

Virgin Atlantic Holidays- Hertz Inbound Canada:

2025 Tour Program's Terms Summary

Version 1

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Please Note: Information provided in this document includes an overview of the Hertz optional products and services for informational purposes only as of the date provided. The actual pricing, disclosures and terms and conditions for the applicable products and services, taxes, fees and surcharges will be those set forth at the time of reservation or rental, as applicable, and are subject to change from time to time by Hertz in its discretion. Optional items are plus taxes and fees relevant to location/state.

ADDITIONAL AUTHORIZED OPERATOR (AAO)

- Unless included in a tour package, the Additional Authorized Operators (AAO) charge is 13.50 CAD per day, with a maximum charge of 189.00 CAD per rental.
- Additional Authorized Operator (AAO) minimum age is 20, except in the Province of Quebec where the minimum age is 18 ([Age Differential charge will apply](#)).
- Renters can be signed on as Additional Authorized Operators (AAO) at any time during the rental and at any Canadian location (including participating licensee locations) with the primary renter present.
- Additional Authorized Operators (AAO) cannot be added at a Canadian location for rentals that originated in the United States.
- Additional Authorized Operators must present a valid driver's license.
- The maximum number of AAO's that may be signed on a single rental is four, or however many seats are in the rental vehicle, whichever is less.
- The Additional Authorized Operator (AAO) may not hold a Canadian driver's license.

CASHLESS TOLL ROADS & BRIDGES

- Customer is responsible for the charges resulting in the use of any cashless toll road or bridge (i.e. 407 ETR, or bridge i.e. Golden Ears Bridge).
- Customer is responsible for all tolls and taxes incurred and will be charged for any unpaid toll occurrence, including any toll violation charges incurred, plus a convenience fee.
- If a toll route does not accept coins or cash, customer will be charged a convenience fee of 14.00 CAD per rental, plus incurred tolls, and taxes about one month after the rental closes.
- Some toll roads are cashless and do not accept coins or cash. Hertz is authorized to release customer's billing and rental information regarding their rental to American Traffic Solutions, Inc. to process and bill any unpaid toll occurrences and any toll violations, fees, and taxes.

CHANGE OF DRIVER LOCALLY

- Reservation transfers can occur when the original renter – at the time of pick-up – does not qualify for the rental and consents to have the rental transferred into a traveling companion's name. The person whom the reservation is transferred must meet all rental qualifications.
- If the original customer could not qualify to rent based on driver's license requirements, counter personnel must advise them that they cannot be signed on as an Additional Authorized Operator (AAO).

CREDIT CARD POLICY

- An acceptable, valid credit card in the name of the renter with enough open credit to cover the deposit must be presented at the counter at the time of the rental. See [Deposits Required](#) section below.
- The credit card, driver's license, and reservation must all be in the same name.
- Only physical credit cards are accepted. Virtual cards are not allowed.

CROSS BORDER RENTALS

- Vehicles are not permitted to travel into Alaska, the Yukon, the Northwest Territories, Nunavut, or Mexico.

- It is recommended to have PERS cover when using vehicle in cross border rentals for the USA and Canada.
- Please reference the Hertz Inbound Canada Drop and Intercity Policy Charts for specific intercity fees.

DEBIT CARDS

- Only debit cards issued outside of Canada with a VISA, MasterCard or Discover logos are accepted at Corporate Canadian locations. All other renters will be required to present a major credit card at time of rental.
- Debit cards are not permitted for the rental of Electric Vehicle.
- Canadian issued debit cards are not accepted at Canadian locations.
- Vehicle class reserved must be Compact through Full-size only.
- At Hertz airport locations, the renter is required to provide proof of a return travel ticket to coincide with the rental and present two valid forms of identification.
- Valid forms of identification are a valid United States or Foreign Country issued Driver's License AND One (1) of the following forms:
 - An alternative valid credit or debit card embossed with the same name as the driver's license.
 - A Government issued ID in the same name as the driver's license such as a Passport.

DEPOSITS REQUIRED

- Customers must present a valid credit card in the name of the renter.
- At the time of rental, an authorization hold will be secured on the credit card for the estimated amount of all charges plus 20% or a minimum of 350.00 CAD. These funds will not be available for your use. If authorization for the estimated charges cannot be obtained the rental will be denied.
- All rentals are subject to meeting license requirements.
- A major credit card in the renter's own name must be presented at the time of pick up.
- Debit cheque cards, prepaid credit cards and gift cards, and the small key ring credit cards are not accepted. Cash deposits are not accepted.

DISABLED DRIVERS

- Hertz provides a variety of special services to make the rental process easier for physically challenged customers. At all corporate locations, you can reserve a car equipped with hand controls. There is no additional charge.
- These services can be booked by contacting our Inbound Reservations Specialist. This team is trained in the hand control process, due to the detail required. Email the exact equipment needed with your Booking Reference # to: ZR.Internationalreservations@dtg.com.

Hand Controls are not currently available for installation on Electric Vehicles.

- Hand Controls:
 - Hand Controls are devices, which attach to the gas and brake pedals of the vehicle, enabling a physically challenged person to drive the vehicle without using their legs. Select models of our vehicles can be adapted with left or right-Hand controls. These are provided free of charge.
 - Hand Controls must be requested at the time of booking, so that the mechanics at the location can

fit the Hand Controls to the vehicle for the customer, as it can take up to an hour to fit these controls onto a vehicle.

- Hand controls are available at airport locations only.
- Steering Balls / Spinner Knobs:
 - Steering Balls / Spinner Knob attaches to the steering wheel at specific clock position requested by client (sent at time of reservation).
 - Most vehicles can be adapted with Steering Balls/Spinner Knobs, these are provided free of charge.
 - Must be requested at the time of booking to include the clock position for the device, so that the mechanics at the location can fit in the correct position for the customer.
- Disabled Driving Permits:
 - Customers cannot use their own UK Disabled Parking Permit in Canada.
 - Upon arrival customers should contact the applicable provincial parking authority to request a Canadian Disabled Parking Permit.
 - Customers are responsible for all fines incurred during the rental, including any fines for parking in a disabled parking area without obtaining the appropriate Disabled Parking Permit.

DRIVER'S LICENSE REQUIREMENTS

- Renters, including Additional Authorized Operators, must present a valid national driver's license, a valid passport in the same name, or a return airline ticket - within the rental dates at time of rent, and the voucher (*except Voucherless programs*).
- A valid driver's license is one that has not expired and shows no restrictions that would prevent the renter from legally driving a Hertz vehicle.
- Licenses in which the license number, name, address, and/or expiration date are illegible or obviously tampered with, will not be accepted.
- If the driver's license is not in English, then an International Driving Permit is strongly recommended; this is required for translation purposes to confirm the validity of the driver's license for the safety of our renters and for Hertz.
- Rates are not valid for Canadian citizens or holders of a Canadian License.
- A copy of license is not accepted.
- Drivers must be at least 20 years of age.
- Digital/Mobile versions of Driver Licenses are not accepted at time of rent for Canada rental regardless of origin.
- If a Digital/Mobile Driver Licenses are presented at the time of rent, a physical copy (paper or plastic version) is required to be presented, and the digital version is not able to be accepted.

DRIVING RESTRICTIONS

- Vehicles are permitted to be taken onto ferries. However, if destination of ferry is to a site with gravel or unpaved roads, use of car is not permitted.
- Vehicles may not be driven on poorly maintained or unpaved roads.

EARLY RETURN FEE

- There is no early return fee for Hertz Canada tour rentals.

ELECTRIC VEHICLES

(Please Note: Electric Vehicle Items also noted in categories: Debit Cards, Disabled Drivers and Young Renter's Policy)

- Charging during rental:
 - Subject to Tesla's terms and conditions, Tesla's Electric Vehicles can access Tesla Superchargers to recharge the Electric Vehicle. If customer uses a Tesla Supercharger to recharge the Electric Vehicle during their rental, that cost will be billed back to Hertz and added to their rental charges. These charges may not appear on the final invoice and may be added later due to processing time.
 - Battery charging limit on a Tesla should be set at 90% maximum. Customer may re-charge the Electric Vehicle at other public or private charging locations at their own cost. Customer may also have to register and incur a fee at certain of these locations.
 - Customer is responsible for any registration (including accepting terms and conditions and privacy policy) and any fees. If customer does not move the Electric Vehicle promptly from the charging stall when it is finished charging customer may incur an Idle fee for the time the Electric Vehicle remains in a charging stall after it is finished charging. Customer is responsible for and will indemnify Hertz for any Idle or similar fee incurred when the Electric Vehicle is on rent to customer. If the Electric Vehicle is overdue for return Hertz reserves the right to remotely disable and remove the Electric Vehicle from the charging platform
- Electric Vehicle Charge Level at Pick-up and Return
 - Hertz will endeavor to provide the Electric Vehicle at the time of vehicle pick-up with a battery charge of 80%.
 - Customer is responsible to maintain a sufficient charge on the Electric Vehicle during their rental.
 - Customer will be responsible for the cost of any tow if the Electric Vehicle is not drivable due to a low battery.
 - Customer is not authorized to call a private tow on Hertz' behalf.
 - All tows of the Electric Vehicle must be by flatbed and must be arranged through Hertz Emergency Roadside Assistance.
 - If the Electric Vehicle is overdue for return, Hertz may remotely disable and recover the Electric Vehicle
- Electric Vehicle Battery Purchase Options:
 - Electric Vehicle Purchase Option (EVPO):
 - The customer pre-pays for the EV's battery and can be returned with any remaining battery level.
 - EVPO is a dynamic kWh rate and can be sold at any battery level.
 - Self-Recharge:
 - The customer must recharge the EV's battery to the same level as received, within 5% of the battery level at the time of rent.
 - If the battery level was at 80% or above when rented, the customer only needs to recharge to 75%.
 - Electric Vehicle Service Charge (EVSC):

- In the absence of EVPO, the customer will incur EVSC if the vehicle's battery level is not within 5% at the start of the rental.
 - If the battery level was at 80% or above when rented, the customer only needs to recharge to 75
- Damage to Charging Stations:
 - Customer is responsible for any damage to the Electric Vehicle the charging station equipment or the charging location when charging the Electric Vehicle during customer's rental. Customer will indemnify Hertz for any charges, fines, or penalties they incur for any damage or loss to the Electric Vehicle, the charging station or location during their rental.
- Dash Cam and Personal Data:
 - The Electric Vehicle may be equipped with a Dash Cam which may record incidents involving the Electric Vehicle during customer's rental and may be used by Hertz. Customer is responsible at return to delete all personal data input by customer or collected by the Electric Vehicle during their rental.
 - Please note, the Electric Vehicle may still retain recordings if the Electric Vehicle is involved in an accident.
- Electric Vehicle Equipment:
 - The Electric Vehicle will be provided to customer with certain equipment for which the customer is responsible.
 - The Electric Vehicle equipment provided to customer: Manufacturer In-Car charging kit with cable, and in some models, a charging adapter.
 - Customer is responsible to notify Hertz if any of the following equipment is not with the Electric Vehicle at the time of pick-up; otherwise, customer will be charged for any missing equipment at return.
- Electric Vehicle Return:
 - A return change fee will apply to any change in scheduled return date, time, or location, if customer fails to notify Hertz within 12 hours of your scheduled return time.
 - The return change fee is: 15.00 CAD .
- Key Card or Key Fob:
 - Customer is responsible to return the Key Card or Key Fob upon their rental return. If the Key Card or Key Fob is damaged or lost, customer will be charged to replace the Key Card or Key Fob, along with a service fee.
 - The Key Card or Key Fob must only be used to charge the Elective Vehicle the customer has rented.
 - Sharing the Key Card or Key Fob, using additional Key Cards or Key Fobs to charge the Elective Vehicle, or charging the other vehicles is prohibited.
 - Any misuse of the Key Card or Key Fob in breach of these Electric Vehicle Rental Terms will result in additional usage charges.
- Range:
 - Range is the estimated distance an Electric Vehicle can travel on a single charge. The Electric Vehicle information provided with the customer's reservation that describes a range is not guaranteed.
 - The battery life of the Electric Vehicle is impacted by several factors, including weather, driving and road conditions.
 - It is the customers responsibility to ensure the Electric Vehicle has sufficient remaining battery life

to return the Electric Vehicle to Hertz or reach an Electric Vehicle charging station.

- **Software Updates:**
 - The Electric Vehicle may contain onboard computers which periodically suggest software updates.
 - Customer is not authorized to update the in-vehicle software at any time unless specifically requested to do so by a Hertz Representative.
 - If a software update prompt is received during your rental, please ignore the update or press cancel.
 - If customer updates the software (other than following the explicit instruction of a Hertz Representative), this is at customer's own risk. Hertz accepts no responsibility or liability whatsoever including, but not limited to, any loss of use, interruption of services, incompatibility with training materials or otherwise.
- **Supercharger Locations:**
 - Customers can charge their Electric Vehicle at any Supercharger location:
 - Electrify America
 - Charge Point
 - Charge Hub
 - Tesla Supercharger
 - For further charging station locations, please reference:
 - https://afdc.energy.gov/fuels/electricity_locations.html#/find/nearest?fuel=ELEC
- **Tesla Charging Kit:**
 - The Tesla Charging Kit consists of 1 Mobile Connector, 1 Storage Bag, and 1 NEMS 5-15 Adaptor.
 - Customer is responsible to return all contents of the Charging Kit upon their rental return.
 - If the Charging Kit, or any part of the contents are damaged or lost, customer will be charged for a complete Charging Kit, as these items are not available to be replaced individually, and a service fee.
 - J1772 Adapter: Customer is responsible to return the J1772 Adapter on their rental return. If this Adapter is damaged or lost, customer will be charged to replace the Adapter and a service fee.

EXTENSION OF RENTALS

- You must make a new reservation for the extension rental period. Customer will need to return to location to renew contract.

FUEL POLICY

- Hertz brands offer three Refueling Options to offer customers:
 - Fuel Purchase Option (FPO): Customers who accept FPO purchase the gas that is in the tank at the start of the rental. These FPO customers do not need to refill the tank prior to return, regardless of tank level. All FPO sales are final and there will be no refund for unused fuel. The customer must decide whether to accept FPO at the start of the rental.
 - Fuel & Service Charge (FSC): Hertz rental staff refuel the vehicle upon return.
 - Customer Self-Refuels: Customers have the option to fill up the tank themselves before return or

the customer may return the vehicle with less fuel than rented. Hertz will refill the tank and charge the customer for the fuel required to fill the tank and for the service of refilling the tank.

- For packages with Fuel included renters should return vehicle empty. There is no credit for unused fuel.
- Vehicles are provided with a full tank of fuel, there is no refund for unused fuel. If client has not accepted the FPO they can return the vehicle with a full tank and must show a gas receipt within 10 miles of the return location.

GRACE PERIOD

- A rental day consists of 24 consecutive hours, each day starting at the time of the rental. Extra charges will apply when the rental exceeds a 24-hour period by 120 minutes. The customer will be charged at local rates for the extra time.
- An extra hour charge will be charged for rentals returned 29 – 59 minutes after the return due time at a rate of one-half the extra day charge. Rentals returned 60 minutes or more after the return due time will be charged an extra day.
- Customers have a 24-hour grace period for late pick-ups due to flight delays. There are no refunds for unused days.
- Tour Operators will be charged for the number of days booked, irrespective of the number of days the customer rents. If the client returns the car early, the Tour Operator will still be charged at the number of days reserved. Exceptions, such as medical emergencies, death in family, etc., will be handled subsequently by Customer Relations.

INFANT & CHILD SEATS

- The daily charge is 13.99 CAD per day, maximum of 98.00 CAD per rental plus taxes and fees.
- Hertz requires customers to install the child seats themselves.
- Infant Seats: Cosco Comfy Carry (Model 22036CEDR) – Rear facing: Birth and Infants 5 – 22 pounds (2.3 – 10 kg) and 19 – 29 inches (48 – 74 cm) in height.
- Toddler Seats: Cosco Scenera Next (Model 22182CCVA) – Rear facing: 5 – 35 pounds (2.3 – 16 kg), height: 19 – 40 inches (48 – 102 cm). Forward facing: 22 – 40 pounds (10 – 18.2 kg), height: 29 – 43 inches (74 – 110 cm).
- Booster Seats: Cosco Pronto (Model 22498CEKW) Forward facing: for children 40 – 100 pounds (18.2 – 45.5 kg) and 43 – 57 inches (110 – 145 cm) in height.
- In all North America markets, the ISOFIX system is known as LATCH (Lower Anchors and Tethers for Children). LATCH has been required in all passenger vehicles since 2002 and Hertz (all brands) approved child seats are LATCH equipped.
- Customers are also permitted to use their own car seats.
- Hertz voluntarily complies with any provincial law that requires a child seat for a rental.
- Child seats should be added to the reservation at the point of booking to ensure availability on pick-up date.

LATE RETURN FEE

- Late return or 'rental deviation' fee is incurred if a customer returns the vehicle before or after the scheduled drop-off time.

- The Late Return fee of 15.50 CAD per day (max 77.50 CAD) will be applied if the car is returned more than 12 hours after the date and time previously scheduled and the customer failed to notify the company of such change.

MAXIMUM RENTAL DURATION

- Rental periods cannot exceed 62 days. If a rental is more than 62 days, additional reservations are necessary to accommodate the total number of days. The number of days reserved for each reservation may be split up as necessary, as long as no one reservation exceeds 62 days.
- The rental agreement must be renewed at a participating location and therefore client must return to location to do so. For example, a 70-day rental may be booked on a reservation of 62 days and one of 8 days or may be booked on a reservation of 40 days and 30 days.
- Additional reservations/voucher are required for each rental period, which must be presented at the counter for renewal of the rental record prior to the 63rd day (or whatever day rental has been split to).

If the vehicle is returned to a location other than the original renting location, drop off charges may apply.

LICENSE LOCATION PICK-UP & DROP-OFF POLICY

- Pick up Corporate Location - Drop off Licensee Location - If the customers reservation was originally made for pick up at a Corporate Location and the drop off at a Licensee Location, then this is allowed. Since the rental is a Corporate Location rental, all terms and conditions for drop off at the Licensee Location are the same as they would be for the Corporate Location (including the drop charges).
- Tour rentals cannot be picked up at Licensee Locations unless previously negotiated.

MILEAGE

- Unlimited mileage applies to all vehicle rentals.

PEAK SEASON SURCHARGES

- The peak season surcharge will apply from time and date of pick-up all the way through the end of the transaction regardless of the drop off time and date.

RESERVATION NOTES

- Reservations require a minimum 4-hour advance reservation, either by telephone, GDS, fax, or link and must include the applicable program IT#. Vehicles with Navigation require a 4-hour advanced reservation. These reservations will be automatically confirmed by car class only.
- Specific vehicle models cannot be guaranteed. Vehicles shown and provided are examples. Specific models within car class may vary in availability, capacity and features.
- Some vehicles may not be available at some locations.
- Use of rental vehicles off paved roads is prohibited.

RETURN CHANGE FEE

- If customers are expecting a late return during their rental period, they are encouraged to contact the number provided on their Rental Agreement if they have a change in their return date.
- The agents will be able to adjust the Rental Agreement and inform the client of any rate changes and applicable fees, which will be at the local daily rate.
- A Return Change Fee of 12.99 CAD will be applied.

SKI RACKS

- Ski Racks are no longer available for rent at Hertz Canada rental locations.

TAXES AND FEES

- Government surcharges, taxes, tax reimbursement and optional items such as refueling or additional driver's fees are payable to Hertz at time of rental, unless specifically included and noted in the rates. All taxes and other fees are subject to change without notice.
- Even if stated as included in the net rate, extra charges including but not limited to concession recovery fee and state tax may apply to any additional items purchased at the counter or any extra charges incurred by the rental at time of drop off.
- Luxury Tax:
 - This tax is only applicable in British Columbia on Car Class G & I and ranges from 1-3% depending on the vehicle value.
- Provincial Sales Tax (PST) & Goods and Services Tax (GST):
 - Provincial Sales Tax varies by Province. The Harmonized Sales Tax (HST) is used in certain provinces to combine the federal Goods and Services Tax (GST) and the Provincial Sales Tax (PST) into a single, blended, sales tax. See chart below. Correct at time of printing, October 01, 2016.
 - *Note: Please take into consideration the values below are for informational purposes only and they may vary by location.*
- List of Taxes, Fees and other charges consists of, but is not limited to, the following:

Tax Rates per Province/Territory				
Province/Territory	Type	GST (%)	PST (%)	HST (%)
Alberta	GST	5%	0	0
British Columbia	GST + PST	5%	7	0
Manitoba	GST + PST	5%	8	0
New Brunswick	HST	0	0	15%
Newfoundland and Labrador	HST	0	0	13%
Northwest Territories	GST	5%	0	0
Nova Scotia	HST	0	0	15%
Nunavut	GST	5%	0	0
Ontario	HST	0	0	13%
Prince Edward Island	HST	0	0	14%
Quebec	QGST + QST	5%	9.975	0
Saskatchewan	GST + PST	5%	5	0
Yukon	GST	5%	0	0

- B.C. has also added a Passenger Vehicle Rental Tax (PVRT) fee of \$1.50/day applicable on rentals more than 8 hours but less than 28 days.

- Concession Fee Recovery (CFR) or Concession Pass Thru Fee/Premium Location Charge (PLC):
 - This fee is to reimburse Hertz for concession fee recovery required to operate at airports and other locations. This fee varies by location and is charged for each rental.
- Vehicle Licensing Fee (VLF):
 - This fee is for Hertz's recovery of the proportionate amount of the vehicle licensing fees applicable to the rental. VLF is levied to all customers at all Canadian locations and varies by city.
- Air Conditioning Surcharge (AC Fee):
 - Vehicle manufacturers pay a federal excise tax on all Air Conditioners installed in vehicles and pass this cost on to HERTZ. The Air Conditioner Surcharge is Hertz' recovery of this fee.
- Customer Facility Charge:
 - A bylaw has been issued which states that every person that enters into a rental agreement with an on-airport operator to rent shall pay to the Calgary airport a daily 'Customer Facility Charge' Note: This fee does not apply as an extra charge to programs that are already inclusive of mandatory fees.

UPGRADES

- Renters may upgrade to another class of vehicle at the time of rental (subject to availability).
- Upgrades are based on supply and demand and renter shall pay directly to Company all charges for such upgrades.

WINTERIZED VEHICLES

- Winter rated tires are optional subject to availability at airport counters across Canada (excluding Quebec) and are not included with any Pre-paid or Tour Voucher as part of "Winterization".
- The charge for the option is 20.00 CAD per day on Economy to Full Size vehicles, Premium and up are 25.00 CAD **to 30.00 CAD** per day. No maximum limit.
- In the province of Quebec, all vehicle fleet are required to be equipped with Winter Tires by law during the period of December 15th to March 15th. All contracts originating from the province incur a daily Tire Management Fee of 2.81 CAD per day; this is a year-round fee.
- During the winter season, all vehicles include an ice scraper/snow brush free of charge.
- Winter Tires are not required on roadways in the City of Vancouver, or on the Lower Mainland highways, but are required on the Sea-to-Sky, as well as routes north and east of Hope, and on many major highways in the British Columbia Interior and northern regions.
- All vehicles during this period will come equipped with M+S tires as standard in this region. Only commercial vehicles greater than 27,000 GVW must carry chains along these routes, but trucks between 5,500 kg and 27,000 kg GVW may use M+S or mountain/snowflake tires in lieu of chains, if available.
- During the Winter season, all vehicles include an ice scraper/snow brush free of charge. Vehicle Availability
- Hertz reserves the right, at its own discretion, to capacity control in any location, at any time, and for specific programs, according to vehicle availability, demand levels, and/or program performance. In addition, all car classes may not always be available in all locations.

VOUCHER VALUE & VALIDITY

- Tour Operators will be charged for the number of days printed on the tour voucher or if a voucher less program, number of days booked by the Tour Operator, irrespective of the number of days the customer rents. (Voucher day's equal the number of reservation days.)
- If the client returns the car early, the Tour Operator will still be charged at the voucher value or if a voucher less program, the number of days reserved. Exceptions, such as medical emergencies, death in family, etc., will be handled subsequently by Customer Relations.

WAIVERS & INSURANCES

- When the rental vehicle is used in accordance with all the terms and conditions of the Rental Agreement, Hertz provides the standard provisions of a basic automobile liability insurance policy, coverage of at least minimum provincial statutory limits for bodily injury or death and property damage for the customer's legal liability to others including passengers.
- Liability Protection up to a combined single limit of 1,000,000 CAD per accident for bodily injury or property damage is included on a primary basis (i.e. Hertz' Primary Liability Protection will respond first to claims by third parties for bodily injury and/or property damage before any applicable insurance which the customer, Authorized Operator, or Additional Authorized Operator may have). However, where permitted by applicable law, the protection described above will be secondary to the customer's insurance and the insurance of the operator of the car.

LOSS DAMAGE WAIVER (LDW):

- Under the Terms and Conditions of the Rental Agreement, the customer is responsible for damage or the loss of a Hertz vehicle.
- Loss Damage Waiver (LDW) is an optional service that relieves the customer of responsibility, up to the deductible, if any, for damage to the rental car, provided the car is used in accordance with the Rental Agreement Terms and Conditions.
- Loss Damage Waiver (LDW) is not insurance. Instead, it is a contractual waiver found in the Rental Agreement, and it is not a term that will normally be found in personal automobile and business automobile insurance policies.
- LDW is an optional service that holds the renter or authorized driver's responsible only for the deductible amount, if any, for loss of or damage to the rental vehicle, if the vehicle is used in accordance with the terms and conditions of the rental contract. If LDW is not purchased, the renter will be responsible regardless of fault for the full value of the vehicle at the time of rental, less its salvage value, plus expenses for towing, storage, impound fees, an administrative charge, and a reasonable charge for loss of use.
- If LDW is included in the Tour Rate the standard deductible is 500.00 CAD. To reduce the deductible to 0.00 CAD, a Deductible Waiver (DW) may then be purchased at the counter at time of rental.
- The cost of LDW may vary depending upon car type.
 - Per the Rental Agreement Terms and Conditions, a valet parking the rental car is considered an Authorized Operator; therefore, LDW would apply to damage arising from the valet's use.
 - LDW covers vehicles in transport on a ferry.

DEDUCTIBLE WAIVER (DW):

- DW is available on Tour rentals or LDW inclusive rates in Canada only.
- DW removes the customer's responsibility for the deductible when renting on a tour or when an inclusive rate that includes LDW with a deductible.
- DW only applies to the days covered by the tour or LDW inclusive rate and will terminate if the customer keeps the vehicle beyond the tour or rate period.
- DW, if eligible and selected, is available at 11.99 CAD per day, which covers any applicable deductible in the event of a damage claim, up to 1,000 CAD.

PREMIUM ROADSIDE SERVICE (PERS):

- PERS can be purchased at the counter for 9.99 CAD per day, plus taxes and fees.
- Premium Emergency Roadside Service (PERS) covers costs for services required to remedy the following issues:

Out of Electric Vehicle Range/Charge Service (EV Range Delivery)	Maximum 250.00 CAD per rental
Out of Electric Vehicle Range/Charge Service (Towing to a charge station)	Maximum 350.00 CAD per rental
Missing/Stolen/Damage Electric Vehicle charging cable adapter	N/A
Lock out service	Maximum 250.00 CAD per rental
Remote unlock	Maximum 105.00 CAD per rental
Damaged broken keys, fob, or key card	Maximum 500.00 CAD per rental
Lost or missing keys, fob, key card	Maximum 500.00 CAD per rental
Keys, fob, key card (delivery/towing)	Maximum 500.00 CAD per rental
Dead battery service	Maximum 250.00 CAD per rental
Spare tire mounting service	Maximum 250.00 CAD per rental
No spare tire towing	Maximum 500.00 CAD per rental
Out of gas	Maximum 250.00 CAD per rental
Car stuck/Winch Service	Maximum 500.00 CAD per rental
Lost Key Service	Maximum 500.00 CAD per rental

- Towing and support service would only include coverage when travelling within USA and Canada.

PERSONAL ACCIDENT INSURANCE:

- Allows customer to elect accidental death and injury benefit coverage for renter and passengers during the rental period of the vehicle. If this coverage is accepted at a price of approximately 7.95 CAD per day, the benefits for the renter will apply to all accidental injuries during the rental period, the renter is covered in or out of the rental vehicle. Passenger(s) are covered while entering, exiting, or occupying the rental vehicle.
- Total Benefit for any one accident is limited to 250,000 CAD, regardless of number of persons involved.

PAI Coverage

Benefits Schedule	Renter	Each Passenger
Accidental Death	100,000 CAD	10,000 CAD

PERSONAL EFFECTS COVERAGE (P&C):

PEC is an option that insures against risk of loss or damage to help protect customer's personal belongings while renting from Hertz. PEC insurance coverage includes those personal effects owned by customer and those members of his or her immediate family traveling with customer during the rental who are permanent residents of the customer's household. PEC does not extend to non-family members traveling with customer.

- PEC Coverage Limits:
 - The maximum coverage for each covered individual during the rental period is 500 CAD after a deductible of 25 CAD is applied. The maximum coverage for all individuals during the rental period is 1,500 CAD involving a maximum of 3 occupants of the car after application of the deductible.
 - In the event any claims are made under the Policy, coverage for succeeding claims during the same rental will be reduced by the amount of the claim paid.
- *Personal Accident Insurance (PAI) & Personal Effects Coverage (PEC) – Must be purchased together*
 - Please Note: PAI & PEC is not available in the province of Quebec or British Columbia.

YOUNG RENTER'S POLICY

- The minimum age for all renters is 20. An Age Differential charge of 15.00 CAD per day applies for ages 20 – 24.
- The following vehicle car classes are available to rent to young renters (ages 20 – 24) for 15.00 CAD per day: A, A6, B, B4, B5, B6, B7, C, D, E, E1, E2, E6, F, G, M5, M6, N3, N4, N5, N6, N7, O6, Q4, R, R7.
- In the province of Quebec, the following vehicle car classes are available to rent to renters ages 18 & 19 years old for \$15.00 per day: A, B, B4, B5, B8, C, D, D8, E6, F, G8, I8.
 - Note: Some vehicle class restrictions on tour rates may apply - Please check with reservations.
- Young renters (ages 20 – 24) can be the primary renter on a Rental Agreement (allowable car classes only).
- If a young renter is the primary renter on a Rental Agreement, they may add young renters as Additional Authorized Operators (AAO) (Additional Driver and Young Renter fees will apply).
- The minimum age is 25 for Prestige, Adrenaline, and select specialty vehicle classes.
- Deductible Waiver (DW) is available to young renters on tour rentals or LDW inclusive rates in Canada only. The rate plan is the same for all customers, including young renters.
- Young renters under the age of 25 cannot rent an Electric Vehicle in Canada.