

# EAA Accessibility Statement for Hertz

At Hertz, we are committed to providing an accessible online experience for all our users, including those with disabilities. We strive to meet the needs of the broadest possible audience and conform with established accessibility standards.

This statement has been prepared to inform users about the accessibility of our service, including its alignment with relevant legal and technical standards.

This accessibility statement applies to the portions of our website covered by the European Accessibility Act and respective domestic transposition. While other sections of our website may not be as fully accessible or conformant with current regulations, they are being reviewed constantly for future improvements.

## Description of the Service and Measures to Support Accessibility

Our services/products are accessible across multiple formats, supporting a broad range of user needs. Specifically, we have taken the following measures to ensure the accessibility of the service/product: **The site enables customers to make reservations to rent vehicles and enroll in our loyalty program along with other features.**

Our service is delivered through an interface that supports accessibility by:

- **Text-based descriptions:** alternatives for non-text content and written information available in plain language
- **Screen reader compatibility:** Functional with popular screen readers
- **Multimedia alternatives:** When applicable, captions/subtitles, transcripts, audio description, and alternative text accompanying visual and multimedia content.
- **Sufficient-contrast and zoom functionality:** Text resize for users with visual disabilities
- **Simple navigation:** Logical layouts with consistent headings, landmarks, and navigation
- **Keyboard accessibility:** Functions that can be operated via keyboard
- **Help and support:** Support and documentation in accessible formats
- **Error notifications:** Clear and descriptive error messages to guide users in resolving and preventing errors.

We are continuously striving to improve our accessibility by providing:

- **Ongoing accessibility training:** Our team receives regular training on accessibility best practices, ensuring employees have the skills required to keep our services inclusive and conformant with current standards.
- **Regular testing:** We continually test our services against the latest accessibility guidelines, including WCAG 2.2 and EN 301 549, and make necessary updates to sustain accessibility.
- **Feedback mechanisms:** We have established channels for users to provide feedback on accessibility issues and aim to address concerns promptly.
- **Understandable design:** Our interface uses clear and simple language, avoids unnecessary complexity.

Additionally, we leverage an industry-leading digital accessibility solution, Level Access, to maintain and improve conformance with accessibility standards. Through our collaboration with Level Access, we have adopted the following practices to enhance every user's experience:

- **Self-evaluation:** Regular internal audits and evaluations
- **Third-party audits and testing:** Assessments by external accessibility experts (Level Access)
- **Monitoring:** Automated conformance scans at regularly scheduled intervals
- **Record keeping:** Internal reporting on accessibility conformance

The portions of our website covered by the European Accessibility Act observe the following standards:

- **WCAG 2.2 Level AA**
- **EN 301 549**

### **Limitations and Alternatives**

While we aim to ensure accessibility for all users, some limitations may exist. If you experience any issues, please let us know, and we will work to provide an alternative solution.

### **Feedback and Contact Information**

We welcome your feedback on the accessibility of our services. If you encounter any accessibility barriers, please contact us:

Email: [\*\*accessibility@hertz.com\*\*](mailto:accessibility@hertz.com)

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