



Car Rental Best Practices

Make Your Rental Experience Easy & Worry-Free

Inspect Your Car

- Inspect your rental car before leaving the rental lot, notify the rental branch about any car damage prior to leaving.
- Take photos when picking up and returning the car.
- Upon return, complete a full inspection before turning in the keys.
- Report any newly discovered damage or concerns immediately.

Safe Driving Tips

- Avoid distracted driving. Do not use electronics while driving; cell phone use while driving is prohibited in many states.
- Be aware of your surroundings before moving, and while operating the car to avoid damage from nearby cars or low-lying objects.
- Avoid off-road conditions involving mud, water, or debris that may damage the car. If you must drive on unpaved roads, drive slowly to minimize damage from rocks and debris.
- Drive according to road and weather conditions.

Reporting an Accident

If you are involved in an accident:

1. Ensure everyone is safe.
2. Notify the police and file an accident report.
3. Do not take blame for the accident.
4. Collect as much information as possible:
 - Other party information
 - Police report number
 - Photos/documentation
5. Contact the rental branch where the car was rented to report the incident.
6. Contact the Risk Management team on your campus and the University of Nebraska Travel Office (traveloffice@nebraska.edu) to report the incident.

Additional Accident Information

- The rental branch or Emergency Road Service unit will create an Incident Report.
- A representative from the Rental Agency's Damage Recovery Unit may contact you for additional information.

Emergency Road Service Contacts

- **National USA:** (800) 367-6767
- **National Canada:** (800) 268-9711
- **Enterprise:** (800) 307-6666
- **Hertz:** (800) 654-5050

Insurance Information

When renting from National, Enterprise, or Hertz (preferred car rental companies), all additional insurance offerings should be declined. The contracted rates already include the following insurance benefits:

- Damage Collision Waiver (CWD)
- Supplemental Liability Protection (SLP)
- No need to purchase additional insurance
- No out-of-pocket expenses for covered car damage

Additional Insurance Guidelines

- Never purchase:
 - Personal Accident Insurance (PAI)
 - Personal Effects Protection (PEP)
- When using non-preferred rental companies:
 - Accept Supplemental Liability Protection (SLP)
 - Accept Collision Damage Waiver (CDW) only if:
 - Operating on unimproved roads, or
 - Renting for one month or longer
- International Rentals:
 - Accept CDW, SLP, and any insurance required by local law.
- Student Organizations:
 - Always accept SLP coverage.

Refer to [Fleet Management Policy](#) for complete guidance.

Other Important Information

- All University and student organization car rentals in the Lincoln area must be obtained through University Fleet Management.
- 15-passenger van rentals are prohibited.
- Only authorized University of Nebraska employees should operate the rental car.
- Parking tickets, toll violations, and moving violations are the driver's personal responsibility and are not reimbursable.

Stay Safe • Drive Responsibly • Protect Yourself & Your Rental Car