

Frequently Asked Questions – Avis/Budget Car Rental

What are the contract numbers?

- Avis (AWD) - Business Use: B133409; Leisure Use: S954700
- Budget (BCD) - Business Use: T417727; Leisure Use: T118900

You must be a UWF employee in order to rent a vehicle under the leisure use contract.

Avis/Budget locations?

- Avis/Budget: 7171 N Davis Highway, Pensacola, FL 32504
 - Avis: (850) 429-1844
 - Budget: (850) 474-9107
- Avis/Budget: Pensacola International Airport
 - Avis: (850) 433-5614
 - Budget: (850) 432-5499
- Budget: Northwest Florida Regional Airport
 - Budget: (850) 651-3765
- Avis/Budget: 1414 S Monroe St, Tallahassee
 - Avis: (850) 222-3744
 - Budget: (850) 915-0600
- Avis/Budget: 3300 Capital Circle SW (Tallahassee Regional Airport)
 - Avis: (850) 576-4133
 - Budget: (850) 476-0587

Does this contract include Roadside Assistance?

Yes. Roadside Assistance (800) 354-2847

In the event of a vehicle breakdown, a situation in which the renter believes the vehicle is unsafe, or other vehicle emergency, Avis/Budget shall remedy the situation within two (2) hours of being notified by the renter (e.g. fix the flat tire, jump start the vehicle, refill the vehicle with gas, unlock the vehicle) or replace the vehicle; replacement vehicles shall be the same or greater class and shall be provided at no additional charge

How do I make a reservation?

- In Concur using a personal credit card or your university PCard
- Initiate reservations through the [Avis Website](#) or [Budget Website](#), [Avis or Budget Mobile app](#), directly through the [Reservation Portal](#) <https://www.carrental.com/abgPartners/sof/>, or contact the state-dedicated customer service number at 800-338-8211.

How do I make a reservation for another traveler and have it billed to my PCard Card?

You will need an Avis/Budget issued Billing Number. Billing Numbers are issued to allow PCard Holders to reserve and pay rentals for other individuals (i.e. visitors, co-workers, and staff).

You can request the Billing Number by completing the Global Electronic Billing Terms of Agreement, and submitting to Cynthia Metcalfe, Contract Administrator at Cynthia.Metcalfe@dms.fl.gov. Only input the last 4 digits of the credit card number on the form, and make sure to decline all the insurance coverages.

Once you receive your Billing Number, you will be sent a step-by-step booking guide for using your Billing Number with future reservations.

A Billing Number is not needed for rentals reserved and paid by the individual traveler for themselves.

Do not disclose Billing Numbers to others as it is tied to your PCard.

How should the driver's name be entered on the reservation?

Use the driver's legal name as shown on their valid driver's license.

Do I select the optional insurance coverages offered by Avis and Budget?

If you are renting for business use in the US, do not accept any of the optional insurance coverages when making a reservation or at the time the vehicle is picked up and contract is signed.

These coverages are included in the state contracted business rate and are automatically included on all business rentals.

If you are renting for leisure use, these coverages are **NOT** included, but can be added to your reservation at your cost.

How do I edit or cancel an existing reservation?

Contact the branch directly (in advance) to cancel a reservation by name or contact Avis/Budget state-dedicated customer service number: (800) 338-8211.

How do I book trips for a combination of business and leisure travel time?

Proceed with booking a business reservation. At time of pickup, tell counter attendant which days of rental are for leisure use, and make arrangements to pay for the leisure portion.

The attendant will ensure appropriate taxes are assessed for leisure days. Insurance is not included for leisure rentals.

Can I rent with my personal credit card?

Yes, but State of Florida sales tax will be charged on in-state rentals.

Can I rent with personal bank-issued debit card?

Although possible, there are severe limitations and it is not encouraged.

Contact state-dedicated customer service number: (800) 525-7521 for details.

How do I obtain a receipt copy?

Travelers are provided rental receipts with each return, either in person or to email address on file.

If receipt is lost, contact (800) 525-7521 or please contact Raylene Clegg, Avis/Budget Account Services Representative, at floridahelp@avisbudget.com; please copy the Contract Administrator on all communications with the Avis/Budget Account Services Representative.

Are there age restrictions on vehicle rentals?

For business use & leisure use:

- 18-year olds for all car classes except passenger vans.
- 21-year olds may rent 12/15 passenger vans.

Note: Avis/Budget will assess underage fees to any leisure use rental if the renter is between the ages of 18 and 24

Are additional drivers allowed?

Yes. There will be no charge for additional drivers, provided they are also UWF employees on business or are members of the same household as the primary renter.

Standard age qualifications apply for vehicle classes.

Additional drivers do not have to be present to be added on the contract.

Who must be present to pick up the rental?

At the time of pick up, the primary renter must be present at branch in order to depart with the car.

The primary renter is considered the person whose name appears on the reservation and who will sign the rental agreement.

Is there a grace period for the reservation time versus the actual pickup time?

Yes, a 3-hour grace period is provided for picking up a rental.

For example: If the reservation was made for 8AM, traveler may pick up as late as 11AM.

Please notify branch with any delays or changes.

What do I need when picking up my car?

At the time of pick-up, renters must present:

- A valid driver's license.
- A major credit card (unless Electronic Billing is used).
 - Use of debit cards for rentals may be restricted; please refer to the email confirmation received at the time of the reservation, or inquire when making a telephone reservation, regarding the debit card policy for the selected location.
- An employee identification badge (unless Electronic Billing is used).
 - The renter must be employed by a state agency or eligible user (e.g. a Florida city or county, state college or university, etc.).

- Written authorization is required for non-employees and contractors traveling on behalf of a customer; written authorization must be on the customer's letterhead and include the renter's name, rental dates, and reservation number.
- Non-employees and contractors are not permitted to use this contract for leisure use rentals.

Can I park my personal car at the rental location?

Airport locations: Parking is available per airport terms. Charges may apply.

Non-Airport locations: Renters should not plan on leaving a personal vehicle at a non-airport location during the rental period.

Can someone else return my rental car?

Yes. Business or personal associates may return the vehicle on behalf of the primary renter.

In what condition does the vehicle need to be returned?

Routine dirt and is to be expected.

At the time of return, the vehicle should:

- Have a full tank of gas (or the same amount of gas that was in the vehicle at the time of pick-up, if the renter agreed to accept less than a full tank).
- Be clean and free of personal items; if the vehicle is excessively dirty (including animal fur), Avis/Budget may assess a fee up to \$200 to clean the vehicle.
- Be free of residual odors, smoke, or cigarette smell; if the renter smokes in the vehicle, Avis/Budget may assess a fee up to \$200 to de-smoke the vehicle.

Detailing fees are to be paid by traveler and are not reimbursable by UWF.

Should I refill the gas tank?

Upon return, travelers can refill tank to level provided at pickup or have Avis/Budget refuel. There will be no refueling fee, and fuel charge will be based on average midgrade fuel price.

Fuel will be an additional charge and reimbursable by UWF.

Are these rentals tax exempt?

Florida Sales Tax will show on your reservation during booking and will be removed at the counter by rental agent if the following applies:

- Rental originates in the State of Florida
- Rental is for business use and paid with an UWF PCard or assigned Electronic Billing Number.

If paid by PCard, it is the traveler's responsibility to ensure sales tax is not applied to the rental. Please check your receipt and have corrections made prior to departing the rental location.

Taxes will be charged if paid by personal credit card or if rental is made out-of-state.

How are tolls assessed?

Renters should plan ahead if they anticipate incurring toll charges during their travel.

Travelers are encouraged to use a personal Sun Pass transponder. Travelers must add the rental vehicle's license plate number to their personal Sun Pass account at the time of pick-up and remove the rental vehicle's license plate number from their personal account when the vehicle is returned. If the traveler uses a Sun Pass transponder or pays cash for tolls, the traveler must ensure that the shield box for the rental car's e-toll transponder is in the "closed" position.

If the traveler goes through a toll plaza without using a Sun Pass transponder or paying cash, the traveler will automatically be charged for using the rental car e-toll service. The traveler will be charged the actual cost for all tolls, plus an e-toll convenience fee of \$4.95 for each day a toll is incurred. The convenience fee will not exceed \$24.75 for the entire rental period. Toll charges and convenience fees will be charged to the method of payment of the associated rental vehicle within two to eight weeks after the vehicle is returned.

Does Avis/Budget offer 12 and 15 passenger vans?

Yes.

Renters 21+ may only rent 12/15 passenger vans for University business.

Please provide 72-hour advance notice and note that 12/15 passenger vans may only be booked at the city locations and are not normally available at airport locations.

Are one-way rentals allowed on this contract?

Yes. Avis/Budget will not charge a drop fee for one-way rentals within the State of Florida and within 700 miles out-of-state.

Mileage will be assessed on any one-way rentals out-of-state that exceed 700 miles.

A mileage fee of \$0.25 will be assessed for each mile beyond the initial 700.

What if Avis/Budget does not have availability?

Avis/Budget is our primary contracted rental car company. However, Enterprise/National would serve as the preferred alternative in the event Avis/Budget does not have availability. Enterprise/National has contracted discounted rates available for UWF Business purposes using Contract Number XZ55574.