



Prepaid Cancellation Information

Coronavirus Update: We added more flexibility for prepaid reservations, including waiving cancellation fees for travel restricted areas. Additionally, all prepaid reservations booked prior to March 13 can now be extended toward reservations used within 24 months. Customers still have the option to cancel with applicable fees.

Up to two changes may be made before scheduled pickup. If those modifications result in changes to the prepaid amount, the difference will be charged or credited to your credit card. The booking credit card must be presented at the rental counter for confirmation of reservation. Once rented there are no refunds or credits for unused rental days.

Cancellation/No-Show Rules	Fee*
Cancel within 24 hours of booking	No Fee
Change or extend reservation any time before scheduled pickup for up to 12 months (extendable up to 24 months if booked before March 13, 2020)	No Fee
Cancel more than 24 hours before scheduled pickup	\$100.00
Cancel less than 24 hours before scheduled pickup	\$200.00
No-Show	Total Prepaid Amount

*Cancel or No-Show fees will never exceed the total prepaid amount. Prepaid rental reservations booked directly through Hertz.com may be extended at View/Modify/Cancel. For all other prepaid rental extensions, please contact Customer Care at 800-654-3131.