

The Emerald Club Program with Mount Holyoke College

Q.

What is the Emerald Club?

A:

Emerald Club is the frequent renter program of National Car Rental, providing members with exclusive benefits and privileges to make renting faster and easier, and make your business travel more productive. This is a complementary service offered to the College; travelers must include their drivers' license number, date of birth, home and email address, and credit card in order to have a complete profile.

Q.

What are the benefits of membership?

A:

Member benefits include:

- Counter bypass with Emerald Club Aisle Service[®] and Emerald Reserve ServiceSM at most major airports in North America
- Choose your own car when you rent from the Emerald Club Aisle
- Members' only counters with pre-printed rental agreements at over 400 locations in the U.S. and Canada
- Choice of reward options – rental credits or frequent flyer miles
- Access to an exclusive Member Services hotline
- Special offers and travel discounts
- Upgrade to the next membership level – Emerald Club *Executive*SM – with only 12 rentals in a calendar year

Q.

How do I enroll in Emerald Club?

A:

Mount Holyoke Travelers have a custom web link to enroll that links up all contract benefits:

www.nationalcar.com/offer/xz48347

Q.

How do I learn how to use The Emerald Club?

A:

You can access instructional videos and other information on picking up your car by clicking on the link below:

<https://www.nationalcar.com/counterBypass.do>

Additional information on the Emerald Club is available at: www.emeraldclub.com.

Q.

If I am already an Emerald Club member, do I need to enroll again?

A:

No, it's not necessary to enroll again. However, we will need to update your member profile with your current corporate credit card and Contract ID information. Please contact your Account Manager or Account Development Representative to link the Mount Holyoke Contract ID with your existing profile.

Q.

Once I've enrolled in Emerald Club, how soon can I make a reservation and receive my Emerald Club benefits?

A:

Once enrolled, you will receive your Emerald Club number and your membership will be immediately available for use. Your new member packet with membership card will arrive via first class mail in 2-3 weeks. To receive benefits immediately, include your Emerald Club member number in the reservation. At time of rental, your membership will be validated by presenting your driver's license, the credit card listed in your Emerald Club profile or your Emerald Club member card.

Q.

How will I be identified as an employee of Mount Holyoke College?

A:

The National Car Rental system will identify you as a MHC employee each time you book a reservation or rent using your Emerald Club number. The MHC Contract I.D. number on your profile will make sure that you are identified as a MHC traveler and guarantees that you receive the appropriate rates and benefits.

Q.

If I have other questions regarding Emerald Club that are not addressed here, whom should I contact?

A:

For general questions, call Emerald Club Member Services at 1-800-962-7070, Monday – Friday, 9AM to 6PM EST. If you have specific questions relating to the College's car rental plan, please contact your College Travel Office directly.

Q.

Will my Emerald Club Profile work at Enterprise Rent-A-Car?

A:

Yes, Emerald Club Profiles work at Enterprise Rent-A-Car. Although Enterprise Rent-A-Car does not offer the Emerald Aisle Counter Bypass Program, using your Emerald Club Profile at Enterprise Rent-A-Car will speed up your rental process and allow you access to your "members only" lines at major airports.