

## Can I Rent a Car Through Chase Travel? (Complete Guide & FAQs)

When planning a vacation or a business trip, securing reliable ground transportation is just as important as booking your flights and hotel stays. For credit card users who earn rewards within the Chase ecosystem, the **Chase Travel<sup>SM</sup> Portal** serves as an incredibly powerful tool for offsetting vacation costs.

If you carry premium rewards cards like the [Chase Sapphire Preferred<sup>®</sup> Card](#) or the ultra-premium Chase Sapphire Reserve<sup>®</sup>, you already know the power of Chase Ultimate Rewards<sup>®</sup> points. But a major logistical question remains: **Can I rent a car through Chase Travel?**

The direct answer is **yes, you can seamlessly rent cars through Chase Travel.**

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### How Car Rentals Work on Chase Travel

The Chase Travel Portal operates an extensive digital car rental search engine that links directly with major global rental brands. You can search, compare, and reserve vehicles entirely online using cash, Ultimate Rewards points, or a flexible combination of both.

### Major Rental Car Companies Available:

- Avis
  - Budget
  - Hertz
  - National Car Rental
  - Enterprise Rent-A-Car
  - Dollar
  - Thrifty
  - Alamo
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### Step-by-Step: How to Rent a Car Through Chase Travel

Booking a vehicle through the portal takes only a few minutes. Follow this step-by-step structural workflow to ensure a smooth reservation:

#### Step 1: Log Into Your Account

Navigate to the official Chase banking website on your computer or open the Chase Mobile® app. Log in securely using your credentials.

## **Step 2: Access Ultimate Rewards**

Locate your rewards balance on your account dashboard and click it to open the Ultimate Rewards management panel. If you have multiple cards, select the specific card account you wish to use.

## **Step 3: Enter the Travel Portal**

From the top horizontal navigation menu, select "**Travel**" or "**Book Travel**" to launch the primary Chase Travel engine.

## **Step 4: Input Rental Parameters**

Click on the "**Cars**" tab. Enter your pick-up location (such as an airport code or city name), drop-off location, pick-up date/time, and drop-off date/time. Click "**Search**".

## **Step 5: Filter and Choose Your Vehicle**

Use the sidebar filters to narrow down your results based on:

- **Vehicle Class:** Economy, Compact, Midsize, Full-size, SUV, Luxury, or Minivan.
- **Rental Car Brand:** Select your preferred rental agency.
- **Specifications:** Sort by price, fuel type, or transmission type.

## **Step 6: Select Payment and Complete Checkout**

On the review page, use the slider tool to choose exactly how many points you want to redeem. Any remaining cash balance can be charged to your Chase credit card. Input the primary driver's full legal name, contact info, and complete the reservation.

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## **How to Contact a Chase Travel Live Agent Fast**

While booking online is fast and simple, road trips can encounter unexpected hiccups. If your flight is severely delayed and you need to push back your vehicle pick-up time, or if you hit a system error trying to modify a reservation, you need a human agent immediately.

For direct assistance with car rentals, flight changes, or points management, you can reach **Chase Travel Live Agents 24/7 at 1-844-386-9754**.

## What to Have Ready Before You Call:

- Your **16-digit Chase credit card number**.
  - Your internal **Chase Travel Confirmation Code** (found on your email receipt).
  - The **Primary Driver's legal name** exactly as it appears on their driver's license.
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## Understanding Point Valuation for Car Rentals

When you redeem your Chase Ultimate Rewards points for a rental car through the portal, your points hold a fixed value based entirely on which specific Chase credit card you hold:

Chase Credit Card Profile	Portal Value Per Point	Value of 40,000 Points
Chase Sapphire Reserve®	1.50 Cents	\$600
Chase Sapphire Preferred® Card	1.25 Cents	\$500
Ink Business Preferred® Credit Card	1.25 Cents	\$500
Chase Freedom Flex <sup>SM</sup> / Unlimited®	1.00 Cent	\$400

## Pro-Tip: Pool Points for Better Value

If you earn points on cash-back cards like the Chase Freedom Unlimited®, remember to transfer those points to your primary premium card (like the Sapphire Reserve) inside your online account dashboard *before* checking out. This instantly bumps your points' value by up to 50% for your rental car reservation.

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## Critical Warning: Rental Car Insurance & Elite Status

Before booking your rental car through Chase Travel, you must understand two vital operational parameters:

### 1. Credit Card Insurance Protection

Premium cards like the Chase Sapphire Preferred® and Sapphire Reserve offer **Primary Rental Car Collision Damage Waiver (CDW)** protection. However, to activate this built-in coverage:

- You must decline the rental company's collision insurance at the counter.
- You must pay for any remaining cash portion of the rental with your eligible Chase card.
- *Note: If you pay for the rental 100% with points, the insurance coverage is still valid as long as the entire booking originated under your eligible card account.*

## **2. Rental Loyalty Status Perks**

Because Chase Travel acts as a third-party Online Travel Agency (OTA), many car rental companies will **not** allow you to bypass the rental counter line (like Hertz Gold Plus Rewards or National Emerald Club) when you book through a portal. If avoiding lines is critical to you, you may want to book directly with the rental agency instead.

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## **Frequently Asked Questions (FAQs) About Chase Travel**

### **Is Chase Travel customer service open 24/7?**

Yes, core customer support for flights, hotels, and car rentals is fully operational 24 hours a day, 7 days a week, at **1-844-386-9754**.

### **Can I book a one-way car rental through Chase Travel?**

Yes. When entering your initial search parameters on the "Cars" tab, simply uncheck the box that says "Return to same location" and input your desired drop-off destination.

### **What happens if I need to cancel my rental car booking?**

Most rental car bookings made through Chase Travel offer flexible cancellation, but it depends strictly on the rental agency's specific rate rules (such as "Prepaid" vs. "Pay Later" rates). To confirm if your booking qualifies for a full point or cash refund, review your itinerary online or call a live agent at **1-844-386-9754**.

### **Do I need to show my physical Chase credit card at the rental counter?**

Yes. Even if you paid for the rental 100% using points through the portal, the rental car company will require you to present a valid driver's license and a physical credit card in the primary driver's name at the counter to hold a security deposit for incidentals or fuel.

### **Can I add an additional driver to my portal booking?**

Additional drivers can generally be added directly at the rental counter when you pick up the vehicle. Standard rental agency fees may apply for extra drivers, though some states or loyalty programs waive this fee for spouses.

### **Can I use Chase points to pay for rental car gas or GPS units?**

No. Optional add-ons such as GPS navigation units, child safety seats, ski racks, or fuel prepayments must be settled directly with the rental agency counter at the time of pick-up using your physical card.

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