

Hertz

GENERAL RENTAL CONDITIONS

EVERYTHING YOU NEED TO KNOW ABOUT RENTING A CAR AT HERTZ.





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HERTZ' STANDARD RENTAL TERMS AND CONDITIONS ARE SUBJECT TO CHANGE.

V7 - MARCH 2025

Important information about the rental agreement

In these general rental conditions you will find information that helps you understand what applies and not in your rental agreement, and which alternatives that are available to improve your rental experience. If you were to need more information you are encouraged to contact us at the rental station or in our Customer Care Center which are ready to help you.

Useful tips

- 1. Your responsibility**

During the rental period and until the vehicle is returned to us as the rental company, you, as the renter, bear full responsibility for the vehicle and its use. You are responsible to us in the event of loss or damage to the vehicle, as well as traffic fines and other fees and charges that arise during the rental period. Please read the rental agreement carefully to fully understand your obligations.
- 2. Checking for damage**

Before you drive away, you are required to inspect the vehicle for damages and notify the rental station of any deviations from the rental agreement. We recommend documenting the condition of the vehicle by taking satisfactory pictures of the exterior and interior of the car both at delivery and upon return.
- 3. Insurance and limits of responsibility**

Please read the rental agreement carefully to understand your obligations regarding the use of the vehicle, what insurances that apply and be aware that insurance coverage and liability limits may be reduced or become invalid in case of contract violations.

Pickup

4. Upon picking up the rental car, we will reserve (pre-authorize) an amount on your credit card. The amount will only be reserved and not charged. As the driver of the rental car, you must have held a valid driver's license for over a year, and the main renter's name must match the name on the payment card. As a car rental customer, you are responsible for directly paying the parking fee at the parking facility's payment machines. We charge an additional administrative fee to handle this afterwards.

Delivery

5. If you return the vehicle at a different time or location than agreed upon with us, or if it is in an unusually dirty or unpleasant condition, additional fees may be charged to prepare the vehicle for the next renter. Be sure to allocate time to inspect the vehicle for any new damages upon return. If we are not present to inspect the vehicle with you at the time of return, we recommend documenting the vehicle's condition by taking clear photos of the exterior (both sides, front, and rear) and the interior (interior, dashboard, front seats, and back seats), so these can be provided to us upon request. This will help avoid disputes regarding damages upon return.

Delivery outside of working hours

6. By agreeing to return the vehicle outside of the rental location's opening hours, you remain responsible for the vehicle until our Hertz representatives register it as returned after the opening of the rental location. The final damage inspection by us is considered completed only after the vehicle has been washed, within 48 hours of the vehicle's return during the rental station's regular opening hours.

Payment apps

7. If you register the vehicle in one or more payment apps for parking, tolls, ferry transport, or other services, you must remember to remove the vehicle from the app(s) when returning it to us. If you forget to do so, it is your responsibility if you are charged due to a later renter's use of the vehicle. We do not take responsibility for refunding such charges/ payments and will not disclose personal information about the subsequent renter to you so that you can claim the charged amount.



What is included / what is not included?

This summary will help you understand what is included and not in the rental agreement, and which alternatives that exists to improve the journey. Please refer to our customer representatives for any questions. See also attachment 4 on insurances for more details.

Explanation text:

- › **CDW: (Collison Damage Waiver):** Damage insurance that reduces your liability up to a non waivable excess of NOK 20 000kr.
- › **Supercover:** Extended damage- and roadside-assistance insurance (PERS) that further reduces your non-waivable excess up to NOK 2 000kr for all vehicle groups.
- › **TP: (Theft Protection)** Vandalism and theft insurance.

- › **Personal Accident Insurance (PAI):** This policy is valid in case of road traffic accidents and gives you compensation for any bodily damage you may suffer.
- › **PERS: (Premium Emergency Roadside Assistance)** covers expenses for the recovery or towing of the rental car due to damage or unforeseen breakdown.
- › **FPO: (Fuel Purchase Option)** A full tank of fuel that you can purchase so that you don't have to refill the tank upon return.

Insurance

What is included



Liability insurance is included in the rental price. It protects you and other authorized drivers against claims from third parties for death, bodily injury, or property damage in the event of an accident.

What is not included

With our consent, you can add an additional driver. We need to see the driver's license of anyone who wishes to be an authorized driver. There is a fee per additional driver. It is important that all additional drivers are listed on the rental agreement. You can also purchase additional coverage for personal injury to the driver and loss or damage to personal belongings by purchasing personal accident insurance (PAI).



Liability limitations

What is included



Most options include liability limits for damage to rental cars, collision damage waiver (CDW), and theft protection (TP). These limit your liability to us for damage to or loss of the vehicle up to a max deductible of NOK 20 000kr.

What is not included

You can reduce your liability to us for CDW or TP deductibles by purchasing the additional insurance called SuperCover.



Supercover

What is included



With Supercover, you can purchase additional coverage of financial liability in the event of collision damage, fire damage, vandalism, theft, vehicle theft, burglary or attempted theft or seizure of the vehicle. In addition, glass damage and rescue. Supercover cannot be purchased without CDW and TP is included in the rate/signed for.

What is not included

The following is not covered:

- workshop repairs
- parts
- expenses that can be claimed through warranty programs, subscriptions or similar arrangements

The insurance does not reimburse expenses that can be refunded/replaced by other parties, such as travel operators, transportation companies, hotels, or similar entities. Expenses incurred due to delays caused by traffic jams or similar circumstances are not covered.



Fuel alternatives

What is included



Fuel is not included in the rental price. The vehicle is typically provided with a full tank and at least 2/8 of fuel or minimum 60% charge for electric vehicles, unless otherwise agreed upon.

What is not included

You can choose how you want to pay for the fuel you use during the rental period. You have two options: you can return the vehicle with a full tank or you can pay us to refill the tank for you. The fuel charge will be specified in the rental agreement. Alternatively, some rental locations offer the option to prepay for a full tank so that you don't have to refill it upon return (however, you will not receive a refund for unused fuel). Ask about the Fuel Purchase Option (FPO) if available.



Road side assistance

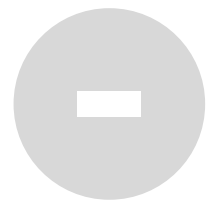
What is included



A roadside assistance service that covers on-site assistance for technical faults with the vehicle or in case of accidents.

What is not included

Technical and mechanical problems caused by you, including a drained battery, running out of fuel, lost keys or keys locked inside the vehicle, misfuelling, punctures, windshield damage, accidents, and off-road incidents.



Accessories

What is included



The rental price is based on the reserved car group and the elements included in the booking confirmation.

What is not included

Subject to availability at each rental location, you can choose to purchase from our selection of additional equipment and services, including car upgrades, GPS, ski racks, and child seats.



Kilometers

What is included



The included kilometers depend on the agreement that has been made. Please refer to the terms and conditions specified in your reservation or rental agreement for this information.

What is not included



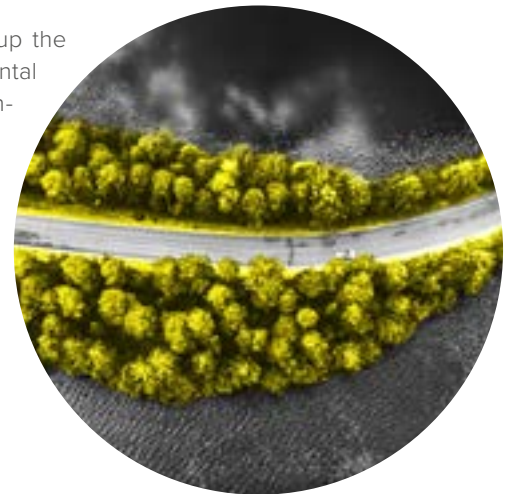
We do not cover excess kilometers if there is a limitation specified in your booking confirmation.

Rental contract

The rental agreement is the document you digitally or physically sign when picking up the vehicle (usually titled "Leiekontrakt" or "Rental Record"). It contains a summary of the rental period (e.g., duration, purchased services, and calculated rental fees). By signing, you confirm that the provided information is correct and that you accept:

- > Rental terms
- > These general rental conditions

The rental agreement is entered into between the company Hertz or the franchisee mentioned in the contract, and the terms "Hertz," "we," "us," "our," and "ours" refer to this company.



Responsibility

Ours: We are responsible for providing the vehicle to you at the agreed time and location, in good overall and operational condition, and for providing a replacement vehicle in case of technical issues within the conditions of the rental agreement. The vehicle should be in good and compliant condition and have at least 2/8 of fuel or a minimum 60% charge for electric vehicles, unless otherwise agreed upon.

We are obligated to maintain the vehicle's third-party liability insurance in accordance with the rules of the Motor Vehicle Liability Act. We are liable to you according to the terms and conditions of the liability insurance and the Motor Vehicle Liability Act. We are not responsible for any other losses that may arise from the rental, unless they are a direct and foreseeable result of our negligence or breach of these rental conditions. We disclaim any liability to you for loss of time, opportunities, money, profit, property, or any other losses that may arise from or be connected to the rental agreement, beyond the liability described above and in the rental conditions.

Disputes



Our goal is to reach an amicable solution to all disputes. Contact information and information about independent mediation services can be found in Annex 6 (Contacts).

If we are unable to reach an amicable solution to a dispute, the laws of the country where you signed the rental agreement will apply. If a provision in this rental agreement is deemed illegal or impossible to enforce under applicable laws, it shall be considered null and void. However, the remaining provisions of this rental agreement will continue to apply in full.

Privacy

When you rent a vehicle from us, you agree that we process your personal information in accordance with our privacy policy.

Monthly rental/Flexilease

Hertz monthly rental is a cost-effective and flexible product for those who need a car for a month or longer. Perfect for individuals or businesses with consultants, employees on probation, or employees temporarily visiting Norway.

Terms and conditions:

- › Pick-up and drop-off must take place at the same location/station.
- › Pick-up and drop-off must take place during the station's opening hours.
- › No guarantee on car model.
- › Included from 1500 km per month.
- › Mileage reading should be reported by the customer on a monthly basis.
- › Extra kilometers will be charged at the agreed upon excess mileage rate, which is dependent on the vehicle group.
- › The minimum commitment period is 30 days per month.
- › If the vehicle is returned before the end of the agreed-upon rental period, the full month will be charged.
- › The rental must be paid with a credit card.
- › A credit check will be conducted.
- › Age restrictions apply as per standard rental terms and conditions.
- › Hertz does not guarantee the same model when exchanging vehicles.

Picking up the rental car

Costs

The rental agreement shows all costs that are agreed upon at the start of the rental period (which are not paid in advance), and by signing, you give your consent to pay these and any other fees, charges, and fines that may occur until the end of the rental period.

Pre-authorization

Upon vehicle pickup, we will place a pre-authorization hold on your credit card. The amount is reserved but not charged. In Norway, the reserved amount is the rental amount + NOK 1,000,- or a minimum of NOK 3,000,-. The reserved amount is calculated based on the agreed rental period and estimated costs associated with toll road usage. Please note that it may take up to 28 days for the reserved amount to be released, depending on your bank.





Currency conversion

If you are traveling, we can offer you the option to pay in your own currency. In that case, we use a competitive exchange rate. Please refer to Annex 7 (Currency Conversion) for more information on countries where we offer this service.

Driver's License and ID Requirements

All drivers must bring all parts of their valid driver's license, as electronic driver's licenses are not sufficient. You must bring both your driver's license and either an international driver's license or an official English translation.

Payment options:

- › Visa debit card (for select car categories)
- › Visa creditcard
- › Mastercard creditcar
- › American Express
- › Hertz credit card (HCC)

We do not accept cash, Visa Electron, Maestro, or any other cards not listed above. You can choose from:

- › Prepay online: allows you to pay for your vehicle in advance at a discounted price.
- › Pay directly at the rental station: allows you to reserve your vehicle and pay directly at the rental station when picking up the car.
- › The vehicles shown are examples. Specific models within a car class may vary in terms of availability and features, such as the number of seats, luggage capacity, and driving range..

The vehicle

Definition

The term "vehicle" in these rental terms refers to the vehicle we rent out to you (including replacement vehicles), and all parts and accessories belonging to the vehicle, as well as any additional equipment we provide, such as child seats, GPS, snow chains, etc.

Condition

You are obligated to inspect the condition of the vehicle at the start of the rental period and upon return. We will note any damages to the car in our condition report within the digital rental agreement.

Please refer to Appendix 3 (Vehicle Damage) to understand how we handle damages that occur during the rental period.

Care and maintenance

You are responsible for the care and maintenance of the vehicle and reducing the risk of technical issues and damage by adhering to our rental restrictions (listed below). You must also ensure that you use the correct fuel, check the tires, oil level, and other fluids, and refill as needed.

Fuel options

The vehicle is typically provided with a full tank of fuel and a minimum of 2/8 fuel level. You must return the vehicle with the same amount of fuel that you used during the rental period or pay for the additional fuel needed upon return, including a fuel service fee to account for the convenience of us refilling the tank for you. This policy applies only to certain locations and countries. By fuel, we mean the energy source used by the vehicle, such as gasoline, diesel, or electricity.



You are responsible for returning the vehicle in the same condition we delivered it to you, subject to normal wear and tear. You are liable to us for any additional damage identified upon return of the car.



Rental restrictions

Usage: The vehicle is our property, and you are not allowed to sublease, transfer, or sell it. You are prohibited from using the vehicle for the following purposes:

- › To transport passengers for compensation (e.g., as a taxi or car-sharing service or similar)..
- › Off-road or on roads that are unsuitable for the vehicle.
- › When it is overloaded with passengers and/or luggage
- › To tow or push another vehicle.
- › To transport anything that may damage the vehicle (including explosive or flammable materials) and/or hinder our ability to rent out the vehicle again (due to its condition or odor).
- › To transport cargo for compensation (except for trucks and vans).
- › To participate in a race, rally, or other competitions.
- › In prohibited areas.
- › In violation of traffic regulations or other provisions.
- › For potentially illegal purposes.
- › Approved drivers: Only the renter or another person approved by us may drive the vehicle, but only when the person in question is not fatigued and is not under the influence of any substance that may impair consciousness or reaction time, such as alcohol, drugs, or certain medications.
- › Driving abroad: The vehicle may be driven outside of Norway subject to the lessor's documented approval, except for the following exceptions:
- › Italy (except for the car groups G5, M, S6, T6, U6, V6, W6)

Under no circumstances can you drive into the following countries:

- › Bosnia-Herzegovina, Bulgaria, Croatia, the Czech Republic, Romania, Marocco, Egypt**, Estonia*, Israel*, Lithuania, Latvia*, Macedonia, The Middle East**, Serbia and Montenegro, Slovakia, Slovenia, Turkey**, Hungary
- › *C.I.C (commonwealth of independent states)
- › Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kirgizstan, Latvia, Lithuania, Moldova, Russia, Ukraine, Tajikstan, Turkmenistan, Usbekistan)
- › **The Middle East: Bahrain, Egypt, Israel, Jordan, Kuwait, Libanon, Iran, Irak, Oman, Qatar, Saudi Arabia, Syria, Turkey, The United Arab Emirates, Yemen

Renting multiple vehicles: You may not rent more than one vehicle at a time unless you have established a corporate account with us and have obtained our prior approval.



If you fail to comply with these rental restrictions:

- › You will be responsible for all damages, losses, and costs we incur as a result.
- › You may lose any selected insurance or liability protection.
- › We may terminate the rental agreement and repossess the vehicle at any time at your expense.



During the rental period

Fines, tolls, and other fees/charges

You are responsible for all parking-fees, fines, tolls, congestion charges, and similar fees incurred during the rental period. Many of these may be sent to us for payment. We will pay the charges/fees and seek reimbursement from you along with an administrative fee.

Alternatively, we may be required to provide your contact information to the relevant authority or company, who will refer directly to you for reimbursal of the amount. It is always advisable for you to settle such matters directly.

If you register the rental car in one or more payment apps for parking, tolls, ferry transport, or other services, you must remember to remove the vehicle from the app(s) upon delivery to us. If you forget to do this, it is your responsibility if you are charged due to a following renter's use of the vehicle. We do not take responsibility for refunding such charges/payments and will not disclose personal information about subsequent renters to you so that you can claim the charged amount.



In addition to any fines or fees you incur, we will also calculate an administration fee to cover the administrative time and costs involved in processing the refund.

Technical issues

Roadside assistance: In the event of an accident or technical issues, you must call the emergency number (refer to country-specific terms or the rental agreement), and we will arrange for necessary assistance. While this service covering technical faults or accidents is included in the rental price, you are responsible for the costs of the roadside assistance when it is your fault. Please note that you must not have anyone perform service or repairs on the vehicle without our permission.

Premium Emergency Roadside Assistance (PERS): In some countries, you can purchase this additional service to cover the costs of roadside assistance when you are at fault for the incident.

Accidents

If you have been involved in an accident with the rental vehicle, you are obligated to cooperate with us and our insurers in any investigation or subsequent legal proceedings.

You must also take the following actions:

Note: You must inform the rental location and roadside assistance service if the vehicle has been damaged. Use the numbers provided in the country-specific terms or the rental agreement for this purpose. Report the accident to the police as soon as possible if anyone is injured or if there is damage to third-party property. Refer to the country-specific terms (provided at the counter or on our website) for additional requirements or changes.

Damage Report:

Complete the damage report. This form is available in the vehicle or can be obtained upon request at the time of return. Submit the completed form to a staff member. The damage report must be filled out and signed, if possible with the consent of third parties, even if the vehicle is not damaged.

Fault Assignment:

Write down the names and addresses of all parties involved, including witnesses, and collect the required information on the damage report. In case of disagreement regarding fault assignment, it will be handled by the insurance companies and/or authorities.



If you fail to comply with these instructions in the event of an accident, your liability limitations may become invalid. You can find complete requirements in the country-specific terms and conditions.

Damage and theft

Responsibility

If the vehicle is lost or damaged during the rental period, you are responsible for all losses and costs up to the specified deductible amount for the rented vehicle. If the vehicle is lost or damaged due to negligence or gross negligence, your liability may extend to the full value of the vehicle unless the loss or damage is caused by us, or we receive reimbursement or settlement from a third party, counterparty, or their insurer.



Your liability towards us may include, among other things:

- › Repair costs
- › Lost rental income
- › Towing and storage costs
- › A handling fee that covers our costs for handling this issue and any associated claims.



Security

You are responsible for the security of the vehicle and must make reasonable efforts to minimize the risk of theft or vandalism by parking in a secure location. Always remove valuables (including removable equipment) from visible areas and ensure that the vehicle is locked. You must also comply with our instructions for return (see return below).

Theft

If the vehicle is stolen, you must report it to the police, call roadside assistance as soon as possible, and complete a damage report (refer to the instructions for the procedure in case of an accident above). You must be able to provide documentation that you have taken necessary precautions by returning the keys to us. Failure to do so may invalidate the relevant liability restrictions.

Options for insurance and liability restrictions

The rental price automatically includes third-party liability insurance, which protects you and other authorized drivers against claims from third parties for death, bodily injury, or property damage caused by the use of the vehicle during the rental period. In addition, you may choose from the following options (if they are not already included in the rental price):

- › Optional liability restrictions (e.g., SuperCover, and TP) are available to reduce or eliminate your liability towards us for damage to or loss of the vehicle.
- › Personal Accident Insurance (PAI) is available to cover you and your passengers for (i) death, bodily injury, and medical expenses, and (ii) loss of or damage to personal belongings inside the vehicle.
- › If you choose any of our optional products, you agree to the terms and conditions outlined in Appendix 4 (Insurance and Liability Restrictions).

Third Party Insurance

Ved kjøp av fullkaskoforsikring uten egenandel eller redusert egenandel hos en tredjepart som skal dekke ditt ansvar overfor oss, er du fortsatt ansvarlig overfor oss opptil egenandelsbeløpet, og du må selv sørge for å få refundert beløpet fra din forsikringsgiver.



In the event of non-compliance with our rental terms or if the loss or damage is intentionally caused, our insurances and liability limitations become invalid to the extent permitted by applicable laws. Our liability limitations may also be invalid if the loss or damage is due to gross negligence on your part or the approved driver's part. Complete information can be found in Appendix 4 (Insurance and Liability Limitations).

Vehicle return

Time and place

The vehicle must be returned no later than the agreed-upon date and time at the designated return location specified in the rental agreement. The return is considered complete when both the vehicle and keys are handed over to the rental company within their regular opening hours. If the vehicle and keys are returned outside of the rental company's regular opening hours, the return will be considered to have taken place when the rental company opens on the next business day unless otherwise agreed upon in writing between us and you.

Delivery outside of working hours

On delivery outside of ordinary working hours:

- › Parking: Lock the vehicle and park it in our designated parking lot, or if it is unavailable, find a safe spot nearby.
- › Keys: Do not give the keys to anyone when parking the vehicle unless the employee identifies themselves with a Hertz ID card. Place the keys in the rental location's key box.

The vehicle must be returned in the same condition with all accessories and equipment that it was provided with at the beginning of the rental period. You bear all responsibility for the vehicle and its use during the rental period until it is returned.

The rental period can be extended upon agreement with us. In case of changes to the rental period or exceeding the agreed-upon mileage, you are responsible for any increase in price.

If the vehicle is returned earlier than agreed upon, the total price may change. There will be no refund of unused rental days for prepaid rentals.

Please inform a representative from our company about any damage to the vehicle that occurred during the rental period.

- › It is recommended to allocate time to inspect the vehicle upon return. If there is no representative from our company present to inspect the vehicle upon return, we suggest documenting the vehicle's condition yourself by taking satisfactory photos of the exterior (both sides + front and back) and interior (dashboard, front seats, and back seats). These photos can be provided to us upon request.
- › You are fully responsible for the vehicle until it is returned according to the agreement.

The final damage check by the rental company is considered to be carried out only after the vehicle has been washed, within 48 hours after the vehicle is returned. The deadline falls within the rental station's regular opening hours. For example, if you return the vehicle on a Saturday or Sunday, the deadline starts from the rental station's regular opening hours on Monday. If you return the vehicle on a Thursday or Friday, the deadline stops at the rental station's regular closing time on Friday and resumes at the rental station's regular opening hours on Monday.



If the vehicle is returned to a location other than our own rental station, such as a workshop, a company, or another address, the aforementioned 48-hour deadline starts running from the moment the vehicle arrives at our rental station during its regular opening hours.



If the vehicle and keys are returned outside the rental station's regular opening hours, the return is considered to have taken place when the rental station opens on the following business day, unless otherwise agreed upon in writing between us and you. The final damage inspection by us is considered to be performed only after the vehicle has been cleaned, no later than 48 hours after the vehicle is returned within the rental station's regular

Changes

Change of return time or location: If you wish to change the return time or location, or if you want us to pick up the vehicle, you must call the rental location at the number provided in the rental agreement. We make decisions regarding changes to the agreed return arrangement based on our policies and rental terms, and additional fees may apply.



A change in the return time may result in a higher rental price because a different (current) rate code may apply. If you change the return location, we may calculate a one-way fee to cover our costs of returning the vehicle to the original rental location.

Late return

Rental fees are calculated based on 24-hour periods from the specified time in the rental agreement. If you return the vehicle late and a new 24-hour period begins, you will be charged for that period and any subsequent 24-hour periods that start before the return, at the current standard rental rate.

To assist you, we allow a grace period of 30 minutes for returning the vehicle without incurring an additional day's charge. For more information on the fees, please refer to Appendix 1 (Explanation of Fees) or inquire at the counter.



Under certain circumstances, we may also impose an early return fee or a late return fee to cover our costs if you return the vehicle at a different time than agreed upon. Further information can be found in Appendix 1 (Explanation of Fees).



Fees

Note: We inspect the vehicle upon return and add any additional costs to the invoice, such as fuel not refilled, excess mileage beyond the agreement, damages, early/late return, etc.



Some fees cannot be determined until the final inspection upon return, such as for significant damages or any fines + fees we receive in connection with your rental. We will inform you about such fees and arrange for payment once they are determined.

Please refer to Attachment 1 (Explanation of Fees) for a detailed list of possible charges.

Invoice and payment

We issue an invoice via email or mail upon return. If you fail to pay the fees within the deadline specified on the invoice, we reserve the right to charge interest on the outstanding fees at the prevailing statutory commercial rate.

After the rental period

You can easily retrieve your receipt at [hertz.no](https://www.hertz.no) under "Find My Receipt."

Contacts and rights

- › You can reach our staff at the rental location by phone during the opening hours at any time, even after the rental period has ended. The relevant phone number can be found on the back of this rental terms brochure.
- › After the rental period has ended, you can contact Hertz customer service during their operating hours at 22 10 00 00, and then press 2 for a completed rental. Our team will be happy to assist you in resolving any inquiries you may have
- › If we are unable to resolve your issue to your satisfaction, and you rented the car in another European country, you can contact the ECR-CS. They provide an independent mediation service. Additionally, you can reach out to an online mediation platform (ODR) for assistance.

Appendix



Appendix 1 - Explanation of costs and fees

Your estimated cost (refer to rental contract or reservation confirmation)

All prices are exclusive of VAT and are subject to change. VAT is not applicable to insurance and deductible amounts. In the rental agreement, you will find the estimated costs that apply to your rental period. These costs typically include the following:

Mandatory costs

Rental price

The agreed rental rate is displayed as the total amount for the entire rental period and includes liability insurance. It may also include collision damage waiver (CDW) and theft protection (TP).

Kilometers

A mileage limit may be included in the rental price. An additional fee may be charged if you exceed the mileage limit.

Location fee

A location fee is calculated at certain rental locations such as airports and train stations to reflect the cost of providing services from those locations. This fee is intended to cover the additional expenses associated with operating at these specific rental locations.

- › A location fee is applicable at all airports in Norway - 16% of the daily rental rate (minimum NOK 235,-).
- › Road tax
- › NOK 32,- per day, max NOK 160,- per rental (cost per toll passage will is additional).

Young driver fee

Corresponds to your share of the fees we calculate to keep the vehicle on the road. Additional fee for young drivers may be calculated if you or an additional driver is under 25 years old. Drivers under 25 years old, NOK 104,- per day, maximum NOK 1,040,- per rental period.

Auto pass fee

For auto pass tolls, the recommended toll fee without discount + VAT will be charged on the rental contract or afterwards.

Winter fee

A fee that is included in the price when you book the rental car and is added when winter tires are required in Norway. It applies during the period from November 1st to April 15th, NOK 33.60,- per day, maximum NOK 470.40,- per rental.

No show-fee

If you fail to show up for a reserved car, a fee of NOK 525,- will be charged.

Administration fee

Fee for retroactive billing of, among other things, automatic traffic control (ATK), fines, and expenses for unpaid parking fees (ANPR). This fee of NOK 375,- is to cover the time we spend handling fines or costs, in addition to the actual cost.

Invoice fee

A billing fee of NOK 7,- including VAT, is charged for invoices.

Optional Products and Services

Additional Driver Fee

A standard fee is charged for each additional driver of the rental car to cover extra insurance costs. The cost is NOK 40,- including VAT, per additional driver per day, with a maximum of NOK 448,- per rental period.

One-Way Fee

May be applicable if you return the vehicle to a different location than the rental location. We will inform you during the reservation process if returning to a different location is possible. The cost depends on the distance to the return location.

Delivery and Pickup Fees

May be charged if you request the rental car to be delivered to or picked up from a location other than our rental location.

Distance in km	Price NOK
0-10 Km (regular opening hours)	150,- (+ toll fees)
10 Km + (regular opening hours)	250,- + 5,- per km (+ toll fees)
Outside opening hours	500,- + 5,- per km (+ toll fees)

Delivery and pickup are based on request and availability.

Out of Hours Fee

In all airports and city locations, an additional fee in the amount of NOK 750,- (including VAT) will apply. Out of hours will also apply all day on public holidays. You will not be charged after hours fee on your rental if you follow the pick up procedures for self-service key box or kiosk (available at selected locations).

Key Fee

When keys are not returned upon vehicle return: NOK 1250,-
Lost key: NOK 3125,-

Fuel Service Fee

All Hertz vehicles are normally delivered with a full tank. If the vehicle is not returned with a full tank, a fee of NOK 200,- plus VAT will be charged, in addition to the market price of fuel.

Insurance and Liability Reduction Options

The rental agreement states whether our insurance and liability reduction options have been accepted or declined by you or are otherwise included in the rental price. It also shows the deductible for collision damage waiver (CDW) and theft protection (TP), as well as the total rental price for the agreed rental period, including taxes.

Additional Equipment

The rental agreement also indicates any additional equipment you have chosen, such as baby/child seats or Neverlost, along with the complete fee for the agreed rental period, including taxes.

- › Baby/child seat for children up to 3 years: NOK 360,- per rental period up to 30 days.
- › Booster seat for older children: NOK 360,- per rental period up to 30 days.
- › Ski rack: NOK 200,- per rental period up to 30 days.
- › Navigation/GPS: NOK 104,- per rental day, maximum NOK 800,-
- › Snow chains: NOK 200,- per rental for vehicles under 3,500 kg.

Total amount

Estimated costs

The total estimated costs at the start of the rental period, including taxes. These costs are only estimates as they do not yet include any fuel charges or other fees and charges that may be incurred during the use of the vehicle in the rental period..

Total estimated costs

The estimated costs plus the highest fuel charge that you may incur if you return the vehicle with an empty tank (i.e., a full tank of fuel against the applicable fuel charge).

Potential additional fees resulting from your use of the vehicle or other events that occur during the rental period may be applied. For example:

Fuel options

Fuel Purchase Option (FPO). This is only available at some of our locations.

Fuel is not included in the rental price. You can choose how you want to pay for the fuel you use during the period. You pay in advance for a full tank (however, there is no refund for any unused fuel).

Fuel price

If you return the vehicle with a lower fuel level than when it was picked up and you have not chosen an FPO, we will calculate a price to refill the fuel to the same level as when it was picked up

Refueling fee

Hertz rental cars are typically provided with a full tank of fuel. From some locations, you may receive a car with a lower fuel level, but at a minimum according to our general rental terms. If the car is returned with a lower fuel level than when it was picked up and you have not chosen an FPO, a service fee specified in the rental contract will be applied, in addition to the fuel cost.

Compensation for damage and loss

Is calculated if the vehicle is lost or damaged and (i) to the full vehicle value if you have not chosen liability limitations (e.g., CDW and TP), or (ii) if you have chosen our deductible limitations. It is reduced when Supercover is selected.

Additional cleaning fee

Is calculated if our standard cleaning upon return is not sufficient to prepare the vehicle for the next rental.

Damage handling fee

Fixed fee for the reimbursement of our costs associated with handling vehicle damage. Reduced when choosing Supercover.

Smoking is prohibited in all vehicles.

Use of the vehicle

Local congestion and toll fees

You are responsible for paying all local congestion and toll fees incurred during the rental period.

Penalty fees and fines.

You are responsible for full payment of all parking fines, traffic fines, or other penalty fees and charges incurred during the rental period.

You are responsible for removing the rental car from any payment apps you may have registered the vehicle in. We do not take responsibility for refunding any charges/payments incurred by subsequent renters due to your failure to remove the vehicle from your payment apps, and we will not disclose personal information about later renters to you so that you can claim the charged amount.

Fine handling fee

A standard fee for reimbursement of our costs for handling your parking fines, traffic fines, and other traffic fees and charges, etc.



Early/late return

Early return fee

- › This fee is calculated if you have not prepaid the rental fees, committed to a specific rental period, and then returned the vehicle before the agreed-upon time. You will only be charged for the days you have used the vehicle, but we reserve the right to calculate this fee as partial compensation for the fact that we cannot rent out the vehicle for the remaining period reserved for your use. This does not apply to flexilease/monthly rentals, as we invoice a minimum of 30 days for such arrangements.
- › Additional rental days
- › You may be charged an additional day's rental for each commenced 24-hour period after the return time. The rental fee will then follow the current rate. However, once the agreed-upon return time has elapsed, we provide you with a grace period of 29 minutes to return the vehicle.
- › Late return fee
- › In addition to calculating additional rental days for late return, we reserve the right to charge this fee to compensate for a portion of the costs incurred in finding an alternative vehicle to fulfill our next reservation for the vehicle, plus our administrative expenses resulting from the late return of the vehicle.

All costs are calculated based on our current fees and subject to a final calculation at the end of the rental period.

Appendix 2 - Fuel alternatives

Fuel is not included in the rental price. The vehicle is typically provided with a full tank, or for electric vehicles, the batteries are charged to a minimum of 60%, with a minimum of 2/8 fuel or charged batteries, unless otherwise agreed. You can choose how you prefer to pay for the fuel you use during the rental period.

The following options are available:

Fuel Purchase Option (FPO)

We calculate a full tank of fuel at the beginning of the rental period. You are required to return the vehicle with the same amount of fuel as when you picked it up. Please note that we do not provide refunds for unused fuel.

Drop-off with full tank

This option is only available for vehicles that have a full tank at the time of pick-up. You are required to return the vehicle with a full tank by refueling at a nearby gas station before returning it.

Without refueling

A good alternative if you are in a hurry, is that we can fill the tank for you upon return.



Fuel gauges may still indicate that the tank is "full" even after driving several kilometers since the tank was last filled. To handle this situation conveniently, we recommend filling the tank within 15 kilometers of the return location and bringing the receipt when you return the vehicle. If you fail to do so, we reserve the right to charge a fee. Please inquire at the counter for more information.



Refueling fee

We calculate a price per liter to fill the tank, including or in addition to a refueling fee for our service of filling the tank for you. These prices are specified in the rental agreement.

For practical purposes, we usually display two fee calculations in the rental agreement to indicate the potential costs of returning the vehicle without refueling:

- › without fuel (i.e., assuming the vehicle is returned with a full tank), and
- › including a full tank of fuel (i.e., assuming the vehicle is returned with an empty tank to display the maximum fee).

If you have any other questions, feel free to ask at the counter when you pick up the vehicle.

Appendix 3 - Vehicle damage

In the rental terms and conditions, we outline your responsibility for damage to the vehicle. Here, we would like to provide further details on our guidelines and the types of damage for which you may be held responsible.

Hertz Norway defines damage in two categories:

1 Normal wear and tear

Hertz takes into account normal wear and tear of its rental cars. Damages considered as normal wear and tear include:

- › Scratches that are less than 3 cm in length through the paint, or any length if they do not penetrate the paint
- › Dents that are less than 3 cm in diameter and without paint cracks.
- › Paint chips caused by gravel in painted areas that are less than 3 mm in diameter and without dent or depression.
- › Scratches in loading areas.
- › Scratches on plastic caps.
- › Interior stains or marks that can be cleaned/removed by Hertz standard cleaning procedures.
- › You do not need to inform us about these damages, and we will not note them, nor charge you for them.

2 Substantial damage

Damage that exceeds normal wear and tear is considered substantial damage. We will document this with pictures at the end of the rental period. If you go through the damage inspection with us upon return, you will be asked to sign a damage form. In case we discover the damage at a later time, for example during the cleaning of the vehicle or if you are unable to wait with us, you will be contacted via email by our claims department.



Appendix 4 – Insurance and liability limitations

Hertz provides insurance products on behalf of our insurance partner to ensure that you, as a customer, are covered against accidents. Your responsibility is limited to the deductible amount you have chosen for your rental agreement. Insurance products may be included in your rental agreement, or you can purchase them as additional products. Value-added tax is not applicable to insurance premiums and deductibles.

Liability insurance

Insurance product	Description	Exceptions
Responsibility	<p>Liability insurance is automatically included in the rental cost</p> <p>It:</p> <ul style="list-style-type: none">› meets all legal requirements for liability towards third parties.› protects you and any approved additional driver against claims from third parties (including passengers) for death, bodily injury, or property damage caused by your use of the vehicle during the rental period.	<p>To the extent permitted by applicable law, your insurance is void if:</p> <ul style="list-style-type: none">› you breach your obligations under the rental agreement (particularly the section on Rental Restrictions in the rental terms).› loss or damage is caused intentionally.› the driver was not approved by Hertz as the main or additional driver.



Collision Damage Waiver (CDW)

Your liability for loss of or damage to the vehicle is the complete value of the vehicle. You can reduce or eliminate this liability by choosing one of our insurance options.

Some of our insurances (e.g., CDW and TP) may be included in the rental price (refer to the rental agreement) and provide coverage for damages limited to the predetermined deductible per incident. Other insurances (e.g., Supercover and PAI/PERS) are optional and offer lower waiver of the deductible.

Insurance product	What is covered	What is not covered
CDW (Kasko)	<p>If CDW (Collision Damage Waiver) is included in the rental price, your liability towards us is reduced up to the a deductible of NOK 20 000, and it applies to any damage incident that is not caused by theft, attempted theft, or vandalism.</p> <p>Examples of damages covered by CDW include:</p> <ul style="list-style-type: none"> › Collision with a fixed or movable object (e.g., damages occurring during an accident). › loss of control over vehicle. › natural events, e.g. snow, hail, flood or landslides. › Fire caused by vehicle malfunction, including electrical malfunctions, or by a fire or explosion in the surroundings, criminal acts, or acts of terrorism. › Damage to tires and windows caused by objects on the road or kicked up from the road. 	<p>Your liability towards us for damage or loss of the car will not be reduced if you or an approved driver act with gross negligence (including, in particular, under the following circumstances:</p> <ul style="list-style-type: none"> › failure to assess the height of the vehicle. › driving into a parking barrier before it fully opens. › driving in unsuitable road conditions. › refueling with the wrong type of fuel. › damage caused by ignoring a warning light. › clutch damage due to improper use. › damage to the rim due to driving with a flat tire. › installation of unauthorized parts on the vehicle, internally or externally. › transporting particularly dirty or foul-smelling materials that cause damage or extra cleaning costs.

Insurance product	Description	Exceptions
TP (Theft of vehicle)	<p>If TP (Theft Protection) is included in the rental price, your liability towards us is reduced up to the applicable excess (specified in the rental agreement) and applies to any damage caused by theft of the vehicle, attempted theft, or vandalism. Examples of what is covered by TP include:</p> <ul style="list-style-type: none"> › Theft of the vehicle › Damage caused by break-ins to the vehicle › Attempted theft of the vehicle or its accessories (e.g., radio) › Vandalism (e.g., bent antenna, broken mirror) 	<p>Damage to or theft of the vehicle due to:</p> <ul style="list-style-type: none"> › Damage caused by keys locked inside the vehicle or keys being lost. › Damage caused by leaving the windows open. › Loss of the vehicle due to failure to use the anti-theft device (if available). › Loss of the vehicle when you are unable to return the keys.

Insurance product	Description	Exceptions
PERS (Premium Emergency Roadside Assistance)	<p>This policy covers fees for recovery or towing of hire vehicles as a result of damage or unforeseen vehicle failure</p> <ul style="list-style-type: none"> › The policy also includes roadside assistance in case you are locked out of the vehicle, run out of fuel, flat battery, fill the vehicle with the wrong fuel, or suffer a puncture. 	<p>Fees for remedying damages are not covered</p> <ul style="list-style-type: none"> › Incorrect fuel › Tyres and rims. <p>Find full terms & conditions here</p>

Insurance product	Description	Exceptions
Supercover	<p>Supercover is an additional insurance you can purchase when CDW and TP are included and signed for. This insurance reduces your deductible in the event of collision and theft/vandalism to up to NOK 2.000, regardless of the type of car.</p> <p>Supercover also covers costs resulting from:</p> <ul style="list-style-type: none"> › Misfuelling, › Expenses for a new rental car in the case of locked keys and loss of keys, › Costs for a new tire and rim in case of damage › Glass damage due to stone chips or break-in/vandalism. <p>Supercover also includes full coverage of recovery of towing of hire vehicles as described in PERS.</p> <p>The deductible is NOK 2,000, except for glass repair or charges from roadside assistance where the deductible is NOK 0.</p>	<p>Damage or loss of the vehicle where the insurance does not cover the exceptions specified for the CDW and TP insurance products (see above).</p> <p>Find full terms & conditions here</p>

Further limitations:

Accessories

Our insurance policies do not cover the rented accessories (such as GPS devices, Wi-Fi, and child seats). If, for any reason, these accessories are lost or damaged during the rental, you will be billed for their replacement.

Damage handling fee

CDW, TP, SuperCover, and PAI do not include any reduction or exclusion of the damage handling fee that may be charged for each damage incident during the rental period.

An information booklet at the counter and our website provide a complete overview of all our insurance options.

Appendix 5 - Privacy policy

To provide the services you request, we need to collect and store personal information about you. In essence, the following applies:

Operational purposes

When you rent a vehicle from us, you consent to the processing of your personal information in accordance with our privacy policy.

In particular, you agree that we may use your personal information for our legitimate interests, including statistical analysis, credit assessment, and protection of our assets. This may include disclosing your personal information to insurance providers and other organizations to pursue claims and defend against baseless claims.

If you use a CDP (discount) number associated with a company, you consent to us sharing your personal information related to the rental agreement with the company.

Please note that for security purposes, we track the location of specific vehicles using GPS technology, and we may store such information as necessary for these purposes.

Marketing purposes

We only use your personal information for marketing purposes with your consent, where you have been given the opportunity to opt out..

Access to personal data

You have the right to access your stored personal information and request its correction or deletion – please refer to our privacy policy for more information.

Our privacy policy

Complete information on how we process your personal data can be found in our global privacy policy, which is available on [hertz.com](https://www.hertz.com) or our country-specific websites.

Alternatively, you can inquire at the rental counter.



Appendix 6 - Contact us

If you wish to discuss any aspect of the rental period or if you were not satisfied with the rental experience, you have the following options:

Contact us

You can also find more information on our website www.hertz.no (and country-specific terms and conditions tailored to the country where you are renting). Here, you will find guidance on rental cars and additional information about prices, products, and locations. To access country-specific rental terms and conditions, click on "Help," then "Rental Terms and Conditions." You will be prompted to enter the location you are renting in so that you can be directed to the appropriate terms and conditions.

During the rental period

Contact the rental location

If you have any questions or issues during the rental period (such as changing the return time or location), you can contact the rental location during their business hours using the phone number provided in the rental agreement.

For any other questions regarding the rental period, you can discuss them with the staff at the rental location upon return.

After the rental period

If you wish to file a complaint regarding your rental period upon return, you can:

- › Check our FAQ on www.hertz.no
- › Call our customer service department at 22 10 00 00, or
- › Send an email to cs@hertz.no. Use the contact information provided in the country-specific terms and conditions or rental agreement, and our team will assist you. Our goal is to address all customer inquiries from Norway within 5-7 business days, and international inquiries within 14 days, although this may vary slightly depending on the season.

Independent counseling

If we are unable to resolve the issue to your satisfaction, you can contact the Consumer Council for rentals in Norway or the European Car Rental Conciliation Service (ECRCS) if you reside in an EU country and rented the vehicle in another EU country.

Both the Consumer Council and ECRCS are independent mediation services with staff members who are familiar with the car rental industry. They oversee all complaints against a code of conduct for car rental companies developed by Leaseurope on behalf of the industry, to which we have committed ourselves. If a company has acted outside the requirements of this code, ECRCS automatically rules against the company. In other cases, they make decisions based on the merits of the case. We abide by the decision of ECRCS. If an agreement cannot be reached and the claim is not settled, a conciliation claim may be filed. In that case, you, as the customer, will be contacted by the Conciliation Board with a request to respond.

You may contact Forbrukerrådet at forbrukerraadet.no or ECRCS at complaint@ecrcs.eu, or visit www.ecrcs.eu

Other alternatives

If your issue is not suitable for ECRCS but relates to a European country, you can contact an Online Dispute Resolution (ODR) platform via <http://ec.europa.eu/odr> or the European Consumer Centres Network (www.ECC-Net) for more information about your rights.

Of course, you are free to seek a resolution through other channels, such as contacting the relevant authority in the rental country or taking legal action if you are still dissatisfied.

Appendix 7 - Currency conversion

Choose Currency (CYC) is an optional service that allows you to pay for rental car expenses abroad in your own currency.

What does this mean?

When using your credit card to make payments for transactions abroad, you usually pay in the local (foreign) currency. The credit card company then converts the cost to your local currency and displays it on your statement.

CYC replaces the currency conversion typically performed by the credit card company. Instead, our bank converts the rental car cost at a competitive exchange rate on the day you receive your rental car receipt. The rental charges will be displayed on your invoice in your currency instead of the local currency at the rental location.

You choose

At selected rental locations in Europe, we offer the option to pay in your own currency through CYC or in the local currency through your credit card company. Your choice will be noted in the confirmation.

