Rental Agencies’ Response to COVID-19

Enterprise and National Car Rental

Below are a few of the ways Enterprise and National Car Rental are working to help our Bobcat community:

- Discounted one-way rentals to help people travel back home safely and affordably (the State of Texas employee one-way rental program is still live and available)
- Waiving underage fees for college students and military
- When you come into the location for your vehicle, you will need your Texas State Student ID Card, Driver’s License and the method of payment, which must match the student’s name.
  - For information on the process, available models, ID requirements and to begin the rental reservation process, students can visit enterprise.com/studenttravelassistance or call 1 (844) 624-4412.

Regarding cleaning, Enterprise and National Car Rental have a very formal training process in place that instructs all employees on the proper cleaning of a vehicle. The procedures for every rental include cleaning and wiping down the interior of each car, including dashboard, instrument panel, steering column/wheel, accessory panel, center console, cup holders, compartments, seats, between console and seats, between doorjambs and seats, door, and door pockets with disinfectant cleaner.

Please do not hesitate to reach out to the Enterprise State of Texas assistance line at (512) 912-5500 for more information.

The Hertz Corporation Car Rental

Hertz is taking additional measures to demonstrate their commitment to keeping us informed and getting travelers where they need to be safely and with confidence, so they have implemented some changes to better accommodate traveler’s needs.

- At Hertz’ corporate U.S. and Canada locations, they have temporarily waived young renter fees and lowered the renter age from 20 to 18 years old to help college students and young drivers returning home or needing transportation.
  - To book a rental, call the San Marcos branch location at (512) 392-5394. Tell the agent you are booking under the Texas State University Leisure Program to get the proper rental rate.
  - When you come into the location for your vehicle, you will need your Texas State Student ID Card, Driver’s License, and the method of payment, which must match the student’s name.

- This offer expires on May 31, 2020.
- Enhanced cleaning methods and shuttle buses including using approved disinfectant to regularly wipe down high-touch areas such as door handles, counters, kiosks and other hard surfaces.
- Added more alcohol-based hand sanitizers and are reminding employees to take important hygiene steps, including frequent handwashing and staying home if ill.
- Reinforced rigorous cleaning process which includes paying special attention to priority areas such as door handles, steering wheel, dashboard, console, seats, etc.