



KEY FACTS ABOUT YOUR RENTAL

This summary aims to help you understand what is included or excluded in your Rental Agreement and the options available to enhance your journey. Please ask our counter staff if you need further clarification.

HELPFUL TIPS

▶ 1 Your Responsibility

You are responsible to us if the vehicle is lost or damaged, as well as for traffic fines and other charges that arise during the rental.

▶ 2 Damage

You should check the vehicle for damage before you drive away and record any variations on the Vehicle Condition Report. This helps to avoid damage disputes on return.

▶ 3 Insurance & Waivers

Read the Rental Agreement carefully to understand your obligations for use of the vehicle and be aware that your insurance and waivers may be void if you are in breach.

▶ 4 Return

You might incur additional charges if you return the vehicle at a different time or place to that agreed with us or if it is in a particularly dirty or smelly condition. Smoking in the vehicle will incur an extra charge.

▶ 5 Out of Hours Return

If we agree to you returning outside location hours, please be aware that you will be responsible for the vehicle until our staff locate it when the location re-opens.

CONTACTS AND REMEDIES

▶ 1 You may check with our **location staff** at end of rental or telephone the renting location at any time using the number on the back of this Rental Terms booklet.

▶ 2 Post rental, you may contact **Hertz Customer Services** during office hours (using the number on the back of this Rental Terms booklet) and our team will help resolve any issues.

▶ 3 If we are unable to resolve your issue to your satisfaction, and you were renting in another European country, you can contact the **European Car Rental Conciliation Service (ECRCS)**, which is an independent conciliation service, or seek **online dispute resolution (ODR)**.

See **Annex 6 (Contacts)** of the Rental Terms for full details.

For full information, please read the **Rental Terms** in this booklet. You can also refer to our website **hertz.com** (and national variations) for our **Guide to Car Rental** and additional details about prices, products and location information. **Thank you for choosing to rent with Hertz.**

WHAT IS INCLUDED	WHAT IS NOT INCLUDED
<p>INSURANCE</p> <p>Third party insurance is included in your rate and protects you or any authorised driver against claims from any other person for death, injury or damage to property if you have an accident.</p>	<p>You can add an additional driver with our agreement. We will need to see their driving licence and a charge will apply.</p> <p>You can also buy additional cover for injury to the driver and loss of or damage to the possessions of you and your passengers by purchasing Personal Insurance (PI).</p>
<p>DAMAGE WAIVERS</p> <p>Most rates include Collision Damage Waiver (CDW) and Theft Protection (TP). These limit your liability to us for damage to or loss of the vehicle to the excess amount stated on your Rental Agreement.</p>	<p>You can reduce your liability to us for the CDW or TP excess to zero by purchasing SuperCover (SC).</p> <p>As a cheaper alternative, where available, you can take Glass & Tyres (G&T) to eliminate your liability for the CDW or TP excess for damage to the vehicle's windows and tyres.</p>
<p>FUEL</p> <p>Your rental is provided with a full tank of fuel. You can either return the vehicle full or pay for us to refill the tank for you at the rate shown on your Rental Agreement.</p>	<p>You can choose to pay for a whole tank of fuel in advance so you don't need to fill the tank on return (although no refund will be given for any unused fuel). Ask for Fuel Purchase Option (FPO).</p>
<p>BREAKDOWN SERVICE</p> <p>A basic breakdown service is included in your rental to cover call outs for mechanical faults and accidents.</p>	<p>You can buy additional cover for the call out costs relating to breakdowns that are your fault, including for flat batteries, lost keys, use of the wrong fuel or keys locked in the vehicle with our Personal Emergency Roadside Service (PERS).</p>
<p>EQUIPMENT</p> <p>Your rate includes all compulsory equipment.</p>	<p>You can choose from our range of additional equipment and services, including Hertz Neverlost, child seats, winter tyres, snow chains and Wi-Fi, subject to availability at each location.</p>
<p>MILEAGE</p> <p>Although there is normally no limit on distance covered during your rental, some exceptions may apply which will be shown on your Rental Agreement.</p>	<p>We do not cover you for any parking fines, private parking charges, road tolls or traffic violations you incur on your trip. We will process these on your behalf, pass on the charge and add an administration fee.</p>