

CAR RENTAL INFORMATION & TEES ID's

When making a rental car reservation, ask for the State Contracted rates and reference the rate Identification number listed below. State contracted rates include insurance, and you will not be reimbursed for additional insurance you purchase.

Contract Vendors and TEES ID's

Advantage 712-TXC
Avis F999-712
Enterprise TX-712

HOW TO USE THE RENTAL CAR CONTRACTS:

- 1) Reservations for a rental car may be made through your designated travel agency or by contacting the rental car company directly. If a traveler is flying somewhere and then picking up a rental vehicle, have the travel agency book the rental car at the same time they book the airfare.
- 2) When making a reservation, be sure to provide the name of the state entity of which you're employed and the state entity or TBPC Co-Op contract rate identifier number. Upon completion of the reservation, be sure to verify the rates and get a confirmation number. When picking up the vehicle, give the rental agent the confirmation number and, again, provide the name of the state entity of which you're employed and the state agency or TBPC Co-Op contract rate identifier number. If you are unsure of the appropriate contract rate identifier, contact your travel coordinator. (Important: Be sure your rental is booked on the state contract rate. If not, your rental will not be covered under the contract provisions or with the appropriate insurance coverages.)
- 3) Make advance reservations. If you walk up to the counter at the rental car location without a confirmed reservation, there may not be cars available for rental.
- 4) If the vendor is sold out when you call to make the reservation, contact another contract vendor.

CUSTOMER SERVICE CONTACTS:

Vendor Name	Contact Person	Telephone Number	E-Mail Address
Advantage	Vicki Goldman	(866) 404-8253 (512) 731-2169 FAX (512) 206-0071	vicki.goldman@arac.com

Avis	Theresa Stottlemyre	(800) 525-7521 Ext. 1144 FAX (918) 621-4820	tstottle@avis.com
Enterprise	Heather Pastrick	(800) 250-4501 (512) 912-0332 Ext. 265 FAX (512) 462-0878	heather.pastrick@erac.com

If you are not satisfied with the information provided by the representative, contact the STMP at (512) 463-3435.

INSURANCE:

When you rent a vehicle from Advantage, Avis, or Enterprise under the State of Texas contract, the rental rate includes two kinds of insurance:

LDW (Loss/Damage Waiver or comprehensive), which covers all damage to the rental vehicle if it was rented under the state contract; and

Liability, which covers persons and property outside the rental vehicle. The amount of this extended liability insurance is \$100,000 bodily injury per person, \$300,000 bodily injury per occurrence; and \$50,000 property damage per occurrence, for a total of \$350,000 per accident.

Proof of insurance is located in the glove compartment or on the windshield of all contract rental cars. In the event you need to provide proof of insurance, inform the individual asking that you are renting under a corporate rate which includes the insurance and show the above "proof of insurance" document.

OVERSOLD PROVISIONS:

If a contract vendor does not have the reserved vehicle type available when a traveler arrives at the rental location with a confirmed reservation, the vendor is required to: provide the traveler a free upgrade to the next higher vehicle class, if available; or acquire a comparable vehicle for the traveler from another contract vendor, if possible, or from a non-contract company. In either instance, the rental car vendor must pay any cost difference.

If the counter person you are dealing with will not do this, ask to speak with the location manager. If you still do not get this assistance, call the vendor's customer service contact or call our office (if it is during normal business hours). If for some reason you can't do this at the time of the rental, contact our office as soon as possible after your trip. We will get you a refund or reach a resolution that is satisfactory to the traveler. And, we will request the vendor develop procedures to correct the deficiency from occurring in the future.

NON-CONTRACT RENTAL CAR VENDORS:

If you rent a vehicle from a non-contract rental car vendor, insurance may or may not be included in the base rental rate. Inquire at the time of rental if the contract insurance coverage is included. If it is not, you must purchase the LWD and Liability insurance. If you need to use a non-contract rental car vendor under an allowable exception, LDW and Liability insurance charges will be reimbursed by the Comptroller. Liability insurance supplement, Personal Accident insurance, Safe Trip insurance, or Personal Effects insurance are not reimbursable. (Please refer to the *State of Texas Travel Allowance Guide* published by the Comptroller of Public Accounts.)