

Vehicle Pick-Up

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

- **A valid driver's license**
- **A major credit card** (unless paid with a Global Direct Billing number)
- **An employee identification badge** (unless paid with an Avis Global Direct Billing Number)
- **Non staff/ faculty, graduate assistants, and contractors traveling on behalf of UF must provide written authorization on UF letterhead and include renter's name, rental date and reservation number to verify UF business rental**

Business use renters must not accept any optional coverages or Fuel Service Options; these coverages are included in the contracted rate for business use rentals.

Leisure use renters may accept optional coverages if desired; these are not included in the contracted rate for leisure use rentals. **Only Staff and Faculty can use this rate.** Renters should not leave a personal vehicle at a non-airport location during the rental.

Vehicle Return

Vehicles should be returned at the date, time, and rental location specified on the rental agreement provided at the time of pick-up.

If the renter returns the vehicle late—up to 59 minutes for Avis or up to 30 minutes for Enterprise—no additional charge will be assessed.

If the renter returns the vehicle late, the Additional Hours Rate shown on the price sheet will be assessed for each hour. If the accumulated Additional Hours Rate exceeds the Daily Rate, then the vendor will bill for an additional day at the Daily Rate.

At the time of return, the vehicle should have the same amount of gas that was in the vehicle at the time of pick-up, be clean and free of personal items.

At the time of return, renters must ensure that the receipt reflects the contracted rates & correct taxes and refueling charge or credit.

Breakdowns, Emergencies, and Accidents

In the event of a vehicle breakdown or other vehicle emergency, renters **MUST** contact the designated line:

- AVIS/Budget roadside assistance service provider at: 1-800-354-2847
- Enterprise roadside assistance service provider at: 1-800-307-6666 (Car Rental)
1-800-736-8287, Option 3 (Truck Rental)

In the event of an accident, renters should provide responding law enforcement with the vendor insurance certificate located in the glove box and contact the designated roadside assistance service provider.

Renters must notify rental company as soon as possible of any accident involving the rental.

Contact Information

If you have any questions or require assistance with receipt corrections, vehicle availability, or Electronic or Central Billing, please contact:

Raylene Clegg, Account Services Representative
floridahelp@AVISbudget.com or 800-525-7521

Zachary Chenet, Account Manager,
SoutheastAccountSupport@em.com or 305-790-4587

CONTACTS

Help & Resources



Travel Website & Directives



UF GO Concur



Travel Toolkits

UF GO



<https://uf.tfaforms.net/f/uf-go>



352-294-1114

WTS



ufl.travel@worldtrav.com



(865) 288-1901



Rental Car Guidelines

Updated November 2025

World Travel Service (WTS)

World Travel Service is UF's Travel Management Company.

Per UF Travel Directives, all airfare, lodging and rental vehicle reservations must be booked through either the UF GO booking tool or by calling WTS.

WTS Contact Information

Reservations or Ticket Changes

(865) 288-1901 or ufl.travel@worldtrav.com

(Monday - Friday, 8:00am to 6:00pm ET)

After hours emergency assistance

(865) 288-1901 Code: **S-5CWK**

Booking

Rental vehicles for official business domestic travel should be reserved through the UF GO Booking Tool.

UF has contracts with AVIS/Budget, Enterprise/National or Hertz. If a truck rental is needed call WTS for booking (refrigerated, box, and cargo van).

For international travel, vehicles should be rented only from legitimate, licensed, insured, and regulated agencies abroad.

Minimum Age Requirements (AVIS)

Business Use: 18 yrs for all car classes, except passenger vans
21 yrs for 12-passenger vans

*Underage fees will not be assessed for any business use rental. Leisure Use: 18 yrs for all car classes except passenger vans
25 yrs for 12-passenger vans.

Insurance

If you must rent a vehicle from another vendor due to unavailability from our contract vendors, another vendor notated with the yellow exception triangle may be chosen.

Be sure to purchase both physical damage coverage (i.e., comp and collision) and supplemental liability coverage when renting outside UF's rental vehicle contracts.

Classes and Rates

The allowable rate class is up to the cost of a compact/economy car. Vehicles in a higher rate class require a business justification (e.g., vehicle shared with multiple University travelers, transporting materials or equipment, etc.) or documentation from the vendor that a lower rate was charged. The rental of a hybrid vehicle is allowed without justification.

Additional expenses incurred for personal reasons, such as an upgrade for personal preference, personal accident insurance, or use of the rental vehicle during personal travel days, will not be reimbursed.

UF has contract rates with Avis/Budget, Enterprise/national and Hertz. Car Rental rates for full-size, intermediate, and compact classes are less than \$30 day for in-state.

Rates are allowable for personal bookings for Faculty and Staff! Utilize the Personal Booking in the drop-down Select a travel purpose box in UF GO.



UF GO Rental Vehicles
Contract & Info

Taxes, Surcharges, and Airport Fees

Rentals paid for by PCard are exempt from Florida sales tax. Tax exemption will not apply to rentals when personal funds are used for payment. All business and leisure use rentals that begin at an airport will be subject to the fees mandated by the airport authority.

Direct Billing (PCard)

When possible, Direct Billing should be used for all Car Rental bookings, as it allows the University to be billed directly for expenses and integrates transactions directly into the UF GO system.

AVIS Direct Billing is an alphanumeric set tied to a PCard to pay directly for the car rental of incoming guests or UF travelers who will not have the form of payment with them when they pick up the rental car.

To set up AVIS direct bill, complete the **Global Electronic Billing Terms of Agreement form** and submit it to Raylene Clegg, Account Services Representative at floridahelp@avisbudget.com or call for additional information at (800-525-7521). The form must be physically signed, cursive font is not accepted. Please allow up to 7 days turnaround time to receive your direct billing number.

To set up Enterprise direct bill, complete the **Enterprise Direct Billing Account Request form** and submit to Zachary Chenet at Zachary.W.Chenet@em.com. The Form must be physically signed. Please allow 7 days for direct bill number creation.

Toll Charges

If utilizing Pay-By-Plate, the renter will be charged the cost of tolls plus an e-Toll convenience fee of \$4.95 for each day a toll is incurred, not to exceed \$24.75 per week. Toll charges and e-Toll fees will be charged to the card associated with the rental within 2-8 weeks after the vehicle is returned.

To obtain copies of toll receipts, visit <https://www.htallc.com/invoice/search> and select rental company, last name of renter, and contract number.