



Electric Vehicle Rental Terms (EV Terms)



When do these EV Terms apply?

If you are hiring an Electric Vehicle (EV) then these EV Terms will apply. They form part of the Rental Agreement and apply in addition to the terms contained in the Rental Terms.

In these EV Terms, an EV means a battery operated vehicle which uses battery power rather than diesel or petrol fuel.

These EV Terms do not apply to Hybrid Vehicles (i.e. vehicles which use battery power and other fuel) if you are renting a Hybrid Vehicle please refer to the Rental Terms.



Pick Up

Privacy

We take the privacy of our customers very seriously and handle personal data in accordance with our [Privacy Policy](#).

Tesla users only:

Please be aware that Tesla may have access to certain of your personal data when renting a Tesla. This is governed by this Privacy Notice - tesla.com/legal/privacy.

Choice of vehicle

IMPORTANT: It is your sole responsibility to decide which vehicle to select for your rental. You must ensure that you are comfortable with the capabilities and any limitations associated with the vehicle that you select.

During your rental

Caring for your EV

We recommend that you charge the battery as often as possible to keep it in the **20-80% range** of charge. Charging the EV when the battery status is below 20% will mean that the charge time is increased.

IMPORTANT: You must **not** allow the battery charge to fall **below 10%** as this significantly impairs the battery life and may damage the battery. Breakdown caused by low battery will be your sole responsibility. Please see the breakdown section of the Rental Terms for guidance on what to do in such an event.

Range

The vehicle information on our website will describe a range which is **theoretically achievable** on a full charge based on available market data. Please be aware that this is a theoretical range only and is not guaranteed - battery life is affected by a number of factors including model, driving style, terrain/road conditions, weather conditions, battery composition and age.

Charging

Charge Status:

When you collect the EV we will try to ensure that the EV has a charge status of at least **75%**. The battery status will be captured by our i-check technology.

During your rental you should **plan charging stops** in advance of low battery status. Recharging EVs is fundamentally different to refueling a petrol/diesel counterpart. Best practice is to charge wherever you park, including overnight stays and supplementing with rapid charging as required.

IMPORTANT: It is your responsibility to ensure that the EV has sufficient remaining battery to complete your journey or get you to a Charging Station.

Charging Stations:

We have partnered with Shell Recharge to create an **approved network** of Charging Stations (each a **Network Charging Station**). We recommend that you use Network Charging Stations to charge the EV during your rental to remove the

need for you to register with a charging provider and to streamline your charging experience. If the EV you have rented is a Tesla then Tesla Chargers are also part of the approved network. If your rental rate includes the use of Network Charging Stations then a fair use policy applies.

You can find more information about our Network Charging Stations [here](#). However, you can charge the EV at any public or private Charging Station at your sole discretion.

IMPORTANT: If you choose to use a **Charging Station** which is not a Network Charging Station you may be required to register with the alternative provider and may also incur a fee for charging the vehicle. You are responsible for any such registration (including accepting any terms and conditions and privacy policy) and any fees.

Charging Stations must be used in accordance with the **instructions** provided at that location. You are solely responsible and liable for your use of any Charging Station.

If you **misuse or damage** a Charging Station (whether a Network Charging Station or other Charging Station) we may receive a fine or a claim for damages. If this happens we will pass that fine or damages on to you together with an administration fee (see Charges below).

IMPORTANT: Parking fees are separate to charging fees – always check the parking rules on entry to a car park.

You must ensure that you use the Charging Station and cable (either the cable provided with the EV or a tethered cable attached to the public charger) in a **responsible and considerate** manner to ensure that you do not cause a trip hazard or other danger to members of the public.

We reserve the right to support investigations and provide any relevant information to third parties in connection with misuse of and/or damage to Charging Stations.

IMPORTANT: When using a public Charging Station (including a Network Charging Station), at the end of your charging session you must **move the vehicle**. If you do not then you may be subject to a parking fine or **Idle Fees** which we will pass on to you together with the **Fines Administration Fee** (see the Charges section below).

Equipment

Key Fob/Charge Card:

We may provide you with a Key Fob on the EV key ring or a Charge Card when you collect the EV to enable you to use Network Charging Stations. The Key Fob must remain on the **key ring** at all times.

IMPORTANT: You must notify us **immediately** if you lose or damage the Key Fob/Charge Card during your rental (please see Contact section of Rental Terms).

You will be responsible for returning the Key Fob/Charge Card in the same condition at the end of your rental period. This will be part of the checking process at the end of the rental. If you do not return the Key Fob/Charge Card then **charges** will apply (see Charges below).

The Key Fob/Charge Card must only be used to charge the EV that you have rented. Hertz monitors use across the Network Charging Points. Any **misuse** of the Key Fob/Charge Card is a breach of these EV Rental Terms and will result in additional usage charges.

Cable:

One or more charging cable(s) will be provided with the EV. This could include:

- 1. EV to Charging Station** (Mode 3) connector cable which will enable charging up to 11kW when connected to an appropriate Type 2 socket Charging Station. The speed is limited by the EV's on-board charger and specification of the cable; and/or
- 2. EV to Domestic** - (Mode 2) connector cable which will enable charging up to 3kW via an appropriate domestic socket

***IMPORTANT:** Rapid/Super charging on the Network Charging Points is always via a cable and connector tethered to the Charging Station (due to power and safety requirements). You will not need to use the Cables provided by Hertz when using rapid/super chargers.*

Please notify Hertz staff if no cables are present when you collect the EV. If this is not noted at the time of collection you will be liable for the **replacement cost** of the cable(s) logged in our systems as included with that EV (see Charges below).

***IMPORTANT:** Only the **cables provided** with the vehicle should be used when charging it (apart from when use of a rapid Network Charging Point dictates that a cable tethered to the unit is used). You are responsible for any **loss or damage** to the cable(s), other than fair wear and tear. Please see Charges below.*

Cables are not designed to be used in normal **domestic power outlets**. If you use a cable other than in an EV charging socket then you are responsible for any loss or damage caused.

Return

Battery Status

We will record the EV's battery status before you collect the EV and measure it again on your return. We ask you to return the EV with at least the **same level of charge or 75%** (whichever is lower). If you return the EV with a level of charge lower than this then we will recharge the EV for you. **Recharging fees** will apply and may be added to your invoice or billed separately. Please see Charges below.

If the EV is returned with a **critically low battery** and cannot therefore be unlocked we will charge you for the **costs** involved in gaining access to the EV and any damage caused to the EV as a result of this. This is excluded from SuperCover (if available).

One Way Rental

The EV must be returned to the location it was collected from as not all of our locations support electric vehicles. If you return the EV to an **unsupported location** we may need to transport the EV to another location. If this happens we reserve the right to charge the **One Way Fee** specified in the Rental Terms to recover our costs of transportation and loss of use and/or change the rental rate.



Charges

Recharging

We will record the EV's battery status before we rent the EV to you and measure it when you return the EV. We ask you to return the EV with at least the same level of charge or 75% (whichever is lower). If you return the EV with a level of charge lower than this then we will recharge the EV for you at the rate of **€0.80/sterling equivalent (inc VAT) per kW/h.**

e.g. 75% on rent charge – 55% return charge = 20%

20% x 100% battery capacity = 20

20 x 0.8€ = 16€ Recharging fee.

If the EV battery status is below 20% on return an **Administration Charge** will apply in addition to the recharging fee because this increases our turn around times and involves staff time.

Administration Charge = +€25 (inc VAT)

Key/Card

If you loose or damage the EV's entry key/card we will charge you **€170/£170 per key or €40/£40 per card** for replacement.

Cable

If a cable is lost or damaged (other than fair wear and tear) you will be charged the replacement cost. This is excluded from the SuperCover excess waiver/reduction (if available).

Replacement cost depends on cable type and location:

Country	Mode 2 Cable EV-to-Domestic (inc VAT)	Mode 3 Cable EV-to-Charging Station (inc VAT)
UK	£432	£432
FR	500€	500€
DE	560€	360€
NL	400€	400€
BE	400€	400€
Lux	400€	400€
IT	530€	390€
ES	450€	450€
Other	400€ unless otherwise stated in Country Specific Terms.	

Key Fob/Charge Card

If the Key Fob/Charge Card is lost or damaged (other than fair wear and tear) then you will be charged **€20 (or sterling equivalent) (inc VAT)** so that we can replace it. This is excluded from SuperCover (if available).

Additional Usage Costs

If the Key Fob/Charge Card is misused (whether with or without your authority) then you are responsible and liable for any loss or damage caused to the Charging Station used and any fines or charges that we incur will be passed on to you, plus the **Damage/Fines Administration Fee**. In addition you will also be charged the **Recharging Fee** set out above for unauthorised use of the Charging Station/Key Fob/Charge Card.

Charging Station Damage

If you cause any damage to a Charging Station we will pass on any fine or other charge that we receive. This may be a significant amount depending on the amount of damage caused. You will be responsible for the entire amount. We will also charge the **Damage Administration Fee** for dealing with this.

Charging Station Parking Fine/Idle Fee

If you are using a public Charging Station (including a Network Charging Station) and you do not move the EV when the charging session has ended then you may prevent others from charging their vehicles. You may be liable for an **Idle Fee** or other **parking fine**. The amount of fee or fine will be shown at the Charging Station or in its terms and conditions. We will pass this on to you and may also charge the **Fines Administration Fee**.

Please be aware of parking regulations (as is normal practice) at any site you visit. Separate parking fees may apply.

Teslas only:

The Idle Fee for Teslas is (a) €0.50/£0.50 per minute if there are vacant charging spaces at the location or (b) €1.00/£1.00 per minute if there are no vacant charging spaces at the location. Charges will apply during the period from the end of your charging session until the EV is moved. This is charged to Hertz directly by Tesla and we will recover it from you.

Damage Administration Fee

Standard charge to recover our costs for dealing with loss or damage caused during your rental.

Fines Administration Fee

Standard charge to recover our costs for dealing with fines and charges incurred during your rental.