



Hertz Car Rental Information - Australia

The Hertz Car Rental information is issued in conjunction with the Hertz Rental Terms & Conditions.

A link to Hertz Rental Terms & Conditions can be found below and we ask that this link is provided to all Renters on their vouchers and/or confirmation documents:

[Click Here: Hertz Australia Terms & Conditions](#)

Renters can also access our Hertz Rental Terms & Conditions at any of our locations. Renters will be provided access to scan a QR Code at the location, and once accepted the Hertz Rental Terms & Conditions be sent to the renter's smart phone or device.

Hertz Australia is keen to be green and reduce our environmental footprint wherever we can, therefore our Terms and Conditions are paperless. If renters want a hard copy, our friendly staff will do that for them at the rental counter or they can print it themselves at their office or home.

All the paperwork can be completed and transferred electronically in advance, making pick up and drive even easier than ever before.

Important:

Hertz Australia reserves the right with no notice to update our Rental Terms and Conditions at such times where amendments are required. Any amendments will be valid for all new bookings from the release date of the updates.

IMPORTANT:

Hertz Rental Terms & Conditions take precedence to all information contained within this document.

Hertz Australia reserves the right with no notice to update our Hertz Rental Terms & Conditions as required. Any amendments will be valid for all new bookings from the release date of the updates

RELEASED: 01/02/2023

Rental Conditions:

All rentals and renters / drivers will be subject to the Hertz Rental Terms & Conditions and any Hertz Regional Rental Terms and Conditions, which are issued with the renters Rental Agreement (RA).

RENTAL PERIOD

A rental day consists of a 24-hour period. Renters may be charged an extra day's rental for each 24-hour period entered following the return time, although a 'grace period' is allowed of:

Grace Period	Charges
0 – 59 Minutes	No Charge
60 – 119 Minutes	1/2 of daily rental charge for the vehicle
120 + Minutes	Daily rental charge for the vehicle

EARLY RETURNS

If a customer returns a vehicle early no refunds will be given on unused days.

RENTAL EXTENSIONS

Rental extensions are permitted once the rental has commenced, subject to availability.

The extra days will be charged direct to the renter / customer at the applicable Local Retail Rate.

The Daily Rental Rate for any extra days will be charged at the Local Retail Rate.

BOND AUTHORISATION

[Click Here: Bond](#)

All rentals are subject to a Credit Card Bond Authorisation which covers additional costs such as fuel, one-way fees, and optional extras. Please refer to the above link for further details.

- Debit Cards are accepted, provided the renters name is embossed on the Debit Card.
- Cash Bonds and Preloaded Travel Cards are NOT accepted

It is important to note all reservations must be in the authorised driver / main renter name.

The driver must be the credit card holder.

FLIGHT NUMBERS

Flight numbers should be provided for all rental reservations with an airport pick up. Providing flight numbers will ensure Hertz have the rental vehicle ready at the correct time and airport terminal.

Hertz will not guarantee the holding of a vehicle without flight numbers in the reservation.

FIRST TIME RENTERS:

[Click Here: First Time Renters](#)

The definition of a First-Time renter is someone with no visible system rental history that resides within 100kms of the CBD in which the vehicle is being collected. When a local customer's profile exists in the Hertz system but there is not retrievable rental history (2-3yrs historical data), the first-time local renter requirements are applicable.

When a rental is processed for a customer who is deemed a First-Time Local Renter, the following mandatory identification, procedure and payment requirements apply.

IMPORTANT:

Hertz Rental Terms & Conditions take precedence to all information contained within this document.

Hertz Australia reserves the right with no notice to update our Hertz Rental Terms & Conditions as required. Any amendments will be valid for all new bookings from the release date of the updates

RELEASED: 01/02/2023

Mandatory identification consists of Valid Driver's Licence, Drivers Credit / Debit Card and current proof of residence;

Drivers Licence A current Drivers Licence must be presented and where possible screened via the States relevant licence validation portal or phone service. A Digital Drivers Licence is not accepted for a First-Time Local Renter.

Credit / Debit Card A valid credit / debit card in the name of the driver must be used for the full amount of the associated bond. The customer must present the physical credit / debit card on pick up of the rental.

Proof of Residence The driver must provide proof of evidence by way of an approved document (refer below) which must be dated within 3 months of the rental. If the Drivers Licence address is not current, the First-Time Local Renter must provide two (2) Proof of evidence documents with one being a Utilities Bill or Property Lease Agreement.

Approved Proof of Residence Documents	Essential Document (Incorrect D/L Address)
• Property Lease Agreement • Utilities Bill • Telephone Account • Letter of Employment • Any official government paperwork	• Property Lease Agreement • Utilities Bill

Note: Electronic proof of residence documents are acceptable, providing they are dated within 3 months of the rental.

AUTHORISED DRIVER REQUIREMENTS

All reservations and bookings must be made in the name of the authorised driver / main renter.

The Renters name must match the Renters name on the booking and the credit card holder name.

DRIVERS LICENCE:

[Click Here: Drivers Licence](#)

All Renters and any additional drivers are required to present a valid driver's licence at the time of pickup.

Any person driving the vehicle must be 21 years of age or over (unless approved in writing by Hertz) and must hold a current driver's licence that:

- Is in English
- If not in English, it must be accompanied by an international driver's License or permit or by a certified English translation
- Is valid for driving the vehicle
- Is not a learner's, restricted or probationary license
- The driver has held for at least twelve consecutive months
- Renters from China can use a China Notarial Certificate (CNC) and is used in place of an International Driving Permit; however, their original Chinese licence MUST accompany the driver as well as the CNC.
- Satisfies any other conditions on the Rental Agreement or in any additional terms

Licence translation (into English) must be provided by:

- A Transport Agency authorised translation service, or
- A diplomatic representative at a high commission, embassy, or consulate, or
- The authority that issued the overseas licence
- The following documents may also be acceptable as a translation:
 - An international driving permit – issued in accordance with a United Nations Convention on road traffic
 - A translation document issued by a Notary Public Office in China.

Important:

- It is mandatory in for driver's Licenses to always be carried while driving. The renter is responsible for any fines or vehicle impound fees relating to noncompliance

IMPORTANT:

Hertz Rental Terms & Conditions take precedence to all information contained within this document.

Hertz Australia reserves the right with no notice to update our Hertz Rental Terms & Conditions as required. Any amendments will be valid for all new bookings from the release date of the updates

RELEASED: 01/02/2023

DIGITAL DRIVERS LICENCE

[Click Here: Digital Drivers Licence](#)

The Digital Driver Licence is legal for use across some states of Australia. We recommend the Renter refers to our Hertz Terms & Conditions for updated Digital Drivers Licence requirements prior to pick-up.

AGE RESTRICTIONS AND EXCEPTIONS

[Click Here: Age Restrictions and Exceptions](#)

Where a renter is aged between the ages of 21-24, a young driver fee will apply as outlined below.

The Young Driver Fee is capped at 7 days in every 30-day period.

Age restrictions do apply for specific vehicle types.

Fees will apply to all main renters and additional drivers.

Additional Documents:

All overseas drivers must present their passport at pick up of rental.

Additional Drivers:

[Click Here: Additional Drivers](#)

Anyone can become an additional driver provided they:

- Meet the age requirements of the rental
- Can present a current full driver's licence
- Sign an additional drivers form to be attached to the rental agreement. This can be done at any Hertz office at any stage of the rental.

Additional Fees & Charges:

FEES AND SURCHARGES:

[Click Here: Fees and Surcharges](#)

Additional charges may be incurred because of the use of the vehicle or other incidents that occur during the rental. Quoted fees may change without notice, please refer to the Hertz Terms & Conditions for current fees.

LOCATION FEE (LF)

[Click Here: Location Fees](#)

A Location Fee is applicable for all rental collections at all airports locations and may also apply at select downtown locations.

The location fee will be payable direct to Hertz only on additional items that are payable locally, including but not limited to One Way Fees, Renter Protection Options and Child Seats.

Hertz reserves the right, with no notice to change these location fees at any time. Any changes to Location Fees apply with immediate effect.

CREDIT CARD SURCHARGE

Hertz accepts Visa, MasterCard and American Express.

A credit card surcharge rate of 1.35% (including GST). will apply on all credit card transactions. Hertz Australia may, with no notice, change these fees at any time.

IMPORTANT:

Hertz Rental Terms & Conditions take precedence to all information contained within this document.

Hertz Australia reserves the right with no notice to update our Hertz Rental Terms & Conditions as required. Any amendments will be valid for all new bookings from the release date of the updates

RELEASED: 01/02/2023

HERTZ TOLL PASS

[Click Here: Tolls Toll Pass](#)

The Hertz Toll Day Pass is an opt-in system that covers all toll charges under one flat daily amount which allows unlimited toll usage during the rental period. The renter can choose this option at any time during their rental and the daily flat fee will appear on the rental agreement/invoice.

Note: Toll Fees are set by the Australian State Governments and are subject to change without Notice. Hertz will endeavour to notify any changes as soon as notified.

Where a renter chooses not to purchase the prepaid toll product the following options are available:

- 1) Customer chooses to make their own toll arrangements with either their own e-tag or set up a pass with the relevant toll company.
- 2) Customer chooses to not pay tolls; Hertz will charge the customer the cost of the toll trips plus an admin fee per rental agreement.

Damage Liability:

LOSS DAMAGE LIABILITY (LDL)

Loss Damage Liability (LDL) is included in your rental rate and reduces your liability to us for loss or damage to the vehicle to the amount of the applicable liability (stated on your Rental Agreement) which applies to each incident of damage or loss caused except in the event of loss or damage for a Prohibited Use.

Refer to Hertz Terms & Conditions for further details regarding LDL.

OPTIONAL RENTAL PROTECTION SERVICES

[Click Here: Rental Protection Services](#)

Hertz offer the option to purchase Optional Renter Protection Services which may reduce a renter's liability for loss or damage to the vehicle which occur during the rental period or result from the use of the vehicle. In the event of a prohibited use the optional renter protection services will not apply and the renter will be responsible for the full amount of any loss or damage including that of any affected third party.

Optional Rental Protection Services offered by Hertz are not insurance policies.

It excludes infringements including traffic and parking fines, and private parking charges which will be on-charged.

LOSS DAMAGE WAIVER (LDW)

LDW is an optional product which reduces liability in the event of loss or damage which may occur during the rental period or use of the vehicle.

LDW does not cover Glass or Tyres or Tyre Damage.

GLASS AND TYRES (G&T)

G&T is an optional product which eliminates potential liability in the event of standalone damage to the vehicle's windscreen, windows, wheels, and tyres only.

MAXIMUM DAMAGE WAIVER (MDW)

Hertz Australia offers Rates inclusive of MDW Cover.

Maximum Damage Waiver is an optional product offered at selected locations and gives piece of mind for the rental by:

1. Eliminating liability to pay the LDL
2. for loss of damage to the vehicle during rental
3. Waiving responsibility for the Hertz Claims Management Fee and External Damage Assessment Fee that would be payable in the event of incident
4. Glass and Tyre damage is **included** with Maximum Damage Waiver
5. Maximum Damage Waiver is capped at 10 days hire, applicable within each 30-day rental when purchased directly.

IMPORTANT:

Hertz Rental Terms & Conditions take precedence to all information contained within this document.

Hertz Australia reserves the right with no notice to update our Hertz Rental Terms & Conditions as required. Any amendments will be valid for all new bookings from the release date of the updates

RELEASED: 01/02/2023

6. Capped pricing on MDW does not apply on bundled rates i.e. MDW inclusive.

7. The daily rate will be charged for each day for the length of the rental.

MDW is not available at the following locations. However, LDW (loss Damage Waiver) is available to purchase locally at these locations.

Arncliffe (Sydney)	Campbellfield Trucks
Ballarat	Coffs Harbour
Ballina	Klemzig (Adelaide)
Bendigo	Lismore
Brooklyn	Plympton
Byron Bay	West Melbourne

RENTAL COVER INSURANCE PURCHASED THROUGH THIRD PARTY

If the renter has purchased a damage waiver product or similar from a third party to cover the liability to Hertz, the renter will remain liable for payment to Hertz irrespective of whether they obtain reimbursement from their insurer.

THIRD PARTY LIABILITY

Third Party Property Liability Insurance is automatically covered under a third-party property damage Master Policy executed by Hertz and is subject to the renter not engaging in a prohibited use and payment of the Loss Damage Liability. If the renter has engaged in a prohibited use then they will be responsible for any third party damage.

Third Party Liability cover for personal injury is governed by separate Government legislation in each Australian State and Territory. The right to claim may be limited by the legislation and excesses may apply.

There are many factors relevant to a determination of which third party liability cover for personal injury will apply in the event of an accident, such as the state or territory in which a vehicle is registered, the state or territory in which the accident occurs and the state or territory in which another driver or injured person resides. Should an accident in which a person is injured occurs, the renter must contact the police and Hertz.

Prohibited Uses:

If the vehicle is used for a prohibited use, Hertz may terminate the Rental Agreement and take the vehicle back at any time. If the prohibited use has caused or contributed to loss or damage to the vehicle the renter will be liable for the loss and damage up to the full value of the vehicle and related losses and fees. Please refer to Rental Terms and Conditions

Prohibited Uses of a vehicle are:

- you or your passengers acted recklessly or with deliberate intent to cause loss or damage to the vehicle including, but not limited to, where:
 - the driver caused the vehicle to roll, tip or fall over and this has caused damage to the side and/or roof area of the vehicle.
 - the driver caused undercarriage damage to the vehicle.
 - you or your passengers sit or stand on the roof of the vehicle.
 - a use which results in damage occurring above the windscreen line to the front, rear or side of the vehicle including but not limited to striking overhead or overhanging objects (such as trees, bridges or entering carparks with insufficient clearance) or securing luggage, skis or other items to the vehicles roof causing damage.
 - the driver drove the vehicle with a flat tyre, ignored a warning light, put the wrong fuel in the vehicle or lost the keys.
- driving the vehicle while under the influence of any drug, substance or intoxicating liquor to the extent that driver's ability to control the vehicle is impaired or where the driver's blood level of any drug or alcohol is over the applicable State or Territory legal limit. If a person refuses or fails to provide a breath, blood or other sample when lawfully required to do so by police or as required by law, the driver is deemed to be over the legal limit.
- smoking in the vehicle or failing to keep the vehicle clean and returning it in an excessively dirty or smelly condition.
- the fitting of objects to the interior or exterior of the vehicle that are not authorised by Hertz.

IMPORTANT:

Hertz Rental Terms & Conditions take precedence to all information contained within this document.

Hertz Australia reserves the right with no notice to update our Hertz Rental Terms & Conditions as required. Any amendments will be valid for all new bookings from the release date of the updates

RELEASED: 01/02/2023

- the driver fails to take reasonable precautions to safeguard the vehicle such as leaving windows open or keys in the vehicle, or failing to use the anti-theft system (if provided);
- the vehicle is used for committing an illegal or unlawful act (other than a traffic offence which does not automatically result in the loss of a drivers' licence in the applicable state or territory);
- the use of the vehicle by a person who was not authorised by Hertz as the main or additional driver or did not meet the driver requirements in the agreement.
- the vehicle is used on a racetrack or for racing or undertaking reliability trials, rallies or other contests.
- the vehicle is sub-rented, transferred or sold.
- the vehicle is used to carry passengers (e.g. as a taxi or car sharing arrangement) unless Hertz consents in writing, or to carry cargo (except for commercial vehicles), for hire, reward or remuneration;
- the vehicle is used for hauling any goods that are incorrectly or inappropriately loaded or for the haulage of which the vehicle was not designed (including any hazardous materials, such as any gases or substances which may form explosive mixtures); or
- the vehicle is used for towing a trailer or any other vehicle, unless the vehicle has a towbar fitted by Hertz, in which case you have permission from Hertz to tow a trailer provided the weight and dimensions of the item being towed do not exceed the specified capacity of the vehicle
- Refer to the vehicle capacity guide in the following link www.hertz.com.au/vehiclecapacity
- the vehicle is overloaded with passengers and/or baggage.
- the vehicle is driven on a beach or through a flooded road or otherwise through a body of water (including but not limited to a pothole, ditch or riverbed), fire, storm, cyclone, or other natural disasters.
- the vehicle is driven in restricted areas, including airport service roads and associated areas, or on a road notified to you as prohibited by Hertz or off-road (e.g. on fire trails, tracks, fields or paddocks) unless specified in writing by Hertz.
- the vehicle is driven in the following areas and the vehicle is not a 4WD:
 - on unsealed roads, (Except: for roads under repair or access roads to recognised camping or accommodation grounds)
 - in the Simpson Desert, on the Strzelecki Track and the Birdsville Track;
 - in Western Australia on the Tanami Track, Gunbarrel Hwy, Gibb River Road, and the Bungle Bungles;
 - in Northern Territory on the Oodnadatta Track, the Plenty Highway, Finke Road (between Alice Springs and Oodnadatta)
 - in Queensland on Bourke Development Road from Chillagoe to Normanton, Cape York during the months from December to May inclusive (wet season), Savannah Way from Normanton to Borroloola and the Bloomfield Track;
 - any other such location or region reasonably specified by Hertz to you as an area or region which is prohibited.
- Any vehicle is driven in any of the following areas at any time (4WDs are also prohibited):
 - in Western Australia on the Canning Stock Route, the Old Gunbarrel Hwy or on the Kalumburu track including but not limited to Mitchell Falls National Park.
 - in Northern Territory at the Lost City in Litchfield Park, Central Arnhem Road and Arnhem Land in general, or during the dedicated wet season;
 - in Queensland on the Old Telegraph Track section of the road to Cape York, Boggy Hole (Finke Gorge National Park), the Old South Road from Maryvale to Finke and on Fraser Island at any time.
- any other such location or region reasonably specified by a Hertz Location to you as an area or region which is prohibited as travelling to as it would have the potential to cause risk to the renter and/or vehicle due to current environmental conditions
- If in doubt of a self-drive route within remote parts of Australia, please contact Hertz for additional confirmation that a route is permitted.

IMPORTANT:

Hertz Rental Terms & Conditions take precedence to all information contained within this document.

Hertz Australia reserves the right with no notice to update our Hertz Rental Terms & Conditions as required. Any amendments will be valid for all new bookings from the release date of the updates

RELEASED: 01/02/2023

Vehicle Cleanliness:

An additional Cleaning Fee or Cleaning Administration Fee will be charged if the vehicle is returned in an excessively dirty condition or with excessive odour including but not limited to: the smell of tobacco from smoking in the vehicle, dirtiness or smell caused by having an animal in the vehicle excluding registered service animals or excessive dirt or mud on the exterior of the vehicle.

Restricted Uses:

ALPINE REGIONS:

[Click Here: Alpine Rentals](#)

[Click Here: Winter Driving Tips Australia](#)

There are special restrictions that apply when driving a Hertz vehicle in an alpine region. Non-compliance will result in the responsibility for any or all the damage arising from the use of the vehicle in an alpine region and any cover purchased will not apply. For further information on travel plans to the Alpine regions, please refer to our Hertz Winter Driving Tips, see above link.

Please note:

- Hertz Australia does not supply snow chains and you will be required to source your own before entering Alpine regions.
- Hertz Australia does not allow the Vehicle Groups B5 – M5 to be driven in Alpine Regions

UNSEALED ROAD POLICY

Driving on unsealed roads is permitted with the use of a 4WD. Restrictions and prohibited areas do apply. please refer to Prohibited Uses section within this document.

Exceptions for 2WD vehicles:

- Roads under repair or access roads to recognised camping or accommodation grounds.

Unsealed roads are subject to environmental conditions. Hertz reserves the right to prohibit driving on unsealed roads at any time should the road conditions be deemed unsuitable for driving conditions.

4WD POLICY

For avoidance of doubt only 4WD vehicles are permitted in the following areas

- **in the Simpson Desert**, on the Strzelecki Track and the Birdsville Track;
- **in Western Australia** on the Tanami Track, Gunbarrel Hwy, Gibb River Road, and the Bungle Bungles;
- **in Northern Territory** on the Oodnadatta Track, the Plenty Highway, Finke Road (between Alice Springs and Oodnadatta)
- **in Queensland** on Bourke Development Road from Chillagoe to Normanton, Cape York during the months from December to May inclusive (wet season), Savannah Way from Normanton to Borroloola and the Bloomfield Track.

Where a customer or agent has made a booking for a vehicle that is not a 4WD, Hertz reserve the right to refuse the rental if they are planning to travel on any of the above routes.

If in doubt of if a Hertz vehicle is permitted on a planned route on an itinerary, please contact your Hertz Account Manager for clarification.

TRAVELLING TO/FROM MAINLAND AUSTRALIA VIA FERRY

Renters are permitted to take Hertz vehicles to the following islands:

- Magnetic Island
- Stradbroke Island
- Bruny Island

IMPORTANT:

Hertz Rental Terms & Conditions take precedence to all information contained within this document.

Hertz Australia reserves the right with no notice to update our Hertz Rental Terms & Conditions as required. Any amendments will be valid for all new bookings from the release date of the updates

RELEASED: 01/02/2023

- Kangaroo Island

Vehicles will be covered whilst on the ferry subject to the following:

- The ferry is a registered ferry operator operating a scheduled service
- The ferry is going to an area which is not prohibited under Hertz Terms & Conditions

Travel to/from Tasmania is not permitted

Roadside Assistance Service is dependent on ferry operating hours between islands and mainland. Travel on unsealed roads is not encouraged and Standard prohibited, and restricted uses will apply.

One-Way Rentals:

- One-way rentals are permitted within Australia.
- All one-way rentals are subject to availability and any location restrictions in place at time of booking
- Hertz reserves the right without notice to change these fees at any time
- One-way fees are subject to change due to changing costs of relocating vehicles in remote areas.
- All one-way fees are subject to fees and taxes and are payable direct by the renter at the Hertz Location at the time of rental.
- One Way rentals are not permitted on 4WD Vehicles (Until Further Notice)

Optional Extras:

[Click Here: Additional Equipment](#)

- All Reservations for Optional Equipment MUST be made at time of booking. (Child Seats / GPS Units)
- Hertz Australia cannot guarantee availability of equipment if not pre-booked.
- All Optional Equipment Rental Fees are to be paid locally at time of rental.
- Hertz Australia reserves the right with notice to amend the charges for all optional equipment.

Infant & Child Seats:

[Click Here: Child Seats](#)

- Infant and Child seats are available for rental on all vehicles.
- Infant and Child seats must be reserved at the time of reservation to secure availability
- It is not possible to prepay or include child seats on a tour voucher. All fees are to be paid locally.
- It is the renter's responsibility to ensure that the correct seats have either been pre-booked or their own seats have been provided.

CURRENT LAW REQUIREMENTS

- Children under six months must be using a rear facing child restraint with a built in harness, they must not be seated in the front row if there are two or more rows of seats.
- Six months to under four-year-old children must be using a rear facing or forward-facing child restraint with a built in harness, they cannot be seated in the front row if there are two or more rows of seats.
- Four years to seven-year-old children must be using a forward-facing child restraint with a built-in harness that has been approved or an approved booster seat which is properly fastened, and the seat belt/ child safety harness can be adjusted.
- Seven years and older must be using a properly adjusted and fastened child restraint or adult seatbelt, size depending.

IMPORTANT:

Hertz Rental Terms & Conditions take precedence to all information contained within this document.

Hertz Australia reserves the right with no notice to update our Hertz Rental Terms & Conditions as required. Any amendments will be valid for all new bookings from the release date of the updates

RELEASED: 01/02/2023

Hertz Neverlost © Satellite Navigation

[Click Here: Neverlost](#)

Hertz Neverlost® is available at selected participating locations subject to availability and is available in all vehicle types.

- Neverlost units must be hired as part of a rental. They are not available for separate hire.
- Neverlost units are permitted on one-way rentals.
- Replacement costs - in the event of damage, loss or theft charges will apply.
- Purchase of LDW or MDW Cover does not cover the renter for damage and/or loss to the Neverlost units.
- Rates incorporating the Neverlost unit do not cover the unit for loss or damage.

Neverlost is available in the following languages:

Croatian	Cantonese	Czech	Danish	Dutch
English	Finnish	French	German	Greek
Hungarian	Italian	Japanese	Mandarin	Norwegian
Polish	Portuguese	Spanish	Swedish	Turkish

If the renter needs to return the equipment outside of Hertz operating hours they must complete and sign the Neverlost addendum. The Neverlost unit must be placed back inside the carry case with any additional equipment and returned in the glove box of the vehicle. Hertz will not acknowledge return of the equipment until the renter returns it to the counter or it is collected by a Hertz representative from the glove box of the vehicle.

Deliveries & Collections:

[Click Here: Delivery/Collections Service](#)

Deliveries & collections are on a request basis and subject to location, fleet and staff availability and cannot be guaranteed.

Please request all deliveries and collections through your agent.

Refunds:

No refunds are permitted for any unused days.

Should a renter return a Tour vehicle early Hertz will not refund the unused amount.

No Shows:

Where a renter does not pick up their rental vehicle at the date and time confirmed on the reservation, Hertz reserves the right to charge a No-Show fee equal to the cost of one rental day as per the reservation.

Exceptions to this charge will apply for those reservations that have been cancelled at least 48 hours prior to pick up date; as well as having some form of documentation confirming cancellation.

Changes to Reservations

Changes and amendments to reservations are permitted before collection of rental subject to availability.

Changes to reservations are not permitted once a rental has commenced. Rental extensions are subject to additional charges and payable at the applicable rate of the day and paid directly to the Hertz location at close of rental.

IMPORTANT:

Hertz Rental Terms & Conditions take precedence to all information contained within this document.

Hertz Australia reserves the right with no notice to update our Hertz Rental Terms & Conditions as required. Any amendments will be valid for all new bookings from the release date of the updates

RELEASED: 01/02/2023



Hertz Online Check-In

At Hertz, we're proud to continually put our customer experience at the forefront of everything we do. That's why we're excited to provide our new, Online Check-In system that makes car rental easier than ever before. From making a reservation through to ID verification, Hertz Online Check-In puts you in control.

Why Use Online Check-In?

The Online Check-In is easy and convenient to use. By verifying your licence and payment details ahead of pick-up, you save time at the service counter and can get straight to enjoying your rental. We recommend adding our online check-in

link to your documentation. This will provide next steps on how to complete the online ID verification process. ID verification is done digitally using a smartphone, with a credit card and driver's licence on hand. After these details are submitted. A prompt will be sent to verify identification using the smartphone's camera

Hertz Contacts

For all Post Rental enquiries:

nzhertzcustserv@hertz.com or call +64 (03) 358 6772

Insurance Claims:

hcmclaimsnz@hertz.com

Emergency Roadside Assistance (24-hour service)

0800 633 611 toll free number within NZ

0064 9 966 9973 for customers with an overseas phone

IMPORTANT:

Hertz Rental Terms & Conditions take precedence to all information contained within this document.

Hertz Australia reserves the right with no notice to update our Hertz Rental Terms & Conditions as required. Any amendments will be valid for all new bookings from the release date of the updates

RELEASED: 01/02/2023