

## **Non-smoking Policy FAQ**

### **What is the Hertz policy on smoking in vehicles?**

Hertz is committed to providing a safe, clean fleet for our customers and employees. In order to better deliver on this commitment, all Hertz vehicles are non-smoking. A \$100 cleaning fee may be assessed for vehicles returned with evidence of smoking.

### **Why does Hertz have a non-smoking policy?**

Hertz has committed to providing a safe, clean fleet for our customers and employees. In order to achieve this, the decision has been made to implement a non-smoking policy for all vehicles.

### **How long have Hertz vehicles been non-smoking?**

Effective February 1<sup>st</sup> 2013, Hertz transitioned all vehicles to non-smoking. The transition Previously, Hertz maintained a non-smoking fleet and provided vehicles that had been smoked in to those who preferred them. Smoking is no longer accepted as a preference.

### **Who is affected by the no-smoking policy?**

Anyone who occupies a Hertz vehicle in US, Canada and several other countries (please see locations for details), must comply with the smoke-free policy by refraining from smoking in Hertz vehicles. All Hertz vehicles are non-smoking.

### **Where will smoking be permitted?**

Smoking may be permitted in designated smoking areas and in accordance with state and local laws dependent on location. Please see the location for details.

### **What is the penalty for smoking in Hertz vehicles?**

A \$100 fee may be assessed to cover the cost of vehicle cleaning. De-smoking requires a vehicle be taken out of service for up to 24-hours so it can be cleaned with a natural deodorizer and an oxidation process.

### **What if the vehicle I receive does not have a no-smoking sticker in it?**

All Hertz vehicles are non-smoking. Smoking is not permitted in any Hertz vehicle regardless of the presence of a sticker.

### **How can I ensure that I will not be charged a smoking related cleaning fee?**

All vehicle occupants must refrain from smoking in the vehicle at all times. When receiving a vehicle, inspect it before leaving the rental location to ensure it is smoke-free. If evidence of smoking is found at the time of rental, notify a member of the Hertz staff to determine if another

vehicle is available or if the current one can be quickly cleaned. If not, make note of the odor and notify the Exit Gate Representative on exit and Instant Return Representative upon return.

### **How are smoked in vehicles cleaned?**

Vehicles with evidence of smoking are thoroughly cleaned, vacuumed and treated with a natural deodorizer and an oxidation process. De-smoking requires the vehicle to be taken out of service for up to 24-hours, therefore a Cleaning Fee of \$100 may apply when evidence of smoking is present.

### **How is it determined that a vehicle has been smoked in?**

A Hertz employee must either:

- Witness the customer smoking in a vehicle, or
- Find evidence of smoking, such as ashes, cigarette butts or burns, or
- Smell smoke within the vehicle.

### **When is it determined that the vehicle has been smoked in?**

The Instant Return Representative makes the determination if a vehicle has been smoked in. If there is no Instant Return Representative available when the car is returned, the Vehicle Service Attendant will make the determination.

### **When will I know if I have been charged the cleaning fee for smoking?**

In most cases you will know before leaving the Hertz lot. If no Return Representative is present you will see the charge on your final bill or charge card.

### **I am a Hertz #1 Club Gold member and have selected a smoking vehicle as my preference. Will I still be able to receive a vehicle I can smoke in?**

No. All Hertz vehicles are non-smoking. The preference selection on the Hertz #1 Club Gold member page has been set to "no-smoking" for all members. Smoking vehicles are no longer available.

### **Is Hertz telling me I should not smoke?**

No. The choice to smoke is a personal one. Hertz is committed to providing safe, clean vehicles to all customers. As one step to fulfill that commitment, Hertz vehicles are non-smoking. If local or state law allows, there may be designated smoking areas at Hertz locations.

### **What should I do if I witness another customer smoking in a vehicle?**

Report the incident to the nearest Hertz employee with a description of the vehicle and, if possible, the license plate number.

### **What should I do if I witness a Hertz employee smoking in a vehicle?**

Report the incident to the nearest Hertz location manager with a description of the employee, vehicle and, if possible, the license plate number.