Contacting Hertz

When you’re renting a car in a place you’re not familiar with, a Hertz location is one sight you’ll be really happy to see. It’s not just the most trusted name in the industry, it’s got the kind of fleet you can feel really good about. What’s more, we’re just a phone call away 24 hours a day, seven days a week. That’s exactly the kind of support you need in a place that’s foreign to you.

Visit our website at hertz.com

Toll-free number in U.S.:
1 800 654 3001
At your service, 24 hours a day, or contact your travel agency.

Affordable help-line number in Europe:
00 800 11 911 911

Emergency Roadside Assistance
24 hours / 7 days
Phone numbers vary by country. A country-specific phone number is listed for your information in your rental agreement.

Table of Contents

Hertz at your Service
Welcome to Hertz
Before you get on the road
The Hertz fleet
Making a reservation
Optional coverages
Mandatory tax and fees – explaining the charges
The rental process
Emergency Roadside Assistance 24 hours / 7 days
Phone numbers vary by country. A country-specific phone number is listed for your information in your rental agreement.

Driving in Europe
What to expect when driving in Europe
European driving tips
European traffic and road signs
European map
European mileage charts
U.S. Embassies in Europe
Welcome to Hertz.

What makes Hertz the perfect traveling companion? English-speaking personnel and, of course, Hertz #1 Club Gold®, with benefits that include automatic processing and fast pickup.

But that’s not all. With Hertz partner programs worldwide, you can earn points, miles or credits whenever you rent from Hertz. What’s more, we offer free unlimited mileage, there’s no charge for cancellations and perhaps most importantly, we give you the sense of security that comes with 24-hour Emergency Roadside Assistance.

Hertz NeverLost®
Hertz NeverLost eliminates the worry of getting lost as you travel from one city or country to another. The NeverLost in-car satellite navigation system will guide you with clear voice prompts in your choice of 13 languages. With mapping for 27 European countries, NeverLost provides you with turn-by-turn directions. It can be fitted to any Hertz vehicle and installs in less than a minute. It is also portable for use while walking through major cities. And with Intercity rentals, you can pick up your NeverLost unit in one location and return it to another within the same country (participating locations and drop fees apply).

Hertz Prestige Collection
Travel throughout France, Germany, Ireland, Sweden, Switzerland and the United Kingdom in the car of your dreams with a luxury or high-performance coupe, sedan, wagon or convertible from Hertz.

Hertz Green Collection
With the Hertz Green Collection, you can reserve fuel-efficient, environmentally-friendly cars that are both easy on the wallet and suitable for families and small groups traveling together. These cars can achieve between 42 and 65 miles per gallon. Green Collection cars are available at major locations throughout Europe. They are clearly identified and presented first in the list of vehicles available for your chosen location when booking on hertz.com.

Before you get on the road.

Rent-It-Here and Leave-It-There
It is the ultimate convenience. Pick up a car at one location and return it in a different city or country. Fees may apply, so please check with Hertz at time of reservation for details.

Additional Drivers
For a small daily fee, additional drivers other than the primary renter can be added at any Hertz counter. The additional driver must be physically present at the counter along with the primary driver, and must also produce his/her own driver's license as well as meet the minimum age requirements for the rented car group. There is no coverage for damages caused by drivers not registered.

Supplementary Equipment
Hertz offers the kind of equipment that makes traveling easy. Cell phones, ski racks, luggage racks, child seats and hand controls are available at participating locations for an additional fee.
Hertz prides itself on the quality and maintenance of its fleet.

The finest fleet in Europe. Designed for people who put a high value on comfort and quality.

Vehicles shown are examples only. Specific models may vary in availability, capacity and features. Cars will be confirmed only by car group, and not by car model within a class. Luggage capacity may decrease with maximum number of passengers. Features apply to car shown.

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<th>Comfortable number</th>
<th>Maximum number of passengers</th>
<th>Hatchback</th>
<th>Sedan (trunk)</th>
<th>Large suitcase</th>
<th>Medium suitcase</th>
<th>Number of doors</th>
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Ford Fiesta          Economy

Ford Focus           Compact

Ford Mondeo          Intermediate

Mercedes C-Class     Full-Size

Sedan (trunk)        Comfortable/Maximum

Medium suitcase       Comfortable/Maximum

Number of doors       Comfortable/Maximum

Sedan (trunk)         Comfortable/Maximum

Medium suitcase       Comfortable/Maximum

Number of doors       Comfortable/Maximum

Sedan (trunk)         Comfortable/Maximum

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Sedan (trunk)         Comfortable/Maximum

Medium suitcase       Comfortable/Maximum

Number of doors       Comfortable/Maximum
Making a reservation.

There are three simple ways to make a reservation with Hertz. You can either call your travel agent, the Hertz international reservations hotline at 1-800-654-3001, or book online at hertz.com.

Hertz will need to know your basic travel information. You may be asked to provide:

- Location, date and time you plan to pick up and return the car
- Flight information if flying into an airport (we can hold your car if your flight is delayed).
- The vehicle type of your preference (size, transmission, etc.)
- Credit card information.
- If you are a member of Hertz #1 Club.
- Phone number.
- If you’ll be receiving a special discount, the code should be provided at time of reservation.

Restrictions can vary by location. Some restrictions that may apply are:

- Minimum/Maximum age.
- Credit card requirement.
- International Driver’s Permit may be required.
- Flight information may be mandatory.
- Theft protection may be required.
- Driving from one country into certain other countries may not be allowed.

Optional coverages.

Hertz takes the worry out of renting.

**Theft Protection (TP)**
TP is generally an optional service, which, if accepted, limits your liability in the event of damage to the Hertz vehicle (including parts and accessories). Deductibles may apply and vary by country and car group. TP is mandatory in some European countries. Acceptance/Non-acceptance of TP cannot be changed at the end of the rental.

**Collision Damage Waiver (CDW)**
CDW is not insurance. It is an optional service which, if accepted, limits your financial responsibility for damage to the Hertz vehicle other than by theft or vandalism. CDW also covers damage to the vehicle resulting from accidental fire. Deductibles may apply and vary by country and car group. Acceptance/Non-acceptance of CDW cannot be changed at the end of the rental.

**Super Cover (SC)**
Super Cover is an extra optional service that waives your already limited liability in case of damage to, or theft of, the Hertz vehicle or its parts or accessories, including those losses resulting from collision, vandalism, theft or attempted theft.

**Personal Insurance**
Personal Insurance is optional coverage for any accident providing compensation to the driver/passenger for loss of life and medical expenses. In some countries, it also covers personal belongings of driver and passengers.

*Please note that some of these coverages may be included in our rental rates.* Always consult your travel agent or contact Hertz directly for best alternatives for your coverage needs.

Online Check-In

Hertz now offers online check-in on hertz.com. Providing a few details now, such as driver’s license and date of birth, will save you time in line. To check in online, simply go to “Online Check-In” located in the navigation of hertz.com. Print your confirmation and bring it with you to the Hertz Express counter at major airport locations.
Mandatory tax and fees – explaining the charges.

Different countries charge different taxes and fees. Here are some of the phrases you’ll hear and need to be familiar with as you travel through Europe.

Service Charge
This is a charge levied at certain airport, downtown and railroad locations for use of their facilities.

Value Added Tax (VAT)
VAT is a country-specific consumption tax.

The Service Charge and Value Added Tax amounts or percentages vary by location and will be quoted at time of reservation. These will be automatically added into your rental agreement. Some fees and taxes may be included in your rental rate.

Fuel
All Hertz rentals come with a full tank of gas. If you do not return the car with a full tank, Hertz will charge you for the fuel and service charge at the applicable per-mile or per-gallon rate specified on the rental record. You can also purchase fuel from Hertz at the beginning of your rental by selecting the Fuel Purchase Option. With this option, you prepay the full tank of gas; prices are based on local self-service. There is no refund for unused fuel at the end of the rental.

The rental process.

If you are picking up your car at European airports, simply head to the baggage claim and look for the car rental area or directions to the Hertz Bus. The bus will take you to the Hertz counters or Gold Service area.

There are different types of options when returning your vehicle:

Normal Return
You can head to the regular rental counter during normal business hours. The counter rep will check the charges, give you a receipt and you are off.

Instant Return
A Hertz representative meets you in the return area and processes the return information using a hand-held computer and provides a receipt instantly.

Express Return
Just fill in your mileage, return date and time, fuel level and whether fuel was purchased on the rental agreement. The rental agreement and the keys should be dropped in the Hertz Express Return box. A computed copy of the rental agreement will be mailed to you.

Drop-Off Box Return
Some locations offer after hours Drop-Off Boxes. You just fill in your mileage, return date and time, fuel level and whether fuel was purchased on the rental agreement. The rental agreement and the keys can be dropped in these Hertz Drop-Off Boxes.

The type of return varies by location. Please discuss the options available for your destination at the time of reservation or pickup.
What to expect when driving in Europe.

There are as many differences as there are languages.

- High fuel prices. Fuel is purchased at “Petrol” stations. Many of these stations are not operated around the clock.
- Different units of measure than in the United States (kilometers, liters).
- Different traffic regulations by European country.
- There are many toll roads. Bring plenty of change.
- You may be asked to produce your driver’s license, vehicle registration document and passport.

Safety Tips for Europe
- Don’t leave money or items of value in an unattended vehicle, and remove all other property whenever possible.
- Make a couple of copies of your passport and keep them in separate places.
- When entering your vehicle, be aware of your surroundings.

Conversion Table
1 km = 0.621 mile
1 liter = 0.264 US gallon
0° Celsius = 32° Fahrenheit

European driving tips.

- Drinking and driving is prohibited and penalties are severe.
- Pay attention to which side of the road you should drive on. Britain, Ireland, Malta and Cyprus all require driving on the left-hand side of the road. It may be prudent to practice driving in a less populated area before attempting to drive during a heavy traffic part of the day.
- Don’t cross a continuous white line to change lanes or overtake. The fine could be heavy.
- Heavy fines are imposed for illegal parking. Speeding and other traffic offenses can be subject to on-the-spot fines.
- Most countries recognize a valid U.S. driver’s license; however, some countries require an International Driving Permit (IDP). It functions as a legal identification document that translates U.S. driver’s license information into 11 foreign languages. An IDP should be used as a supplement to a valid U.S. license. You can obtain an IDP before your departure at local offices of the American Automobile Association (AAA) or the American Automobile Touring Alliance.
- Always use the seatbelt. Most countries have seatbelt laws and penalties can be severe.
- Call your travel agent or the Hertz Reservation Center for infant, baby or child-seat local regulations.
European traffic and road signs.

Here’s the good news:
These are some standardized road signs used all over Europe.

Diamond signs indicate priority.
Red triangles are warnings.
Red circles are restrictions.
Blue circles are requirements.
Squares and rectangles give guidance.

The color red on a European road sign signals negative information such as a warning or prohibition.

The color blue is positive in that it signals an obligatory action or some feature that you can take advantage of – such as a bicycle lane, a rest stop or a parking garage; simply put, it says do rather than don’t.

As in North America, dashed center lines mark passing zones while solid center lines denote no-passing zones. But while in North America yellow markings separate opposing traffic flows and white lines separate traffic moving in the same direction, in Europe white lines are used in both cases.

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<tr>
<th>Sign</th>
<th>Description</th>
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<td><img src="image" alt="End of priority road" /></td>
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<tr>
<td><img src="image" alt="Beware of pedestrians" /></td>
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<td><img src="image" alt="Entering a two-way street" /></td>
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Signs and traffic regulations may vary by European country.
* Hostelling International
## European Mileage Charts

Here's how far it is between here and there.

### Highway Driving Between Cities (In Miles)

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<th>BELGRADE</th>
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<th>BUDAPEST</th>
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U.S. Embassies in Europe

BELGIUM
City: Brussels
Phone number: (32) 2 508 2111

CZECH REPUBLIC
City: Prague
Phone number: (420) 2 57 022 000

DENMARK
City: Copenhagen
Phone number: (45) 33 41 7100

FINLAND
City: Helsinki
Phone number: (358) 9 616 250

FRANCE
City: Paris
Phone number: (33) 1 43 12 22 22

GERMANY
City: Berlin
Phone number: (030) 2385 174
City: Dusseldorf
Phone number: (021) 788 8927
City: Frankfurt
Phone number: (069) 75350
City: Hamburg
Phone number: (040) 411 71 100
City: Leipzig
Phone number: 0341 213 840
City: Munich
Phone number: (089) 2888 0

ICELAND
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Phone number: (354) 562 9100

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Phone number: (353) 1 688

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Phone number: (39) 055 266 951
City: Milan
Phone number: (39) 02 290 351
City: Naples
Phone number: (39) 081 583 8111
City: Rome
Phone number: (39) 06 46 741

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City: Luxembourg
Phone number: (352) 46 01 23

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Phone number: (31) 20 575 5309
City: The Hague
Phone number: (31) 70 310 2209

NORWAY
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Phone number: (22) 44 85 50

POLAND
City: Krakow
Phone number: (48) 12 424 5100
City: Warsaw
Phone number: (48) 22 504 2000

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Phone number: (351) 21 727 3300

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Phone number: (4021) 200 3300

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Phone number: (7) 495 728 5000

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Phone number: (421) 2 5443 3338

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City: Ljubljana
Phone number: (386) 1 200 5500

SPAIN
City: Madrid
Phone number: (34) 91 587 2200

SWEDEN
City: Stockholm
Phone number: (46) 8 783 5300

SWITZERLAND
City: Bern
Phone number: (41) 31 357 7011
City: Geneva
Phone number: (41) 22 840 5160
City: Zurich
Phone number: (043) 499 29 60

UNITED KINGDOM
City: London
Phone number: (44) 20 7499 9000

Numbers in parentheses are the country codes.
Information is accurate as of August 2008.