

Hertz Affordable Europe[®]

Travel Agent Planning Guide

There's no better way to discover Europe than with Hertz Affordable Europe.[®]

Drive the world. Hertz has the experience and dependability your clients look for overseas. And with over 2,300 European locations, your clients will receive low, competitive rates and quality service with every rental, no matter where they travel.

Your clients won't be the only ones who benefit from choosing Hertz. We want to show you how much we appreciate your hard work. Here are some benefits you'll get when you book your clients with Hertz:

- A **Travel Agent Free Day Certificate for your personal travel with each qualifying Affordable Europe rental you reserve for your client**
- **Commission on all Affordable Europe Prepaid and Non-Prepaid rentals**
- **Bonus incentive on cellular phone rentals**

Affordable Program Travel Agent Free Day Certificates are earned through the Hertz Agent Gold Rewards Program. So the Certificates you earn are delivered directly to you! To become an Agent Gold Rewards member, go to hertzagentgold.com.

When making a reservation, you must include your valid Agent Gold Rewards number (AGR #) in the appropriate booking field. Free Day Certificates will be awarded only for rentals which include your AGR #.

And don't forget the Affordable Europe Rate Guarantee:

- **If you or your clients find a lower rate on a minimum three-day rental from any Pan European rental company, Hertz will match the rate.** (Exceptions may apply.)
- **You earn a bonus Travel Agent Free Day Certificate with every rate match.**

Hertz delivers a full range of benefits your clients will appreciate.

- Guaranteed low, competitive rates.
- Free unlimited mileage.
- Flexible payment plans.
- 24-hour Emergency Roadside Assistance.
- Toll-free Affordable Europe Customer Help Line.
- Immediate confirmation of cars (at time of reservation) with automatic transmission in gateway cities.
- Free hotel delivery and collection in many European cities.
- Drop-offs available between major cities within the country of rental with the Rent-It-Here/ Leave-It-There program.
- Instant Return Service to speed drop-off time, available in many European cities.
- Driving Itineraries on **hertz.com**.
- Free detailed maps available at major locations (subject to availability).
- Over 2,300 locations in 44 countries.

For reservations and additional information

- Visit the agent section of hertz.com.
- Access the keyword INTL in the Hertz DRS pages.
- Call the International Ambassador Line at 1-800-654-8881.









The Hertz logo is displayed in its signature yellow font with a black outline, positioned in the bottom right corner of the overall advertisement image.

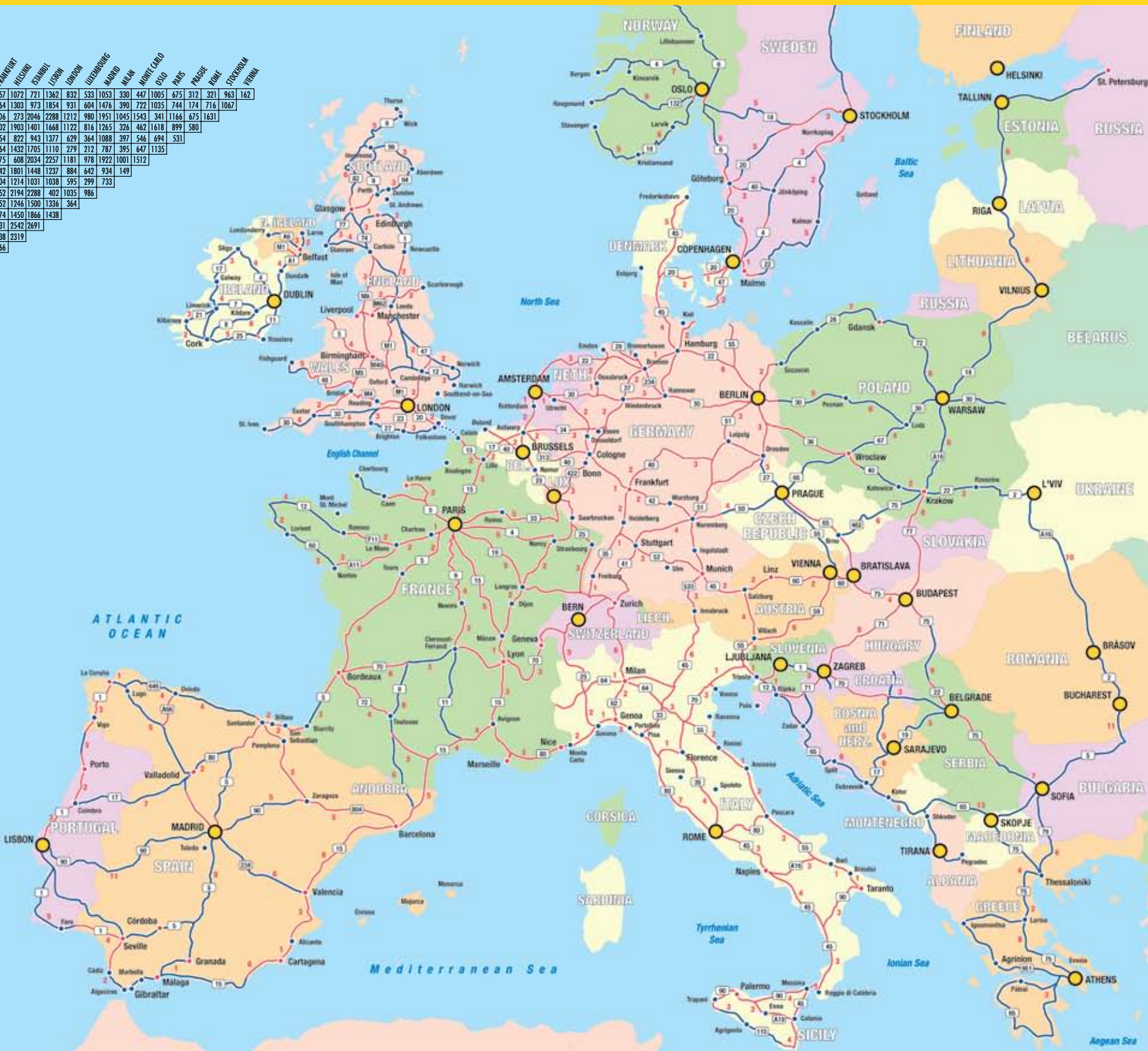
Highway Driving Between Cities (In Miles)

	AMSTERDAM	BERN	BARCELONA	BELGRADE	BERLIN	BRNO	BUDAPEST	COPENHAGEN	DUBLIN	FRANKFURT	HELVING	LONDON	LUXEMBOURG	LISBON	LONDON	LUXEMBOURG	MADRID	MILAN	MONTE CARLO	OSLO	PARIS	PRAGUE	ROME	STOCKHOLM	VIENNA
ZAGREB	684	670	4367	217	487	417	642	192	699	1128	457	1072	721	1362	832	533	1053	330	447	1005	675	312	321	963	162
VIENNA	730	1122	849	409	398	558	700	155	645	1277	464	1303	973	1854	931	604	1476	390	722	1035	744	174	716	1067	
STOCKHOLM	881	2151	1437	1438	637	1153	980	1190	404	1544	906	273	2046	2288	1212	980	1951	1045	1543	341	1166	675	1631		
ROME	1062	1519	546	794	955	583	950	775	1240	1463	802	1903	1401	1668	1122	816	1265	326	462	1618	899	580			
PRAGUE	440	174	843	461	161	381	435	292	388	907	254	822	943	1377	629	364	1088	397	546	694	531				
PARIS	315	1823	530	1104	665	366	186	905	762	620	264	1432	1705	1110	279	212	787	395	647	1135					
OSLO	850	2145	1335	1426	637	1116	949	1178	373	1531	875	608	2034	2257	1181	978	1922	1001	1512						
MONTE CARLO	927	1566	319	840	809	412	797	822	1138	1225	642	1801	1448	1237	884	642	934	149							
MILAN	495	909	460	541	525	105	437	496	719	888	304	1214	1031	1038	595	299	733								
MADRID	1102	2406	300	1680	1451	949	973	1624	1549	1376	1152	2194	2288	402	1035	986									
LUXEMBOURG	250	1612	604	887	487	262	135	744	606	696	152	1246	1500	1336	364										
LONDON	329	1984	734	1271	691	595	230	1091	807	341	474	1450	1866	1438											
LISBON	1437	2809	611	2058	1860	1364	1302	2008	1885	1779	1531	2542	2691												
ISTANBUL	1724	701	1389	620	1438	1420	1643	818	1662	2207	1438	2319													
HELSINKI	1117	2424	1634	1730	905	1426	1216	1463	642	1814	1166														
FRANKFURT	267	1569	678	837	348	254	243	601	501	843															
DUBLIN	682	2325	922	1600	1066	942	583	1432	1153																
COPENHAGEN	475	1786	1098	1042	242	963	574	799																	
BUDAPEST	874	973	946	248	564	701	849																		
BRUSSELS	126	1742	671	1035	460	416																			
BERN	521	1562	469	825	590																				
BERLIN	410	1531	933	812																					
BELGRADE	1141	725	951																						
BARCELONA	769	1175																							

Legend

-  Capitals
-  Major Cities
-  Secondary Cities
-  Major Highways
-  Secondary Highways
-  Channel Tunnel

Numbers Reflect Approximate Driving Time in Hours



Hertz delivers a world of services.

The Hertz Collections

Hertz features three collections of extraordinary vehicles in Europe to get your clients going in style and comfort! These cars have guaranteed make and model reservability, so you know the car you book is the one they'll be driving!

• Hertz Fun Collection

Cars they'll love to drive... Rediscover the joy of driving something different with our special range of Fun cars. These cars are available in Austria, Belgium, France, Ireland, Italy, Luxembourg, Netherlands, Spain, Sweden, Switzerland and the United Kingdom.

• Hertz Prestige Collection

Travel throughout Belgium, France, Germany, Ireland, Italy, Netherlands, Spain, 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 45 and 65 miles per gallon. Green Collection cars are available at major locations throughout Europe.

Hertz NeverLost®:

The NeverLost in-car satellite navigation system will guide your clients with clear voice prompts in their choice of languages and mapping for many European countries. 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, your clients can pick up their NeverLost unit in one location and return it to another within the same country (participating locations and drop fees apply).

Hertz Entertainment:

The Hertz in-car DVD System is available at select locations. On-board entertainment for the kids, or anyone else in the back seat. DVDs can be seen from every zone, as it's a Universal Zone player. The DVD player slides easily into the seatback headrest hood for in-car use. Slip it out of the hood and it's a portable DVD player! Your clients can listen to music on CD, too! It has powerful built-in speakers for use outside the car and comes with two sets of headphones for quiet in-car use.

Hertz #1 Club Gold®:

Introduce your clients to Hertz #1 Club Gold for the fastest, easiest way to rent a car from Hertz. They'll enjoy privileges and benefits designed to help them love the road even more. To join, your clients can go to hertz.com, #1 Club, Overview/Join, and click on the Hertz #1 Club Gold Join button.

European Driver's Guide*:

Hertz makes it easier for your clients to discover Europe with this great guide. Have your clients check out this guide for details from what to do before they get on the road, to when they return their Hertz car.

Europe Driving Itineraries*:

Hertz can help your clients explore some of Europe's greatest and most scenic drives. Click on the Great Drive suggestions for simple, printable driving guide recommendations.

Cellular Phone Rental:

When your clients rent with Hertz, they can receive a free cell phone rental with no activation fee and up to 40% off roaming charges. Your client's rental also includes interpreter access in 150 languages at a low per minute rate. And you receive a \$10 bonus commission for every cell phone rental you book for your clients. For details visit www.cellhire.com/hertz.

Instant Return Service:

At airport locations throughout Europe, clients can return on the run. Hertz agents equipped with hand-held computer terminals greet drivers at the car and print a fully computed receipt in under a minute. Charges are applied to the credit card on the spot and your clients can even input their frequent traveler number.

Frequent Traveler Points:

With over 75 airline and hotel partner programs worldwide, your clients can earn points, miles, or credits whenever they rent from Hertz. Simply provide your clients frequent traveler membership number when making their reservation.

Hertz Meetings and Conventions Program:

Clients taking a trip to Europe for a meeting or convention, whether leisure or business, can take advantage of a special discount from Hertz. For additional information, call Hertz Meetings and Conventions at 1-800-544-0058.

*Go to hertz.com; Products and Services; Europe.

No matter what type of program you're looking for, we speak your language.

Affordable Europe Prepaid Program

The Affordable Europe Prepaid rate plans allow your clients to prepay all mandatory charges**! No surprises at the counter. No remaining fees.

AOT = Base Rate + VAT + Mandatory Charges

AOF = Base Rate + VAT + Mandatory Charges + CDW + TP
(in selected countries)

** On One-Way rentals, intercity fees must be paid at the counter.

Affordable Europe Non-Prepaid Program

AEX = Base Rate Only

AFE = Base Rate + CDW + TP (in selected countries)

VAT = Value-Added Tax

CDW = Collision Damage Waiver

TP = Theft Protection

Check the GDS pages or the agent section of hertz.com for additional products.

Hertz Affordable Europe® GDS Sample Booking Formats

Prepaid Program

Amadeus:

CSZELHR01DEC-08DEC/VT-FDAR/ARR-0900/RT-0900/ G-CCAX
123456789012345EXP0912/BA-AGR123456/RC-AOT/SI-FX-US4052806320

SABRE:

0CARZENN1LHR01DEC-08DEC/FDAR/ARR-0900/RET-0900/ GAX
123456789012345EXP 08 12-TEST/BA-AGR123456/RC-AOT/SI-FX-
US4052806320

Galileo:

0CCRZENN1LHR01DEC-03DEC/FDAR/ARR-0900/DT-0900/ G-AX
123456789012345EXP0812/PR-FX-US4052806320/RC-AOT/SI-RF-AGR123456

Worldspan:

CRNLHR01DEC08DEC/CZE/VFDAR/ARR-1200/DT-1200/LT050/FX-US
4052806320/G-CCAX123456789012345 EXP08-12/RC-AOT/SI-RF-AGR123456

NOTE: For all GDS programs, fax number data is required and should only be used when less than 14 days advance notice has been provided.

Non-Prepaid Program

Amadeus:

CSZELHR20SEP-22SEP/VT-FDAR/ARR-0900/RT-0900/BA-AGR123456/
RC-AEX

SABRE:

0CARZENN1LHR01DEC-02DEC/FDAR/ARR-0900/RET-0900/BA-AGR
123456/ RC-AEX

Galileo:

0CCRZENN1LHR01DEC-07DEC/FDAR/ARR-0900/DT-0900/RC-AEX/
SI-RF-AGR123456

Worldspan:

CRNLHR01DEC08DEC/CZE/VFDAR/ARR-1200/DT-1200/LT050/RC-AEX/
SI-RF-AGR123456

For assistance when booking through the GDS, contact:
Hertz AnswerLink at: **1-800-654-2270**.

Prepaid Program

Rates are converted to U.S. dollars based on the currency conversion rate at time of reservation/payment. Rates include unlimited mileage, Value-Added Tax and mandatory fees, and are available with or without Theft Protection and Collision Damage Waiver. Rates are valid for a minimum-3-day rental and may exclude Theft Protection, Collision Damage Waiver, Personal Accident Insurance, one-way rental charges, and other services, as well as taxes on these items.

Theft Protection is mandatory in Albania, Italy, Hungary and Macedonia, and, if not prepaid, must be accepted at the counter at the time of rental in local currency in a form of payment acceptable to Hertz. Third-party property damage is mandatory in Israel and cannot be prepaid. It must be accepted at the counter and paid for in local currency at the time of rental in a form of payment acceptable to Hertz.

Prepaid Program – Reservations and Payment

Reservations must be made at least 8 hours prior to vehicle pickup. Payment will be charged to a credit card acceptable to Hertz at the time of booking. Upon confirmation of payment, Hertz will fax a proof-of-purchase voucher to travel agent or customer with a U.S. fax number. To receive voucher by mail, 14 days advance notice prior to departure is required. Prepaid vouchers can only be sent by U.S. mail or faxed correspondence. This voucher is nontransferable and must be presented at time of rental. Local tax and service charges, if not prepaid, will be added to the rental charges and must be paid in local currency at time of rental.

Prepaid Program – Changes and Cancellations

There is no fee for either changes or cancellations; however, changes could affect the current rental rate. Where changes or cancellations are made before the rental start date, the credit process will begin immediately. Where changes or cancellations are made after the rental start date, the credit process will begin upon receipt of original unused vouchers or portions of vouchers returned to (in the U.S.) The Hertz Corporation, P.O. Box 26141, Oklahoma City, OK 73126 or faxed to 1-405-280-6560. Credit will be given on request for unused vouchers or unused portions of vouchers after a 3-day minimum is met.

Non-Prepaid Program

Rates are valid for a minimum-3-day rental, include unlimited mileage and are available with or without Collision Damage Waiver and Theft Protection. 1- to 2-day rentals may be available in selected countries only. All rental charges, optional Collision Damage Waiver, Theft Protection, Personal Accident Insurance, service charges, and one-way rental charges, as well as taxes on these items, must be paid for in local currency at the time of rental in a form of payment acceptable to Hertz. Theft Protection is mandatory in Albania, Italy, Hungary and Macedonia, and must be accepted at the counter at time of rental and paid for in local currency in a form of payment acceptable to Hertz. Third-party property damage is mandatory in Israel, and cannot be prepaid. It must be accepted at the counter and paid for in local currency at the time of rental in a form of payment acceptable to Hertz.

Rental Days and Extra Days

A rental day is considered 24 consecutive hours and commences at time of rental. A grace period is allowed on the day of return. If the car is returned beyond the expected return time, extra days will be charged based on the prevailing local rate.

Availability

Rates are guaranteed at time of booking and are available to U.S. residents, who must book in the U.S. prior to departure. Rates are subject to change without notice. Cars will be confirmed by car group only, and not by car model within a class (except when renting from The Hertz Prestige Collection.) Availability may be limited and blackout periods may apply. The Hertz Affordable Europe program is available at participating locations in Europe.

Additional Rental Information

One-way rentals are available between most Hertz locations within country of rental. Specialty vehicles, such as Hertz Prestige Collection, automatics and minivans, may be excluded. Rates may not include mandatory road tax, service charges, or registration fees. If not prepaid, these will be added to the rental charges and must be paid for in local currency at time of rental. A service charge applies on all car rentals at many airports, downtown, and rail stations in Europe. Fees are subject to change without notice. Please confirm rate at time of booking. Standard rental qualifications, rental period, and return restrictions in effect at time and place of rental apply. Restrictions exist on driving rental cars from some countries into countries in Eastern Europe. Please check with Hertz reservations if plans include such travel.

Driver Qualification

Hertz standard driver and credit qualifications for the renting location apply. Minimum/maximum age limits apply. International Driving Permit is mandatory in Greece and recommended in most European countries. ALL renters from Non-European Union countries MUST present an International Driving Permit in addition to their national Driving License when renting in Greece. Hertz counter personnel in Greece will ask the renter for an International Driving Permit and, without it, the customer will not be allowed to rent. If renters are stopped by the Greek Police, they will be expected to produce this International Driving Permit.

How to Contact Hertz from the U.S.

For reservations and information regarding any and all programs, products, or services mentioned herein, please contact Hertz:

Visit the agent section of hertz.com

Call the International Ambassador Line at 1-800-654-8881

How to Contact Hertz while traveling in Europe

Clients can check their Rental Agreement or ask at renting counter for the toll-free Affordable Europe Customer Help Line number applicable to their renting country.

The Hertz Affordable Europe Program is subject to change without notice.

2009 European Car Guide

Hertz has a large selection of vehicles in Europe, including convertibles, wagons and even vans, so your clients can travel in the style that's comfortable for them.

Comfortable number of passengers	Maximum number of passengers	Large suitcase	Medium suitcase	Hatchback	Sedan (trunk)	Number of doors
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Opel Corsa **Economy**



	Comfortable / Maximum
	2

Mercedes S-Class* **Luxury**



	Comfortable / Maximum
	4

Ford Focus **Compact**



	Comfortable / Maximum
	4

Ford Focus Estate **Compact Wagon**



	Comfortable / Maximum
	4

VW Passat **Intermediate**



	Comfortable / Maximum
	4

Ford Galaxy **Full-Size Van**




	Comfortable / Maximum
	4

Mercedes C-Class **Full-Size**



	Comfortable / Maximum
	4

Mercedes SLK** **Convertible**



	Comfortable / Maximum
	2

Audi A6 **Premium**



	Comfortable / Maximum
	4

Mercedes ML **4-Wheel Drive**



	Comfortable / Maximum
	4

Vehicles shown are examples only. Specific models may vary in availability, capacity and features, and may not be available in the Hertz Affordable Europe® Program in some European countries. Cars will be confirmed only by car group, and not by car model within a class (except Hertz Prestige Collection cars.) Luggage capacity may decrease with maximum number of passengers. Features apply to car shown.

*In some countries, the Mercedes S-Class is in the Prestige Collection. ** In some countries, the Mercedes SLK is in the Fun Collection.

