

The Hertz logo is positioned in the top left corner of the page, set against a yellow diagonal background element.

Hertz Affordable Europe®

TRAVEL AGENT PLANNING GUIDE

HERTZ. THE AFFORDABLE WAY TO SEE EUROPE.

Embarking on a new journey has never been easier for your clients! Hertz gives them Europe on their terms - comfortably, affordably. With so many European locations, Hertz is never too far away to point them in the right direction. No matter where your clients travel, they will receive competitive rates and quality service with every rental. Hertz Affordable Europe, a journey to excellence, service and reliability.

TRAVEL AGENTS BENEFITS

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:

- **Commission** on all qualifying Affordable Europe rentals
- A **Travel Agent Free Day Certificate** for your personal travel with each qualifying Affordable Europe rental you reserve for your client

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. Book early, book often and always use your AGR# to earn proper credit!

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 Auto Europe, Avis, Enterprise, Europcar, Kemwel, and Sixt, Hertz will match the rate. (Exceptions may apply.)
- You earn a bonus Travel Agent Free Day Certificate with every Rate Match.

FOR RESERVATIONS:

- Visit hertz.com or hertz.ca
- Call Hertz Reservations **1-800-654-8881**, or
- Access the keyword INTL in the Hertz DRS pages.

A WORLD OF BENEFITS AWAITS

- Competitive rates.
- Free unlimited mileage.
- 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.
- 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 most European cities.
- Hertz NeverLost® available at major locations throughout Europe.
- Free detailed maps available at many major locations (subject to availability).



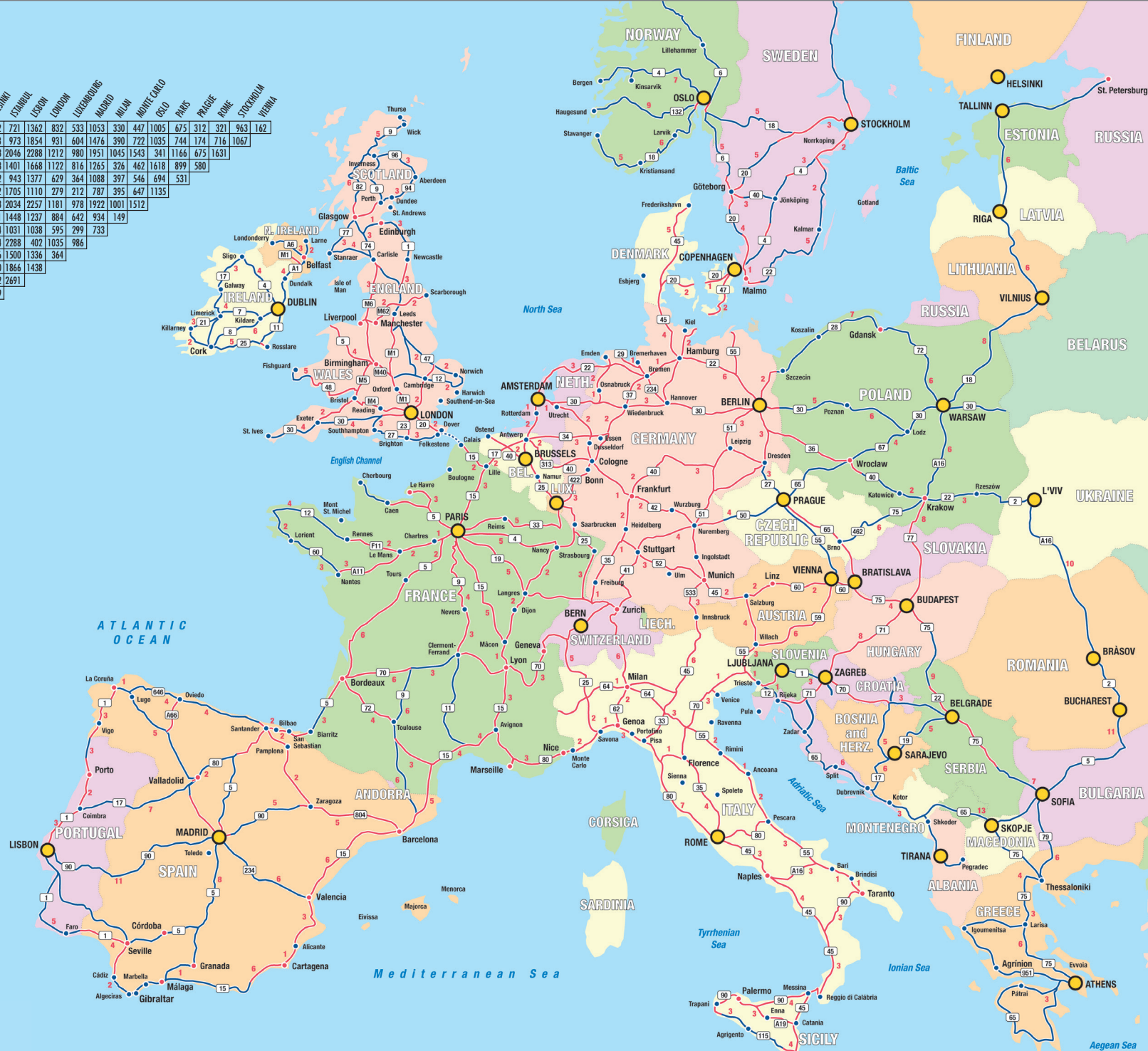
Highway Driving Between Cities (In Miles)

	AMSTERDAM	ATHENS	BARCELONA	BERLIN	BERN	BRUSSELS	BUDAPEST	COPENHAGEN	DUBLIN	FRANKFURT	HELSINKI	LONDON	LUXEMBOURG	MADRID	MILAN	MONTE CARLO	PARIS	PRAGUE	ROME	STOCKHOLM	VIENNA	ZAGREB				
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	167	
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



THE HERTZ COLLECTIONS

Featuring various collections of extraordinary vehicles in Europe, Hertz gets your clients going in the comfort of their own style!

• **Hertz Dream Cars®**

Make your clients journey an experience that will stay with them forever! Hertz features an exhilarating, breathtakingly beautiful range of some of the finest cars like the Aston Martin DB9, Bentley Continental GT, Mercedes-Benz SLS AMG, Maserati GranTurismo, Jaguar F-Type Coupé, and many more. In addition to the dream vehicle, every Hertz Dream Cars rental includes premier customer service experience, so all your clients need to do is slip behind the wheel, start the engine and drive away in style. Call Hertz at **1-800-654-8881** to book their Dream Cars today.

• **Hertz Supercars®**

Drive some of the world's most desirable Supercars with Hertz Supercars collection. With an extra cache of exclusivity, these cars will guarantee to give your clients the experience of a lifetime. Some of the Supercars available are the Rolls Royce Phantom, the Ferrari 458 Italia, Lamborghini Aventador, Mercedes SLS AMG Roadster, McLaren MP4, and Porsche Carrera 4 GTS Cabriolet. Visit hertzsupercars.com for more information and to book.

• **Hertz Fun Collection**

Let your clients have some fun! They can rediscover the joy of driving something different with our special range of Fun cars and take their pick from iconic, sparky soft-tops like the Fiat 500 Abarth Cabrio or Mini Cooper Cabriolet; zippy, eye-catching run-arounds like the Smart for Two Cab and VW Beetle; or for longer distances, the super-stylish but no less playful Audi Q3 and Nissan Juke. We also guarantee the model they book will be the one they will drive!

• **Hertz Family Collection**

Here at Hertz, we know the importance of a family car to your clients and their loved ones. Hertz Family Collection offers a stunning range of spacious and comfortable cars to keep the whole family happy, like the Ford S-MAX, Ford Galaxy, Fiat 500L, Kia Cee'd and Volvo XC70. Acres of space, ultra comfy, a joy to drive. They can take it all!

• **Hertz Green Collection**

Hertz guarantees savings for both your clients and the environment! With the Green Collection, they can enjoy traveling with fuel-efficient, eco-friendly cars that are not only trendy to drive, but also easy on the wallet. These cars have high fuel efficiency ratings and can achieve between 45 and 65 miles per gallon. Green Collection cars are available at major locations throughout Europe. Recommend a Toyota Auris to your clients today!

• **Hertz Prestige Collection**

Luxury cars with a reassuringly high level of comfort and style, as well as exhilarating performance. Your clients can drive some of the most valued brands, such as Audi, BMW, Jaguar, Mercedes, Porsche, Range Rover and more! Every model comes with features such as automatic transmission, leather seats and GPS. Our make and model guarantee ensures they step straight into the car of your choice.



HERTZ PRODUCTS & SERVICES

HERTZ GOLD PLUS REWARDS®

Rent a car with no lines, no unnecessary paperwork and nothing to slow your clients down. With Hertz Gold, it's that easy. They will enjoy privileges and benefits designed to help them love the road even more. To join, your clients can go to hertz.com, Hertz Gold Plus Rewards, Overview/Join, and click on Join Now For Free.

HERTZ GOLD CHOICE®

Now Hertz Gold Plus Rewards members get the best of both worlds. Introducing Gold Choice - the confidence of knowing their car will be ready and waiting for them, plus the freedom to choose something different on the spot at no extra charge. It's the ultimate in car rental satisfaction.

CARFIRMATION®

With Carfirmation® we will send your clients an email message to tell them which vehicle they'll be driving and where it is parked, the minute it is ready and assigned. Available at major locations in Europe and the US, now they can know the car they'll be driving before they arrive.

eRECEIPTS

eReceipts is a convenient service provided by Hertz that makes their rental experience more efficient. Your clients will automatically receive a PDF version of their receipt sent to the email on their Hertz Gold profile within 30 minutes of us closing their Rental Agreement.

HERTZ NEVERLOST®

Your clients can leave their worries at the door and drive with confidence. Any time. Any where. The NeverLost in-car satellite navigation system will guide them with clear voice prompts in their choice of languages. With mapping for many European countries, NeverLost provides turn-by-turn directions. Available with intercity rentals, 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).

MOBILE WI-FI HOT SPOT

Why search for a wireless hotspot when your clients can take one with them? With Hertz mobile Wi-Fi hotspot they can easily link their tablet, laptop, smartphone or games console to the web when they are on the move. There's an unlimited data allowance (3 GB limit in Spain) and absolutely no roaming charges - leaving your clients free to surf, Skype, download and play, without the worry of a big bill.

INSTANT RETURN SERVICE

Hertz will greet your clients at their rental car, charge their credit card and print a receipt in under a minute at airport locations throughout Europe.

ADDITIONAL DRIVERS

Everyone can relax and enjoy the journey. Your clients can have as many drivers as there are seats in the vehicle. They won't find themselves nominated as the sole designated driver for the entire trip.

BUCKLE UP BABY-CHILD SEAT RENTAL

Hertz offers a range of child safety seats that are suitable for babies and children. Keeping their child safe in the car is one of the most important things they can do. Car seat availability and costs vary by location, please check with Hertz for details.

For Reservations or Additional Information:

Visit hertz.com in the US, or hertz.ca in Canada, or call **1-800-654-8881**.



EUROPEAN VEHICLE GUIDE 2014

Before they go, first things first.

**Mini
Fiat 500**

4 
2 




**Economy
Fiat Panda**

5 
1 
2 




**Economy Convertible
Peugeot 207 CC**

2 
2 
1 




**Compact
Volkswagen Golf**

5 
2 
2 




**Intermediate
Lancia Delta**

5 
2 
2 




**Standard
Opel Insignia Wagon**

5 
2 
2 




**Standard Van
Ford S-Max**

7 
3 




**Fullsize
Volvo XC90**

5 
2 
2 









**Full Size Van
Ford Galaxy TDCI**

7 
1 
2 




**Premium
Jaguar XF**

5 
2 
3 




**Luxury
BMW 5 Series - GPS**

5 
2 
3 




**Luxury Van
Ford Transit**

9 
3 
5 




Passenger  Large Luggage  Small Luggage  Manual  Automatic 

For reservations & complete details, visit hertz.com in the US, hertz.ca in Canada, or call Hertz at 1-800-654-8881.

Vehicles shown are examples. 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, however, exceptions do apply. Luggage capacity may decrease with maximum number of passengers. Features apply to car shown.



Don't forget to include



Hertz

HERTZ AFFORDABLE EUROPE® PROGRAM

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)

AFFORDABLE EUROPE NON-PREPAID PROGRAM

AEX = Base Rate Only

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

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

VAT = Value-Added Tax, CDW = Collision Damage Waiver, TP = Theft Protection

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

TERMS AND CONDITIONS - Hertz Affordable Europe® Program

PREPAID PROGRAM

Rates are converted to US/CA 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 US/CA fax number. To receive voucher by mail, 14 days advance notice prior to departure is required. Prepaid vouchers can only be sent by US/CA 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

Hertz Affordable Europe® GDS Sample Booking Formats

PREPAID PROGRAM

Amadeus:

CSZELHR01DEC-08DEC/VT-FDAR/ARR-0900/RT-0900/ G-CCAX-123456789012345EXP0816/BA-AGR123456/RC-AOT/SI-FX-US4052806320

SABRE:

OCARZENN1LHR01DEC-08DEC/FDAR/ARR-0900/RET-0900/ GAX-123456789012345EXP 08 16-TEST/BA-AGR123456/RC-AOT/SI-FX-US4052806320

Galileo:

OCCRZENN1LHR01DEC-03DEC/FDAR/ARR-0900/DT-0900/ G-AX-123456789012345EXP0816/PR-FX-US4052806320/RC-AOT/SI-RF-AGR123456

Worldspan:

CRNLHR01DEC08DEC/CZE/VFDAR/ARR-1200/DT-1200/LT050/FX-US4052806320/G-CCAX123456789012345 EXP08-16/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.

vouchers returned to (in the US or CA) 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 of 29 minutes 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. or Canadian residents, who must book in the U.S. or Canada prior to departure. Rates are subject to change without notice. In most cases, cars will be confirmed by car group only, and not by car model within a class. Availability may be limited and blackout periods may apply. The Hertz Affordable Europe program is available at participating locations in Europe.

NON-PREPAID PROGRAM

Amadeus:

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

SABRE:

OCARZENN1LHR01DEC-02DEC/FDAR/ARR-0900/RET-0900/BA-AGR123456/RC-AEX

Galileo:

OCCRZENN1LHR01DEC-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.

ADDITIONAL RENTAL INFORMATION

One-way rentals are available between most Hertz locations within country of rental. Specialty vehicles, such as certain Collection cars, 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.

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

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.

For Reservations or Additional Information: Visit hertz.com in the US, or hertz.ca in Canada, or call 1-800-654-8881.

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