

Wi-Fi Terms and Conditions, FAQs and Disclaimer

Terms and Conditions:

1. For the purposes of these Terms and Conditions, the term "Reward" is defined as one (1) month of free Wi-Fi from [iPass](https://www.ipass.com/ipass-terms-and-conditions/). Visit <https://www.ipass.com/ipass-terms-and-conditions/> for complete terms and conditions.
2. Only Customers who rent an intermediate car class or larger for at least three days qualify for a reward. Once qualified, you will receive an email from Hertz with the promotional offer.
3. Reward subject to promotional availability and while supplies last.
4. Reward selection is final.
5. Voucher Codes expire **60 days** after claiming.
6. Must be eighteen (18) years of age or older to redeem the Reward.
7. The recipient of the Reward must follow the instructions provided by the Promoter (The Reward Company, Inc. d/b/a TLC Marketing), iPass, and Hertz. Failure to comply with the instructions or any other directives made in conjunction with this Reward may result in cancellation and/or a charge for the Reward. Under these circumstances, Reward shall be considered redeemed and participant shall be solely responsible for any costs or fees incurred as a result of their noncompliance.
8. This offer cannot be used in conjunction with any other promotion or discount.
9. Void where prohibited or restricted by law.
10. For the purpose of this offer, "Released Parties" includes the Promoter, Hertz, their respective parents, affiliates, partners, subsidiaries, agents, distributors and vendors specifically involved in this promotion.
11. Released Parties shall not be liable for lost, stolen, damaged, misdirected or undeliverable emails and Voucher Codes and will not issue or replace emails or Voucher Codes in any of these events.
12. This Reward is not transferable to another party, for sale, resale, and is not redeemable for cash or credit.
13. Additional costs and fees for products and services outside of the promotional offer are not included.
14. No exchange of the Reward is permitted under any circumstance.
15. Employees or agents of the Promoter, Hertz, its affiliates, subsidiaries or vendors specifically involved in this promotion or anyone professionally connected to this promotion, are not eligible.
16. The Reward is subject to Reward availability and Promoter reserves the right, in its sole discretion, to substitute a Reward of equal or greater value.
17. This offer is issued by the Promoter located at **PO Box 512, 292 Newbury St Boston Ma 02115**, or at such other address as the Promoter may advise in writing. No inquiry or notice will be validly received by the Promoter unless mailed to the Promoter's address above by first-class mail, postage prepaid.
18. This information is correct at the time of launch although Promoter reserves the right to change or modify the Terms and Conditions of the Promotion at any time during the term thereof. It shall be the bearer's sole obligation to check the Terms and Conditions during the promotion and when the Customer redeems the Reward.
19. No credit, refund or extension for any unused Rewards will be provided.
20. Customers are subject to the terms and conditions of use set out on <https://www.ipass.com/ipass-terms-and-conditions/>, or stipulated and posted on the Hertz + WiFi website, which may change from time to time without notice.

FAQs:

How do I qualify for a Reward?

To qualify for the free month of Wi-Fi, you must complete a qualifying rental with Hertz. Renting an intermediate car class or larger for at least three days constitutes as a qualifying rental. Once qualified, you will receive an email from Hertz with the promotional offer.

How long is the activation link in my qualification email valid?

The link to claim your Voucher Code will expire after **11:59 p.m. PT on March 15, 2019**.

By when do I have to use my Voucher Code?

All Voucher Codes expire **60 days** after claiming.

What do I receive with this offer?

This offer grants you one (1) free month of Wi-Fi through iPass, the world's largest network with over 64 million hotspots in 180 countries and territories.

Do I have to provide credit card information to receive the free month of Wi-Fi?

No. Customers do not need a credit card to take advantage of this reward.

What is iPass?

iPass provides simple, secure, and always on Wi-Fi access on any mobile device. iPass has the world's largest Wi-Fi network with more than 64 million hotspots in more than 180 countries and territories.

How do I use my Voucher Code?

Enter your Voucher Code on www.iPass.com/Hertz, using the device on which you want to activate your service. You will then be directed to your mobile App store (Google Play, Apple, or Windows) to download the iPass App. Download the App and your one (1) month of free Wi-Fi will be ready to use.

Can I redeem this reward more than once?

No. You may not redeem this reward more than once.

Can I give my Voucher Code to a friend or family member?

No. Voucher Codes cannot be transferred.

Are there any restrictions to this offer?

You must be 18 years of age or older to redeem the reward. The offer is subject to change and available while supplies last. This reward cannot be combined with any other offers or discounts. Reward restrictions apply. Rewards are not transferable or refundable. Limit one (1) Reward per Customer name, per Customer email address, and per Customer household. Voucher Codes expire **60 days** after claiming. Additional reward-specific restrictions as well as promotional terms and conditions apply.

Where can I use iPass?

iPass brings you Wi-Fi access in most major airports, inflight, restaurants, parks, outdoor venues, and cafes. Use the hotspot finder (on the main screen of the app) to find an iPass-enabled hotspot near you. Additionally, plan ahead by downloading a list of hotspots you can later access without the Internet by tapping the Menu button (on the top-left of the main screen) > Settings > Travel Preferences and selecting your preferred regions.

What if I'm having trouble logging into Gogo inflight?

Ensure you are above 10,000 feet before trying to access Gogo inflight, and turn off auto-correct and check the case sensitivity when typing the CAPTCHA phrase. If the CAPTCHA fails, open a web browser, tap the Roaming option at the bottom of the page and choose iPass from the dropdown menu of partners.

How do I report a problem when using my free month of Wi-Fi?

Tap the Menu button (on the top-left of the main screen) > Help > Report a problem. Enter an email address into the email that pops up and tap Send.

Where can I get assistance if I have a question not answered in these FAQs?

If these FAQs have not answered your question, please call us at +1 (833)-454-3019 or email us at HertzPlusWiFi@tlcrewards.com Monday to Friday 9 a.m. to 6 p.m. ET, excluding public holidays.

Legal disclaimers:

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