possible distractions for the driver.
15. Please pay close attention to changing weather and/or road conditions. Make necessary adjustments in inclement or adverse weather, such as traveling at slower speeds or stopping in a safe place during a powerful storm.

Accident/Incident Policies and Reporting Procedures:

1. In case of an accident, the driver and other passengers should check on the status of everyone in the vehicle. If anyone is seriously injured, a club member needs to call 9-1-1 immediately. For minor injuries, individuals should be assisted and treated by the club's Risk Management Officer or someone else trained in CPR/First Aid if available.
2. If possible, ensure all passengers are moved to areas with reduced risk (i.e. out of the vehicle, on the side of the road, other safe spaces).
3. If possible, communicate with other driver's and/or witnesses to exchange contact information and insurance information. Please comply with all Enterprise policies for accidents/incidents that involve damage to rental vehicles and/or injuries to individuals.
4. Document names, addresses, phone numbers, state and license numbers of persons/vehicles involved (including witnesses).
5. Call the police if necessary or in doubt. Always wait until police arrive to assess the accident before leaving the scene.
6. In cases requiring transportation by medical professionals, at least one club member should accompany the injured participant if possible.
7. At no time, should a Sport Clubs individual be left by his or herself.
8. When it is safe to do so, a Sport Clubs member should contact a Sport Programs Administrator.
9. Following an accident or incident, a Sport Clubs member should complete and submit an Accident/Incident Report Form to the Sport Programs Office.
10. An accident or incident is defined as any action where:
 - a. a rental vehicle comes into contact with anything other than the road
 - b. something on the rental vehicle malfunctions or is broken and requires assistance to fix
 - c. anyone is injured and/or requires medical attention
 - d. anything is stolen or reported missing from the rental vehicle
 - e. there is any interaction with a police officer or other public safety official
 - f. any situation occurs that a responsible club member feels should be brought to the attention of a Sport Programs Administrator.

Tips for Driving a Large Passenger Van:

1. The length of the van must be taken into consideration when turning corners, changing lanes, and/or backing up. Make sure you take wider than normal turns to avoid side swiping things or running the back wheel off of the road.
2. It is often difficult to tell if you are clear to switch lanes, especially on the right side of the van. Use passengers to help you see, and do not switch lanes unless you are absolutely sure the lane is clear.
3. The width of the van is greater than most cars, and the length of the van exaggerates this problem. Drive slowly and always be aware that the shoulder is often soft on narrow and rural roads. It can give way underneath possibly causing the van to roll.
4. The weight of the van requires additional stopping distance. Do not pump the brakes on long descents. Instead, apply constant, even brake pressure to control your speed.

5. Large passenger vans are prone to rolling when cornering sharply, or when running off the road into a ditch or soft shoulder. The chances of rolling over are increased when the van is full, because the center of gravity of the van is shifted more towards the rear and higher up. Use extra caution when traveling at near full or full capacity.

Adverse Driving Conditions:

1. Drive cautiously on wet and slippery roads.
2. Do not jerk the steering wheel or hit brakes hard on wet and slippery roads.
3. Pump breaks gently if you begin to skid, then release brakes and gently apply pressure again.
4. Increase distance between you and the car in front of you.
5. If weather conditions are unsafe, please use caution and find a place to wait until conditions improve. If clubs need to stay overnight to allow weather and/or road conditions to improve, please contact the Sport Programs Office about reimbursement for lodging due to adverse weather conditions. At no point should anyone drive if he/she feels unsafe or unsure in their ability to operate any vehicle at optimum level.

Post-Trip Procedures:

Once an organization returns to Chapel Hill and after the rental vehicle has been returned to an Enterprise location, each organization is required to submit a post-trip form that can be found at <http://campusrec.unc.edu/programs/sport-clubs/officers-info/> or on IMLeagues. Clubs will not be allowed future vehicle rentals unless they submit the short, post-trip form.

If there was an accident or incident with a vehicle during the trip, a Sport Clubs member must contact the Sport Programs Office to submit the Accident/Incident form and have a face-to-face follow up meeting with a Sport Programs Administrator.