

Virgin Atlantic Holidays - Hertz Inbound USA

2026 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)

- Effective February 11, 2025: Unless included in a tour package, the Additional Authorized Operator (AAO) charge is \$15.00 USD per day with a maximum charge of \$210.00 USD per rental for all States These charges are per day per driver, plus taxes and fees.
 - On all rentals that originate in California or Iowa, the renter's spouse is included – this includes spouses in a legally recognized same sex marriage and partners in legally recognized civil unions, Domestic Partnership is NOT included for these states, unless the customer is a loyalty member. Also, AAO can be extended to the Child or person for whom the renter is a legal guardian, sibling, parent or grandparent (no charge). Age 20+ (Age Differential charge applies for age 20-24)
- Additional Authorized Operators must present a valid driver's license.
- The minimum age for all Additional Authorized Operators (AAO) is 20 years of age ([Young Renter's fee applies for age 20 – 24](#)).
- The minimum rental age is 18 in New York and Michigan ([Young Renter's fee applies](#)).
- Effective March 28, 2025: The Additional Authorized Operator Fee at Hertz locations in NEW YORK only will be \$5.00 per day (previously \$3.00 per day), with a maximum charge of \$189.00 per rental.
- Only one young driver (ages 20-24) can be added as a primary driver, or as an AAO per rental contract.
 - In New York, a renter must be 20 years and older to be added as an additional driver; but young renters ages 18 – 19 can rent as a primary driver only ([Young Renter Fee Applies](#)).
 - In Michigan, where the minimum rental age is 18, young renters ages 18 – 24 may be signed on as an additional driver on Michigan rentals only ([Refer to Young Renter's Policy for more details](#)).
 - In Alabama and Nebraska, where the minimum rental age is 19 ([Young Renter Fee Applies](#)), only one young driver can be added as a primary driver, or as an additional driver per rental contract.
- Renters can be signed on as Additional Authorized Operators (AAO) at any time during the rental and at any USA location (including participating licensee locations) with the primary renter present.
- If an AAO is added in a state other than where the rental originated, the AAO fee is based on the original renting location's policy.
- The maximum number of Additional Authorized Operators that may be signed on a single rental is four.
- Additional Authorized Operators (AAO) cannot be added at a Canadian location for rentals that originated in the United States.

CHANGE OF DRIVER LOCALLY

- Should for any reason for the renter needing to change the driver's name at the counter, for reasons such as forgotten driver's license or credit card, they must both be present, and the new renter must meet [driver's license requirements](#).

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

Canada:

- In most, cases, vehicles may be driven across the Canadian border. It is recommended to have PERS cover when using vehicle in cross border rentals for the US and Canada.
- Please reference the Hertz Inbound USA Tour Program's Drop and Intercity Policy Chart for specific intercity fees and restrictions for rentals into Canada.
- A vehicle can be driven across the Canadian border at any time, no matter what location it was rented from.
- If you receive the error message after trying to access a rate, this means the vehicle is not available for a drop in the U.S./Canada. This can be based on vehicle availability, Licensee location restrictions, etc. Try checking alternate pickup or return locations in the vicinity for one-way alternatives.

Mexico:

- Vehicles may be driven into Mexico with prior authorization and from any locations in California, Arizona, New Mexico and Texas.
- An additional Mexican insurance must be purchased locally to do so. The cost of Mexican insurance is between \$38.00 - \$48.00 USD per calendar day plus taxes and fees, which will assist with breakdown issues.
- PERS is not available in Mexico.
- Due to Mexican Law, Mexican citizens are not permitted to drive U.S. owned vehicles in Mexico. Any attempts to do so will result in fines and penalties.
- U.S. vehicles are never permitted to return to a Hertz, Dollar, and Thrifty location in Mexico.
- Only the original renter may purchase Mexico insurance, and they must be 25 years of age or older.
- This insurance is NOT available for renters or AAO under the age of 25.

DEBIT CARD POLICY

- Debit Cards are accepted at many locations to qualify the rentals when other requirements are met:
 - Vehicle car class reserved must be A – F, B4, B5 and Q4 (sub-compact through full-size and small SUV) ONLY.
 - Effective August 15, 2022: Minivans (car class 'R') and regular SUVs (car classes 'L' and 'L4') can be rented using debit cards in the state of Florida only. This debit card policy change applies for Inbound business only.
 - At Airport locations, the renter is required to provide proof of a return travel ticket to coincide with the

rental and present two (2) valid forms of identification.

- At Off-Airport locations, the renter has a reservation made at least (1) one day in advance, must be at least 25 years old, must present two (2) valid forms of identification and proof of a return travel ticket to coincide with the rental (airline or cruise).
- Debit cards are not accepted to qualify at time of rental for premium or above and including Dream Cars and Hertz Shelby GT-H Mustang.
- When a debit card is presented as form of payment, at the start of the rental, two (2) forms of identification must be presented:
 - A valid issued Driver's License.
 - Plus, One (1) of the following forms:
 - An alternative credit or debit card with the same name as the driver's license. The card is for identification purposes only.
 - A Government issued ID in the same name as the driver's license such as a Passport.
- Debit cards will be accepted due to travel interruption as a form of payment if the renter provides proof of cancelled flight/cruise/train, etc., along with two (2) valid forms of identification.
- A credit card will be required for vehicle upgrades above a full-size car class. Debit cards can be used at the conclusion of the rental.
- Please note: to qualify the rentals with a debit card, renters must meet the [deposit requirements](#), in addition to the [driver's license requirements](#).

DEPOSITS REQUIRED

- An authorization amount of up to \$50.00 will be added to the estimated rental charges for Virgin Atlantic customers. (US Only)
- Cash deposits are not permitted.

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 International Reservations - 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.
 - 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.
- 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 another country's Disabled Parking Permit in the USA. Only USA Disabled Parking permits are permitted.
 - Upon arrival customers should contact the DMV (Department of Motor Vehicles) to request a USA Disabled Parking Permit. They will be advised as to the location of the nearest DMV office, and they will be required to visit this office in person to apply for a Disabled Parking Permit.
 - The cost of this is approx. \$15.00 USD for 90 days, plus local taxes and fees.
 - They need to bring proof of ID plus their country-of-origin disabled parking permit.

DRIVER'S LICENSE REQUIREMENTS

- Renters, including Additional Authorized Operators, must present a valid national driver's license, a valid passport, passport card, NEXUS card or Global Entry card in the same name, or a return airline ticket - within the rental dates at time of rent, and the voucher (*except Voucherless programs*).
- Drivers must be at least 20 years of age in all states except for New York and Michigan, where the minimum rental age is 18.
- Licenses in which the number, name, address, and/or expiration date are illegible or obviously tampered with, will not be accepted.
- 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.
- Rates are not valid for U.S. or Canadian citizens or holders of a U.S. or Canadian driver's license.
- We do not accept a copy of a driver's license (must be original).
- Renters, including Additional Authorized Operators, must present a valid national driver's license, a return airline ticket, and the voucher (*except Voucherless programs*).
- 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.
- Digital/Mobile versions of Driver Licenses are not accepted at time of rent for USA rentals 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

- In most cases, vehicles can be driven in any state in the continental United States.
- Vehicles may not be driven on poorly maintained or unpaved roads.
- Vehicles are permitted to be transported on ferry boats. However, if the destination of the ferry is to a site with gravel or unpaved roads, use of car is not permitted.
- In the cities of Fairbanks, Alaska and Juneau, Alaska, vehicles cannot be transported on ferry boats.

- In the State of Alaska, the following highways are restricted to rental cars, but are not limited to: The Dalton, Steese, Dempster, Elliott, Denali & Taylor Highways. In case of violation, customers are responsible for all damage and for the cost of returning the vehicle to the rental location.

ELECTRIC VEHICLES

Please Note: Electric Vehicle Items also noted in categories: Disabled Drivers and Young Renter's Policy

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 for maintaining 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):
 1. The customer pre-pays for the EV's battery and can be returned with any remaining battery level.
 2. EVPO is a dynamic kWh rate and can be sold at any battery level.
- Self-Recharge:
 1. 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.
 2. If the battery level was at 80% or above when rented, the customer only needs to recharge to 75%.
- Electric Vehicle Service Charge (EVSC):
 1. 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.
 2. If the battery level was at 80% or above when rented, the customer only needs to recharge to 75

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 USD.

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 customer's 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.

Supercharger Locations:

- Customers can charge their Electric Vehicle at any Supercharger location:
 1. Electrify America
 2. Charge Point
 3. Charge Hub
 4. Tesla Supercharger
- For further charging station locations, please reference:
 1. https://afdc.energy.gov/fuels/electricity_locations.html#/find/nearest?fuel=ELEC

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 offers 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.
- For rentals in Hawaii:
 - If FPO is purchased at time of rent, and the vehicle is returned with a full tank, the customer will receive credit for the amount previously charged for the FPO.
 - Or, regardless of whether FPO was purchased, if the vehicle is returned with more fuel in it than when it was rented, the renter will receive credit for the additional gallons/liters.
- Packages including the Fuel are a minimum 4-day rental only and is not available in ALL Manhattan locations.

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 240 minutes. The customer will be charged at local rates for the extra time.
- Rentals returned 241 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 USD per day, maximum of \$98.00 USD per rental plus taxes and fees.
 - Infant seats: Cosco Light & Comfy (Model #IC206CHZ) - 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 #CC123FSM) – Rear facing: 5 – 40 pounds (2.3 – 18 kg), height: 19 – 40 inches (48 – 91 cm). Forward facing: 22 – 40 pounds (10 – 18.2 kg), height: 29 – 43 inches (86 – 109 cm).
 - Note: The Cosco Scenera Next rear facing may be provided as Birth and Infant seat).
 - Booster seats: Cosco Pronto (Model #22-491FSM) – Forward facing: for children 40 – 100 pounds (18.1 – 45.4 kg) and 43 – 57 inches (110 – 145 cm) in height.
- Hertz requires customers to install the child seats themselves.
- 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 may use their own car seats.
- Customers should be aware that use of a non-U.S. federally approved child seat in a rental vehicle in the U.S. does not meet the statutory requirements for a child seat in the U.S. and would be a violation of the Terms and Conditions of the rental agreement and could compromise any Loss Damage Waiver or optional insurance product.
- Hertz voluntarily complies with any state 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 of \$12.00 per day is incurred if a customer returns the vehicle before or after the scheduled drop-off time.
- The Late Return Fee 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.
- This fee will be applied in addition to any change in rental rate that occurs because of extending the rental.

MAXIMUM RENTAL DURATION

- Rental periods cannot exceed 62 days. If a rental is in-excess of 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.

MILEAGE

- Unlimited mileage applies to all vehicle rentals.

PARTICIPATING LOCATIONS

- Hertz reserves the right, at its own discretion, as to which Corporate and Licensee locations can participate in this program.
- Tour rental rates will remain independent for participating Corporate and Licensee locations.

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.

PICK-UP & DROP-OFF SERVICE

- We operate a pick-up and drop-off service within a 5-mile (8-km) radius of the Hertz/Disney & Kissimmee location (ORLR19): 7471 W IRLO BRONSON MEM HWY.
- Please note, this pick-up and drop-off service is not a standard or regular service. The pick-up service is complimentary and dependent on availability of the staff on an as needed basis.
- Customers must call the location to schedule a pick-up time prior to actual rental time. Please take into consideration, at times customers may face a small wait time.
 - The number for customers to call requesting the shuttle service is: (001) 407-396-2800.
- This service is available Monday to Friday, from 09:00 – 16:00, pending staff availability.

PORT COLLECTIONS

- Shuttle service available at Port Canaveral, HLE (USFLCAN01).
- Virgin Atlantic Holidays to provide customers' cruise line information a day or more prior in the reservation. This can be added to the notes field by reservations or by e-mailing the location directly. Cape Canaveral location contacts:

- Xue Zhang: x.zhang@hertz.com
- Perla Herreraldelgado: perla.herreradelgado@hertz.com
- Shuttle drivers will wait at terminal for Virgin Atlantic Holidays customers.
- Location Address: 8963 Astronaut Blvd, Cape Canaveral, FL 32930.
- Hours of operations:
 - Monday thru Sunday: 08:00-15:00

PLATEPASS

- Hertz offers the PlatePass® electronic toll payment system, which is operated by PlatePass® LLC, a division of Verra Mobility to provide customers with the convenience of utilizing electronic toll lanes without incurring any toll road fines or penalties.
- Customers can opt into the optional PlatePass® service in 3 ways:
 - At the commencement of the rental with an All-Inclusive rate per day or per week that covers the cost of the tolls (see PlatePass® All-Inclusive Tolling below).
 - At return
 - By opening the transponder shield box (E-Z pass transponder region only) when applicable.
- PlatePass® All-Inclusive Tolling Effective November 15, 2022:
 - Hertz launched All-Inclusive PlatePass® providing customers the ability to opt-in for all-inclusive tolling at time of rent. All-Inclusive tolling allows renters unlimited use of all electronic tollways and bridges for a per day fee (varies by state).
 - The All-Inclusive daily rate varies by state/region and ranges from \$9.99 per day - \$33.99 per day.
 - All-Inclusive model will automatically be added to the Hertz Rental Agreement. No invoice will be issued after the rental is closed.
 - Customers must opt-in at the time of rent, either at the counter or exit gate. Customers may also opt-in at the time of return.
- New York City Congestion Pricing Effective 5th January 2025 - Congestion Relief Zone in Manhattan- local streets and avenues at or below 60th street will be charged a daily entry toll and admin fee.
 - Peak Weekdays 5:00 AM-9:00 PM, Peak Weekends 9:00 AM-9:00 PM.
 - Passenger and small commercial vehicles - \$9.00 during peak and \$2.25 during overnight period.
 - Small trucks and buses - \$14.40 during peak and \$3.60 during overnight period.
- If a customer does not choose to elect the All-Inclusive tolling product and drives through a toll, they will be charged \$3.99 per usage day fee (Capped at \$27.93), plus the cost of the toll (at the toll authority's highest undiscounted rate).

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 \$10.00 USD will be applied.

SATELLITE RADIO (SIRIUS XM)

- No longer offered effective April 2026.

SKI RACKS

- Ski racks are subject to availability upon request in ski areas of Denver, CO, Colorado Springs, CO, Reno NV, Sacramento, CA, Vermont, Maine, Syracuse, NY, and Portland, OR. Please check with reservations on availability.
- Payable locally from \$18.00 USD per day, maximum of \$126.00 USD per rental plus local taxes and fees.

SPECIAL INSTRUCTIONS AT ORLANDO INTERNATIONAL AIRPORT (MCO)

- There are 3 terminals at MCO airport: **Terminal A**, **Terminal B** and **Terminal C**. MCO is unable to assign a car unless flight details are included in the reservation and/or have completed the Mobile Check-in process.
- It is the customer's responsibility to proceed to the correct terminal. If the customers are arriving by airplane and a flight number is included in the reservation, customers should proceed to the designated terminal their flight arrives at. Example: **Terminal A**: Virgin Atlantic, **Terminal B**: British Airways and **Terminal C**: Emirates.
- If the customers are a walk-in, or they do not enter a flight number into the reservation, customers should proceed to **Terminal A**.

TAXES & FEES

- There may be a local surcharge imposed by the state. Any such charges are payable at the time of collection, unless stated as being included in the net rates. Optional items such as child seats, one-way rental fees, GPS plus items not included in the net rate (voucher) are subject to local taxes and fees. Products purchased at the rental counter are subject to all applicable federal, state and local taxes, fees, charges and surcharges.
- If any additional federal, state, local taxes, fees, charges or surcharges are imposed during the term of this contract, or, if there is a modification to these, such additions or modifications will be charged to the client at the counter.
- 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.
- List of Taxes, Fees and other charges consists of, but is not limited to, the following:

- Sales taxes: sales taxes vary between cities and states ranging from approximately 0% to 30%.
- Surcharges: surcharges vary by state, city and location.
- Concession recovery fee: concession recovery fees are charged unless prohibited by law. These fees assist in covering all or part of the average concession fees plus the additional cost of doing business. Concession recovery fees can apply to but are not limited to airports, hotels, fbo's and train station locations. They apply on the prepaid portion of the rental and on any and all products purchased at the rental counter.
- Vehicle license fees: vehicle license fees vary by state and vehicle type.
- Customer facility charges (cfc): this is an additional charge by the airports to offset the operation of a consolidated car rental facility or bus system at the airport. Varies by location between **\$0.31 - \$10.00 USD** per day / **\$0.30 - \$19.00 USD** per rental
- Busing fee: is a charge imposed by the company to recover amounts paid towards the operation of a consolidated car rental bus system at the airport. These are above the costs paid through the cfc and is not government mandated. Varies by location **\$3.40 - \$4.49 USD** per rental.

UPGRADE POLICY

- 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.

VALET SERVICE

- Hertz Location *Marriott Marquis Hotel (SFOC30)*: The Marriott Hotel has an arrangement with a Valet Company which handles the hotel's parking garage. There is a \$20.00 USD fee to pick-up the Hertz rental vehicle from the valet attendant. The valet fee is paid directly to the valet, not to Hertz.

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 voucherless 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.*)

WAIVERS & INSURANCES

DAMAGE LIABILITY-THEFT LIABILITY EXCESS

- No Excess – If Loss Damage Waiver (LDW) is included on the rental the renter is not responsible for loss of or damage to the rental vehicle provided there is no violation of the Rental Agreement Terms and Conditions.

LIABILITY PROTECTION

- Liability Protection is addressed in some detail in the Terms and Conditions of the applicable Rental Agreement. Essentially, Liability Protection, if provided by 'Hertz', provides limited protection against:
 - Bodily Injury Liability - The legal responsibility of the customer, an Authorized Operator (AO), or an Additional Authorized Operator (AAO) for bodily injury or death to a *Third Party arising from an accident where the driver of the Hertz vehicle may be at fault.
 - Third Party - Generally, anyone to whom the customer, Authorized Operator or Additional Authorized Operator causes injury or damage as a result of an accident involving a Hertz vehicle.
 - Property Damage Liability - The legal responsibility of the customer, an Authorized Operator (AO), or an Additional Authorized Operator (AAO) for damage to the property of a Third Party arising from an accident where the driver of the Hertz vehicle may be at fault.
- Where permitted by law, no liability protection is provided under the terms of the Rental Agreement from claims of injury by others against you resulting from an accident with the rental car. Some locations provide Primary Liability Protection under the Rental Agreement, but in those situations where liability protection is provided, such protection is no more than the minimum limits required by individual state law.

LIABILITY INSURANCE SUPPLEMENT (LIS)

- Optional protection that provides additional liability protection for the customer, Authorized Operator(s), or Additional Authorized Operator(s) if an accident occurs.
- Combines the features of standard liability protection, where applicable, with an excess liability policy to provide protection up to a combined single limit for third party bodily injury and / or property damage claims of:
 - For rentals where LIS is inclusive and booked through your channel inbound to the US - we shall provide up to \$300,000 in coverage for third-party liability and up to \$300,000 in coverage for Uninsured / Underinsured Motorist Protection (UM / UIM). Uninsured/ underinsured protection does not cover losses caused by the negligence of the renter or any authorized operator.
 - Uninsured / Underinsured Motorist Protection (UM / UIM) provides protection if involved in an accident with an at-fault driver who does not have sufficient (or any) auto insurance, covering certain costs or injuries incurred directly by the covered person(s) such as medical expenses, lost wages, pain and suffering, and damage to property. The UM / UIM coverage described above includes \$100,000 in insurer-provided coverage (excluding California) with the remainder provided directly by Hertz.
 - Note – As a gesture of good faith and partnership, for LIS-inclusive reservations inbound to the US that were booked through your channel on or before February 16, 2025 for rentals to occur on or after February 17, 2025, we intend to continue to provide a higher level of third party liability and UM / UIM coverage reflective of our 2024 LIS policy as follows: (a) up to \$1,000,000 of third party liability coverage for combined bodily injury and/or property damage claims per occurrence, and (b) up to \$1,000,000 of coverage for uninsured and underinsured motorist coverage for bodily injury per accident. Any such protection beyond the insurer-provided coverage under the 2025 LIS policy (i.e., above \$300,000 in third party liability coverage or \$100,000 in uninsured and underinsured motorist coverage, where applicable), would be provided directly by Hertz and not by a third-party insurer

Where not included in the rate, LIS product pricing will vary, including by state. Terms and conditions apply. We reserve the right to change the above coverage levels at any time.

LOSS DAMAGE WAIVER (LDW)

- In most states, in the event of any other loss or damage to the car, regardless of fault, customer's financial responsibility extends to the full value of the car at the time of rental, less its salvage value, plus expenses for towing, storage and impound fees, diminution of the value of the car as determined by Hertz, an administrative charge, and a charge for loss of use, regardless of fleet utilization. If customer's responsibility differs in the state in which the customer rents, it will be stated in Paragraph 4 of the Rental Agreement.
- Loss Damage Waiver (LDW) is an optional service that relieves the customer of all responsibility for the loss of or damage to the rental car, provided the car is used in accordance with the Rental Agreement.
- When customer purchases LDW (which is not insurance) the customer will not be held responsible for damage to the car if any damage should occur, provided the damage was not the result of a prohibited use of the vehicle.
- 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.

PREMIUM ROADSIDE SERVICE (PERS):

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

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

PERSONAL ACCIDENT INSURANCE (PAI) & PERSONAL EFFECTS COVERAGE (PEC)

- **Personal Accident Insurance (PAI) and Personal Effects Coverage (PEC)** are combined as one option and cannot be purchased separately. Personal Accident Insurance (PAI) provides coverage to the renter and passengers in case of accidental death and/or accidental medical expenses caused by an accident independent of all other causes during the rental period. Personal Effects Coverage provides coverage against loss or damage to covered personal belongings during the rental period. Coverage is subject to various exclusions, terms and conditions, which may vary by state, and is not available in New York. Please review the policy or certificate for detail.
- **PAI Coverage:** The total benefit for any one accident, for renters and passengers is limited to \$175,000, Medical Expenses \$10,000 (Dental maximum of \$250) regardless of number of persons involved. Accidental death up to \$175,000 for renter (\$100,000 Minnesota), and 17,500 for passengers (\$10,000 in Minnesota). To be eligible:

- Accident must occur during the rental period, and death must occur within 12 months of accident.
- If more than one loss is sustained as a result of the same accident, only the largest applicable amount will be paid out.
- Passengers will also be covered, but only for accidents occurring while in, entering, or exiting the Car.

- **Medical Expense benefits:** Provide up to \$2,500 for reasonable and customary charges associated with confinement to a hospital; treatments by a physician; transportation to or from a hospital by a professional ambulance service (Up to \$250) and/or services rendered by a registered nurse; in each case within 30 days of the dates of an accident that cause the injury.

- Medical expense coverage is available for bodily injury if within 30 days of the accident and upon the recommendation a qualified and licensed physician the insured is confined to a hospital, treated by a physician, transported to or from a hospital by a professional ambulance service and/or services rendered by a registered nurse, licensed practicing nurse, or nurse practitioner.

Personal Effects Coverage (PEC): Insures against risk of loss or damage to certain personal belongings while renting from Hertz. PEC coverage applies throughout the entire rental period to owned personal property during transit while in any hotel or building (other than the insured's residence) or locked in a rental vehicle. PEC is insurance protection and pays in addition to any other policy you may have (such as a Homeowner's policy). However, your benefits provided by other coverage may be affected by the PEC benefit. PEC includes certain personal effects owned by you, other authorized drivers under the rental agreement, and your immediate family who permanently reside with you and are traveling with you during the rental period. Coverage is subject to various exclusions, terms and conditions, which may vary by state, and is not available in New York. Please review the policy or certificate for detail. Maximum coverage during each rental period is up to USD \$650 per person, and \$1,950 in the aggregate for all claims during the rental period.

WINTERIZED VEHICLES

- During the winter season (1 October through 1 April) we provide our fleet with all season tires, ice scraper or snow brush, deicer washer fluid, radiator anti-freeze at winter level and emergency road service at no extra cost. Local regulations in certain conditions may override this from time to time.
- Tire Chains are not offered at U.S. locations.

YOUNG RENTER'S POLICY

- The Young Renter Fee is \$25.00 per day for all U.S. locations.
- The minimum age for all renters is 20 (Age Differential charge applies for ages 20-24).
 - Excludes as follows –
 - The minimum age is 25 for Prestige, Adrenaline, and select specialty vehicle classes. The minimum age for Dream Cars is 25, no exceptions.
 - In the states of Alabama and Nebraska, the minimum rental age is 19. For renters aged 19, the young renter fee is \$52.00 per day. For Young Renters ages 20 – 24, the renter is \$25.00 per day. Young renters in Alabama and Nebraska can rent car classes A – F.
 - In the states of New York and Michigan, the minimum rental age is 18.
 - The Young Renter fee is \$52.00 per day for renters ages 18 and 19.

- Renters ages 18 and 19 in New York and Michigan may rent car classes A – F only.
- In Michigan, renters between ages 18 and 24 may be signed on as an AAO's on Michigan rentals only. The appropriate Age Differential will be added, in addition to the AAO charge. If both the renter and AAO are under 25, only one Age Differential charge will be assessed.
- Only one young driver (ages 20-24) can be added as a primary driver, or as an AAO per rental contract.
 - In New York, a renter must be 20 years and older to be added as an additional driver; but young renters ages 18 – 19 can rent as a primary driver only.
 - In Michigan, where the minimum rental age is 18, young renters ages 18 – 24 may be signed on as an additional driver on Michigan rentals only.

In Alabama and Nebraska, where the minimum rental age is 19, only one young driver can be added as a primary driver, or as an additional driver per rental contract.