



Business User Guide



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1) How to make a Reservation

You can rent a car by contacting ALCATEL's Travel Agency, Hertz Reservation Center or via our website www.hertz.com (if you know your CDP and use a Credit Card as a method of payment).

When making a reservation, please ensure you have the following information ready:

- Date, time and location
- Your Hertz #1 Club Gold number if you have one
- Drivers name and names of any additional drivers
- Any special requests i.e. delivery and collection address
- Your planned return date, time and location, giving this information in addition to the secure location of the vehicle's keys.
- Your flight details (when you rent from an airport location only)

2) Check Your Rates - What the rate includes

Alcatel's negotiated rates are indicated in the microsite.

3) What the rate does not include

- Fuel (if vehicle is not returned with a full tank)
- Registration and Road Tax / Winterization fee - charges apply in Austria, France, Germany, Italy, Norway, United Kingdom, Switzerland (for more details refer to terms and conditions)
- Airport and Railway Service Charge - for details refer to terms and conditions
- Domestic and International One Way
- Extra km charge - for countries with limited mileage see entry in "What the rate includes" for details of Countries.
- Non-waivable excess amounts - charged on the invoice in case of theft or damage to the vehicle
- Delivery / Collection charges to sites or Home (in the UK only)

4) Delivery & Collection

A delivery and collection service is only available from downtown locations for business rentals to business sites during normal operating hours. Three working hours notice are required to make a collection appointment or to cancel one.

5) Gold Service

Free membership to this service is available. If you are a regular renter a Hertz #1 Club Gold card will save you time when booking and collecting your vehicle at over 1000 locations world-wide. Joining is simple : register online or contact your Travel Manager.

As soon as you make your reservation you will be recognized as a Gold Card Holder, linked directly to the ALCATEL 's negotiated rates.

6) Gold Edit Centres

Austria 01 795 42

Belgium 02 717 3205

Denmark 45 33 17 9010

Finland 9 1667 1221

France 0825 800 900

Germany 06 196 937 111

Greece 01 99 82 0612

Ireland 053 23511

Israel 08 9777710

Italy 02 4823 3673

Luxembourg 02 717 3205

Netherlands 020 504 0670

Norway 45 33 17 90 10

Portugal 01 942 63 00

South Africa 01 454 1503

Spain 917 459852

Sweden 8 657 30 22

Switzerland 01/212 19 40

UK 020 8823 3108

All Others 353 1813 3108

Please note that the "Gold Edit Centers" number, will depend on your work location.

(ie: if you are in France at the time of making a reservation, you should call the French reservation number).

7) Refuelling

All Hertz cars use either unleaded fuel or where applicable diesel fuel. Vehicles will be supplied with a full tank of fuel.

An extra charge will be invoiced for fuel if the vehicle is not returned with a full tank.

8) Accidents/Breakdown

Please:

1. Check car before driving off
2. Note any damage including the windscreen and inform the Hertz branch as soon as possible.

On returning the car **please check** that the car has not sustained any damages. (Remember - the damage could have happened while the car was parked.)

If there is a slight damage then you must inform Hertz when you return the car and complete an Accident Report Form (IRF)

You must report to the Police immediately:

-Loss, Serious damage, Theft

and to Hertz (see next paragraph) within 24 hours when you will be required to complete an Accident Report form.

In the event of a breakdown Hertz provide a 24-hour emergency service.

The telephone number can be found on the key tag and on the reverse of the tax-disc holder.

Accidental damage and theft will be subject to a non-waivable excess fee.

Non-waivable Excess (TP and CDW):

In the event of an accident a Non-waivable excess (which varies from country to country) will be charged and that amount will appear on your invoice.

N.W.E amounts are displayed in the Terms and Conditions along with the daily rate.

If the cost of repairing the damages of the vehicle comes to less than the non-waivable excess charged, Hertz will refund the difference.

9) Additional Services

The facility to rent at one Hertz location and return to another location will be provided. Dependent on location, this may incur a surcharge. Please check at time of reservation.

10) Terminating your Rental

Hertz rentals are charged for by the day (24 hours).

It is the renter's responsibility alone to advise Hertz of a rental termination.

Failure to do so will result in additional hire days being charged.

To terminate your rental when you do not return the car to a Hertz branch (applies to business sites only):

You should contact the local Hertz branch or representative as soon as possible to close the rental.

The following information will be required:

Drivers name, Vehicle location, Location of keys, Rental agreement number, Date and time of termination.

At certain locations the Instant Return is available.
This enables drivers to have an automated confirmation of a summary of charges at the time of parking.

ALCATEL strongly recommends that you check the statement of charges (*) prepared by the Hertz representative and raise any queries before leaving the Hertz branch.

(*) . Name and surname . CDP number . Check-in and check-out dates and locations . Number of kilometres/miles driven . Car category .
Corporate rates / Terms & Conditions . Method of payment / credit card number Please retain a copy.

11) Invoices

On termination of rental, invoices will be issued from Hertz within four days. If you need a duplicate copy please call the relevant number below or go to the "Request an invoice" section of our website if you are paying by credit card.

If you believe a mistake has been made on your invoice you should contact the Hertz Customer Relation Department:

Belgium: Customer-relations-BE@hertz.com
fax# (0032) 2 717 3208
phone# (0032) 2 717 3207

France : Customer-relations-fr@hertz.com
Fax# (0033) 825 823 001
phone# (0033) 825 383 030

Germany: customer-relations-ge@hertz.com
fax# (0049) 180 500 3691
phone# (0049)180 500 3688

Italy: customer-relations-it@hertz.com
fax# (0039) 02 6943 0020
phone# (0039) 02 6943 0019

Netherlands : customer-relations-NE@hertz.com
fax# (0031) 202 013 520
phone# (0031) 202 013 519

Spain: Spcustomerservice@hertz.com
fax# (0034) 91 745 9855
phone# (0034) 91 749 7778

Switzerland: customer-relations-sz@hertz.com
fax# (0041) 1 730 12 44
phone# (0041) 1 212 26 26

UK: Fastcrduk@hertz.com
fax# (0044) 020 7744 0088/89
phone# (0044) 020 7744 0065

12) Violation of Traffic Regulations

The renter is fully responsible for all fines and any consequences of the violation of traffic regulation and parking orders or prohibitions during the rental.