

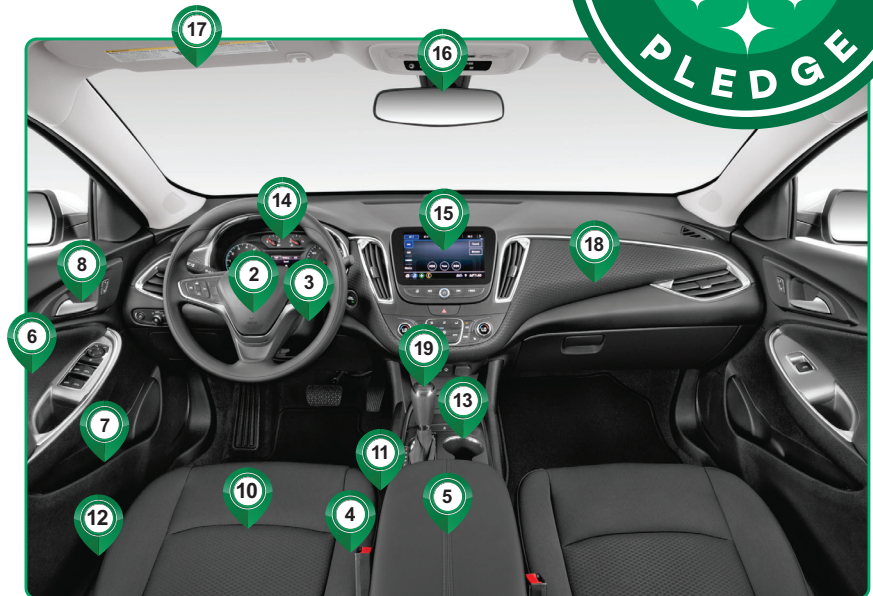
OUR RESPONSE. OUR RESPONSIBILITY.

Rigorous and industry-leading cleaning procedures.

Vehicles rented from Enterprise carry the **Complete Clean Pledge** - to follow best practices recommended by leading health authorities to ensure your safety. In addition to vacuuming and general wipe-down cleaning, **between every rental**, we use a disinfectant to sanitize key areas throughout the entire vehicle including:



- 1 Key / key fob
- 2 Steering wheel
- 3 Steering column
- 4 Seat belts
- 5 Center console
- 6 Door interiors
- 7 Door pockets
- 8 Interior door handles
- 9 Exterior door handles
- 10 Seat pockets / seat surfaces
- 11 Areas between seats & consoles
- 12 Areas between seats & doorjamb
- 13 Cupholders / compartments
- 14 Instrument panel
- 15 Accessory panel / touchscreen
- 16 Rearview mirror / side mirrors
- 17 Visors / visor mirrors
- 18 Dashboard / vents
- 19 Gear stick / gear shift
- 20 Trunk release



We have also introduced updated process and safety procedures for our rental locations. Our employees working in branch locations are following best practices recommended by leading health authorities. This includes frequently sanitizing touchable surfaces with disinfectant throughout the day.

For the latest information and FAQs about our cleaning and rental policies, please visit [Enterprise.com/OnCallForAll](https://www.enterprise.com/OnCallForAll).

FREQUENTLY ASKED QUESTIONS

How does Enterprise clean their cars?

We use products that meet leading health authority requirements for effectiveness against COVID-19. Our procedures include washing, vacuuming, general wipe down, and sanitizing with a disinfectant that meets leading health authority requirements, including an even greater focus on more than 20 high-touch points.

How do my customers know the vehicle has been sanitized?

Our vehicles are cleaned and sanitized with disinfectant each and every time they are rented. Customers will see notifications within their vehicle that it has been thoroughly cleaned.



Can my customers interact from a distance during pick up and return?

We have modified our rental procedures to help keep customers and employees safe, including curbside pick-up & drop off. Our employees are using social distancing practices and wearing face coverings. We have installed plexi-glass counter shields and employees are frequently sanitizing touchable surfaces with disinfectant throughout the day and each night.



Please direct your customers to [Enterprise.com/OnCallForAll](https://www.enterprise.com/OnCallForAll) or your local Enterprise representative for more information.