

# Travel Agent Guide

May I book you a  
**Hertz car?**



Hi! My name is **horatio™** and I will be your companion throughout this guide.

Let's first chat about **Why rent cars** - aside from the convenience of going wherever and whenever you want, we will share with you the other benefits of renting a car. Then I will tell you more about **Why rent Hertz** - being the world's leading car rental company is only one of the reasons why you should rent Hertz for your customers. Whether it is for business or leisure, check out our **Hertz Global Products & Services** available through approximately 8,800 corporate and licensee locations in 150 countries worldwide. If you have many regular Hertz customers, sign them up for Hertz Gold Plus rewards to speed up the rental process when they next travel!

We are also proud to offer **NeverLost In-Car Navigation System**, a comprehensive GPS that ensures your customer takes the shortest and cheapest route when they rent both our car and GPS. If your customer hails from Asia, be sure to share with them the products and services we have specially for **Asia**, such as **Hertz Asia Chauffeur Drive and Airport Transfers**.

**Why should customers book car before arrival?** So that they can be assured of the availability of the car they want when picking up the car! Therefore it is important that you remind your customers to prebook with you before they travel.

In this guide we will teach you **how to book and the different Global Distribution Systems (GDSs)** you can use to book for your customers.

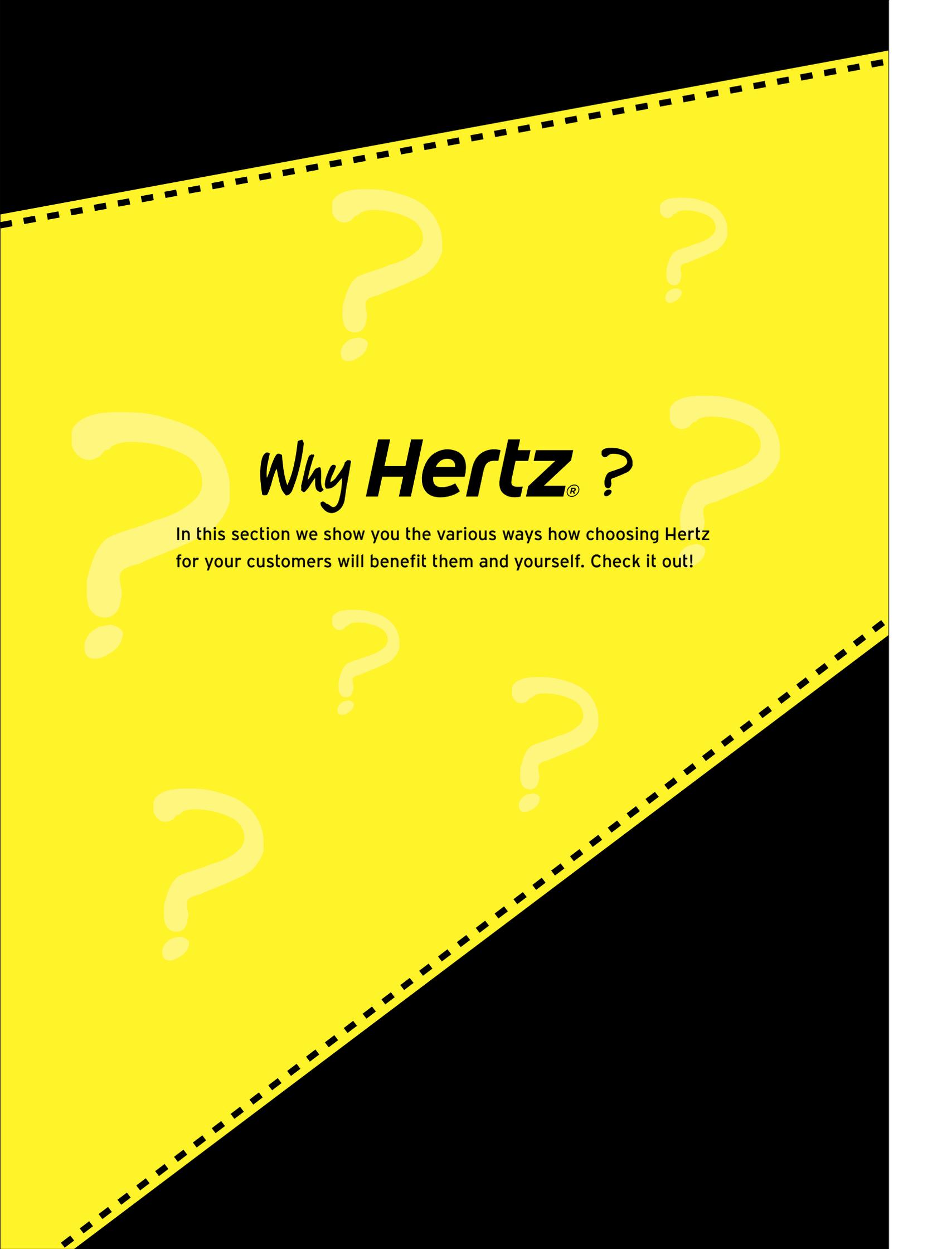
Turn this page and lets start booking now!





# Why should customer book car before arrival?

- ✓ Avoid the stress of arranging car rental on arrival and having to sort out the details at the counter.
- ✓ Pre-booking minimizes language or cultural barriers at the counter.
- ✓ Pre-booking does not require credit card details.
- ✓ Pre-booking does not require deposit or pre-payment.
- ✓ In the event of cancelling a pre-booking - no cancellation fee or surcharge is required.
- ✓ Know in advance how much the car rental costs, what inclusions/exclusions are involved in the rate.
- ✓ Peace of mind in getting preferred car group of the preferred location, date and time - it can be a nightmare being shown the "Sold Out" sign at the car rental counter in a foreign country.
- ✓ Pre-booking allows one to consider and request special equipment (e.g. child seat, GPS) in advance, as well as knowing the costs involved.
- ✓ "Affordable Rates" is only available for pre-bookings and they include great features like unlimited mileage & collision / loss damage waiver.
- ✓ Pre-booking allows one to plan and decide on car rental insurance requirements in advance.
- ✓ Book CAR early for your customers - do it as soon as you have booked their flights!

The background is a bright yellow color. It features several large, light-colored question marks scattered across the space. Two dashed black lines run diagonally across the page, one from the top-left towards the bottom-right, and another from the bottom-left towards the top-right, creating a central rectangular area. The text is centered within this central area.

# *Why* **Hertz**® ?

In this section we show you the various ways how choosing Hertz for your customers will benefit them and yourself. Check it out!

### Global Network

The world's largest general use car rental brand operating from approximately 8,800 locations in 150 countries worldwide.



### Wide Range of Cars

Hertz has a comprehensive range of vehicles to meet your every need, from compact sedans, MPVs to four wheel drives and luxury models all at competitive rates.



### Young Fleet

Our vehicles are one year old on average and have passed the most stringent of quality control checks. Low mileage and reliable performance.



### Pick up at Airport or Downtown

It really depends on your flight arrival time, self-drive itinerary and group size etc. You won't incur airport surcharge if you pick up at downtown locations but do factor in airport transfer arrangement.



### One-way Rentals

You have the flexibility to pick up a car from one location and return it at another.



### GPS Navigation System

No more maps, hunting for street signs or asking for direction. Request for Hertz NeverLost® Portable Navigation System.



### Peace of Mind with Hertz providing 24-Hour Roadside Assistance

Whenever and wherever you are in trouble with your car, call Hertz and we will get you going as soon as possible.



### Value Added Service

Hertz partners with more than 70 leading airlines, so renters may earn frequent flyer miles when they rent with Hertz.



*Flip over for more awesome services!*



# Hertz Gold Plus Rewards®

Hertz sets the Gold standard for rental service at over 3,000 locations worldwide throughout Australia, New Zealand, the U.S., Canada and Europe and we'll have a car ready and waiting for you across the 4 continents!

As a Gold Plus Rewards member, simply show your driver's license and collect the keys and rental agreement from the Gold Counter to the pre-assigned car or be directed by your name and car stall number display in the light box to a private weather protected Gold Canopy area where your pre-assigned car is.

Depending on your country residency, you may enroll online at the respective Club Links as listed below and for associated benefits, do remember to add your Corporate Discount Program (CDP) number or CDP "1355830" for Asia residents/CDP "1686956" for China residents.

## Country Residency

Bangladesh  
 Brunei  
 Cambodia  
 China  
 Hong Kong  
 India  
 Indonesia  
 Malaysia  
 Philippines  
 Singapore  
 South Korea  
 Sri Lanka  
 Taiwan  
 Thailand  
 Vietnam

## Enrollment Club Link

<http://www.hertz.com/goldcorp/bd>  
<http://www.hertz.com/goldcorp/bn>  
<http://www.hertz.com/goldcorp/kh>  
<http://www.hertz.com/goldcorp/cn>  
<http://www.hertz.com/goldcorp/hk>  
<http://www.hertz.com/goldcorp/in>  
<http://www.hertz.com/goldcorp/id>  
<http://www.hertz.com/goldcorp/my>  
<http://www.hertz.com/goldcorp/ph>  
<http://www.hertz.com/goldcorp/sg>  
<http://www.hertz.com/goldcorp/kr>  
<http://www.hertz.com/goldcorp/lk>  
<http://www.hertz.com/goldcorp/tw>  
<http://www.hertz.com/goldcorp/th>  
<http://www.hertz.com/goldcorp/vn>



# HERTZ GOLD CHOICE

Hertz pioneered pre-assigned car rental with Gold service and nobody does it better. Now with Gold Choice, you have the confidence of knowing your car will be ready and waiting for you, plus the freedom to choose something different on the spot.

If you reserve a midsize or higher-class car, different models and colors are available at no extra cost. Just follow the signs to the Gold Choice area and pick the car you want.

Specialty cars are also available at clearly marked "per day" additional charge in the Gold Choice Upgrade area. And if you choose a Gold Choice alternative, you still go straight to the exit gate without wasting any time. Rental agreements will be printed at the exit gates for all Gold customers.

Gold Choice is now available at over 40 major airports in the U.S., including Atlanta Hartsfield, Chicago O'Hare, Los Angeles, New York JFK, San Francisco and Dulles. In Europe, Gold Choice is currently available at over 7 locations including airports in London Heathrow, Stuttgart and Amsterdam. For more locations, please visit <http://www.hertz.com/goldchoice> or contact your local reservation center today!





## MAIN FEATURES AND BENEFITS



### USA/CANADA

#### ✓ **THE EXPLORE TRAVEL GUIDE**

Exclusive to Hertz NeverLost in the USA, the EXPLORE travel guide allows travellers to choose things to do, places to see, and trendy restaurants to enjoy, all specifically chosen and delivered wirelessly to Hertz NeverLost. Simply touch the on-screen "Explore" box to access the features. The EXPLORE feature is currently available in Atlanta, Boston, Chicago, Dallas/Fort Worth, Denver, Detroit, Houston, Las Vegas, Los Angeles, Miami, New York City, Orlando, Philadelphia, San Francisco, Washington D.C. and more.



#### ✓ **SELF-GUIDED TOUR EXPERIENCE**

In the EXPLORE feature, you can choose from a variety self-guided tours that include dynamic content located within the NeverLost unit.

#### ✓ **ONLINE TRIP PLANNING**

Plan your trip online from the comfort of your home or office at [www.neverlost.com](http://www.neverlost.com), load it onto a thumb drive or create a wireless code to upload to the NeverLost.

#### ✓ **PRODUCT SUPPORT / CONCIERGE SERVICE**

24/7 Free Concierge (1-800-823-2547) with translation services for product support if you have problems operating the unit, or if you need help in planning itinerary, booking reservations, or need us to send route planning to vehicle with a customized download code. We are just one phone call away if you require assistance.

#### ✓ **NEW AND IMPROVED CATEGORIES**

Choose from categories like beaches, golf, shopping, restaurants, and historical sites

#### ✓ **FLIGHT INFORMATION**

Find flight arrival, departure and gate information.

#### ✓ **HERTZ RETURNS**

Getting back to Hertz is as easy as pushing a button. Instead of routing to the airport terminal, Hertz Returns routes you to the rental car return lot. If the terminal is miles away from the rental car return areas, Hertz offers free transfers to the airport terminal at all applicable locations.

#### ✓ **VARIOUS LANGUAGES**

Available in English, Mandarin, Japanese, Korean and more.

#### ✓ **MULTIPLE LOCATIONS**

Available in more than 3,200 locations



## EUROPE (For units powered by TomTom)

- ✓ Hertz locations preloaded for easy return
- ✓ Advanced Lane Guidance in realistic 3D so you don't miss your turning
- ✓ Bluetooth® Hands-free calling
- ✓ Voice control with quickest, easiest way to use the NeverLost device
- ✓ Live services including:
  - TomTom HD Traffic\* service
  - Mobile Speed cameras and Speeding alert\*
  - Local Search with Google™\*
  - Local and five-day weather forecasts\*
- ✓ Available in multiple languages applicable to Asian renters
- ✓ Available in more than 300 locations

\*The coverage and availability of LIVE Services vary per country



## AUSTRALIA/NEW ZEALAND

- ✓ Hertz locations preloaded for easy return
- ✓ Speed camera proximity alerts
- ✓ Latest maps
- ✓ Includes points of interest directory (attractions, hotels, airports, restaurants, shopping centres and much more)
- ✓ Easy programming (destinations, route options, favourites and bookmarks)
- ✓ Integrated 20 channel SiRF star III GPS satellite receiver, with external antenna connector
- ✓ Available in multiple languages applicable to Asian renters
- ✓ Available in more than 100 locations



# Hertz Asia Chauffeur Drive

## 1. Chauffeur Drive Rentals

Chauffeur drive rental is available in Asia in China, Bangladesh, Brunei, Hong Kong, India, Japan, South Korea, Malaysia, Pakistan, Philippines, Singapore and Thailand.

## 2. All bookings on-request basis

Free sell is not possible due to the complexity and the different types of chauffeur drive products and services.

## 3. Types of Chauffeur Drive rentals

- Airport transfers and Hotel transfers
- As directed transfers at customer's choice of pickup and return points e.g. railway stations, home, office and hotels etc.
- Inter-city and inter-state rentals
- Hourly rental
- Half day rental (3 hours to 4 hours)
- Full day (8 to 10 hours per day)
- Outstation and overnight rentals
- Individual rental
- Groups rental



## 4. Rates

- Inclusive of the driver, petrol, comprehensive insurance and including free km if applicable or charge per km. Charged kms are calculated as beginning and ending at the garage. Minimum rental hours and kms may apply.
- Excludes tax, inter-state border taxes, toll fees and outstation/overnight charges.
- After hours rentals can be requested subject to after hour fee surcharges. After hours fee is charged on per hour basis.
- For overnight rentals, extra costs on chauffeur accommodation, outstation and detention charges per day or per night are chargeable.

## 5. Cancellations and No-show Policy

- No-show is subjected to a penalty of US\$50 per confirmed booking.
- Cancellation made with less than 24 hours notice on weekdays and less than 48 hours on weekends, are also subjected to a penalty of US\$50 for confirmed booking.
- Location is responsible for charging the penalty to the credit card and this can only be charged on the day of the no-show or when cancellation is received less than the grace period prior to pickup.
- For all confirmed booking, a credit card is mandatory to secure the booking.

## 6. Meet and Greet Services

- The customer will be informed 24 hours prior to pickup of the hand phone number of the chauffeur and where the driver will meet the customer.
- For airport pickups, the chauffeur will meet and greet the customer outside the respective flight baggage claim exit.
- For railway station pickup, the designated meeting point will be ascertained and make known to both chauffeur and customer.
- For hotel pickups, the chauffeur drive will identify himself at the hotel concierge at least 10 minutes before the appointed pickup time.

## **7. Fleet**

A wide range of fleet used for chauffeur drive rentals, ranging from Economy, Compact, Intermediate vehicles to the Premium and Luxury vehicles like Mercedes Benz and BMW, MPV and Minibus. All vehicles are comprehensively insured.

## **8. Chauffeur drive bookings procedures**

Booking can be received directly from travel agents. All chauffeur drive booking must be made at least 72 hours in advance.

For urgent booking with less than 24 hours advanced notice, please send an urgent email or call the locations for advice.

### *Note:*

- *All chauffeur drive rentals are programmed as Request Only.*
- *A Customer credit card detail is mandatory and US\$50 is charged for no-show and cancellation made with less than 24 hours notice on weekdays and less than 48 hours notice on weekends.*

## **9. What information needs to be captured when booking chauffeur drive?**

Customer name, residential or office address, phone number, fax number, rental dates, vehicle preference, pickup and drop off location addresses, flight details, special requirements (e.g. customer may prefer English speaking driver in Korea), credit card number, type and expiry date (compulsory for all chauffeur drive booking). Informs customer Hertz will revert on rates and availability.

For multiple trips rental, the customer itinerary is provided to the renting location so they can arrange for the chauffeur to be available at the specific pickup times and venues. When the rental has started and the customer wishes to change his itinerary, he can do so and work out a revised itinerary and charges with the Hertz renting location directly.

## **10. What information does Operations need to be able to properly process chauffeur drive bookings?**

Customer name, residential or office address, phone number, fax number, rental dates, vehicle preference, pickup and drop off location addresses, flight details, special requirements (e.g. customer may prefer English speaking driver in Korea), credit card number, type and expiry date (compulsory for all chauffeur drive booking).

# Hertz Asia Airport and Hotel Transfers

## 1. Airport and Hotel Transfers

Airport and Hotel transfers are available in Asia in China, Bangladesh, Brunei, Hong Kong, India, Japan, Korea, Malaysia, Pakistan, Philippines, Singapore and Thailand.

## 2. Cancellations and No Show Penalty

- Cancellation must be made at least 24 hours prior to departure otherwise the full transfer rates will be charged to the customer.
- For no show, full transfer rates will be charged to the customer.
- For all confirmed booking, a credit card is mandatory to secure the booking.

## 3. Meet and Greet Services.

- Hertz customer service representative will contact the customer mobile phone at least 24 hours prior to pickup to provide the chauffeur hand phone number and where to meet the customer.  
All the Asia licensees' countries will call the customer mobile whilst India will only SMS.
- Booking must be secured with a credit card before information on the chauffeur is given.
- For airport pickups, the chauffeur will meet and greet the customer outside the respective flight baggage claim exit. The chauffeur will hold a name plate with the customer name written on it.
- For hotel pickups, the chauffeur drive will identify himself at the hotel concierge at least 10 minutes before the appointed pickup time.

## 4. Bookings procedures

Booking can be made by the travel agents. All bookings on-request basis.

Booking must be made at least 72 hours in advance prior to pickup.

Location is given up to 48 hours to revert on the booking and this includes verification and clarifications with the booking source.

For urgent booking with less than 24 hours advanced notice, please send an urgent email or call the location for confirmation.

*Note: A customer credit card detail is mandatory.*

## 5. What information needs to be captured when booking airport transfer?

Customer name, residential or office address, phone number, fax number, rental dates, vehicle preference, pickup and drop off location addresses, flight details, special requirements (e.g. customer may prefer English speaking driver in Korea), credit card number, type and expiry date (compulsory).

## Hertz Licensee Reservation Contact Details

Country	Email	Phone Number
Hertz Bangladesh	reservations@hertzbangladesh.com	88 0171 156 6337
Hertz Brunei	hertz@brunet.bn	673-872-6000
Hertz China	bookcars@hertz.com	8621 6085 1900
Hertz Hong Kong	reserve@hertz.com.hk	852- 2525-1313
Hertz India	ocr.booking@orixindia.com	91-22-44-22-2222
Hertz Japan	admin-jp@hertz.com	81 3 5408 5470
Hertz Korea	hyuna.joo@kt.com	822 797 8000
Hertz Malaysia	enquiry@hertz.simedarby.com	603-7718-1266
Hertz Pakistan	info@optimus.com.pk	92-021-3563-3250-2
Hertz Philippines	reservations@hertzphilippines.com	632 892 0274
Hertz Singapore	reservation.hertz@simedarby.com.sg	65-6734-4646
Hertz Thailand	reserve@hertzthailand.com	66-2266-4666



# Global Distribution Systems

# How to book through Global Distribution Systems?

The three GDS we will be featuring in this guide are namely Abacus, Amadeus and Galileo.



## Step 1

Booking Hertz  
Affordable Rates  
"RC-ABC" & "ZE"

## Step 2

Get customer's car  
rental requirements  
using the Hertz  
Booking Form



## Step 3

Book Hertz  
through your  
preferred GDS

## Step 4

Fax or email  
confirmation letter/  
number to customer



## Step 5

Commission will  
be logged to your  
IATA/TACO upon  
completion of rental

# Hertz Affordable Rates

Rate Code: RC-ABC

Hertz Code: ZE

## Inclusions

- Unlimited Mileage
- Loss Damage Waiver/  
Collision Damage Waiver/  
Theft protection (subject to excess)
- Mandatory Fees & Tax

## Exclusions

- Petrol
- Optional Insurance - Accident Excess Reduction (AER)
- Optional Extra ie: Child Seat/  
NeverLost System/MISC purchase  
at the location

ZE HERTZ	*DETAIL RETURNED VIA DIRECT CONNECT			
LONDON HEATHROW	SHUTTLE IN OPEN 0001 - 2359			
	10DEC SAT 1200	CORPORATE LOCATION		
LHR	15DEC THU 1200	RENTAL 5 DAYS 0 HRS		
RATE CODE - AFH2HC	CCAR - RATES IN GBP / CONVERTED FROM			
-----				
RATE PLAN IN GBP		MI APPLY	EQUALS	MI
DAILY/WEEKEND	52.13	UNL 5	260.65	UNL
		SUBTOTAL	260.65	UNL
MANDATORY FEES AND TAXES				
VEH LIC COST RECVRY			.00	
AIRPORT FEE			.00	
20.00PCT TAX			52.13	
THEFT PROTECTION			.00	
COLLISION DAMAGE WAIVER			.00	
-----				
APPROX RENTAL COST	5 DAYS	0 HRS	312.78	UNL
-----				

Approximately: GBP312.78 includes UNLIMITED MILEAGE, VEH LIC COST RECVRY, AIRPORT FEES, 20.00PCT TAX, THEFT PROTECTION, COLLISION DAMAGE WAIVER.

# Hertz Booking Form

This is how a typical Hertz Booking form looks like.

Renter's Name		
Hertz #1 Club/ Gold Membership No.		
Frequent Flyer No.	"Frequent Flyer#" provides customer miles	
Corporate Discount Program No. (CDP)	"Corporate Discount Program (CDP) #" provides customer with special CDP-related rates or benefits	
Promotion Code		
	Pick up	Return
Location	"Promotion Code (PC)" provides customer additional promotional offer	
Date		
Time		
Flight No		
Vehicle Group		
Optional Equipment	GPS <input type="checkbox"/> Child Seat <input type="checkbox"/> Age: _____	
Remarks		
<b>Booking By</b>		
Name		
Company		
IATA No		
Tel No		
E-mail		
Fax No		

# Hertz Booking Form

## Example of a completed Hertz Booking form

Renter's Name	<i>Jame Smith</i>	
Hertz #1 Club/ Gold Membership No.	<i>188322718</i>	
Frequent Flyer No.	<i>MH 22446688</i>	
Corporate Discount Program No. (CDP)	<i>422011 if applicable</i>	
Promotion Code	<i>974168</i>	
	<b>Pick up</b>	<b>Return</b>
Location	<i>San Francisco Airport</i>	<i>San Francisco Downtown</i>
Date	<i>21 Oct</i>	<i>28 Oct</i>
Time	<i>0900</i>	<i>1530</i>
Flight No	<i>MH 123</i>	
Vehicle Group	<i>B-CCAR - Ford Escort (Auto)</i>	
Optional Equipment	<i>GPS <input checked="" type="checkbox"/> Child Seat <input checked="" type="checkbox"/> Age: <u>3</u></i>	
Remarks	<i>Request GPS/Child Seat for 3 year old</i>	
<b>Booking By</b>		
Name	<i>Linda J</i>	
Company	<i>ABC Travel Co.</i>	
IATA No	<i>20309191</i>	
Tel No	<i>9768 7728</i>	
E-mail	<i>linda@abctravel.com</i>	
Fax No	<i>9768 7738</i>	



# Abacus

*Quick Reference Guide*

## 3 Easy Steps

### CHECK • LOOK • BOOK

#### CHECK the Information

Location:	CQLZELON
Car Type:	CP*ZELHR/M
Car Policy:	CP*ZELHR
Services:	CP*ZELHR/SER

#### LOOK at the quotation

##### Pick up and return at airport

CQZELHR/21OCT-25OCT/0900-0900/CCAR/RC-ABC¥GBP

##### Pick up at airport/return at downtown

CQZELHR-LONC60/21OCT-25OCT/0900-0900/CCAR/RC-ABC¥GBP

##### Pick up and return at different airport location

CQZELHR-EDI/21OCT-25OCT/0900-0900/CCAR/RC-ABC¥GBP

#### BOOK

##### Check quotation

CQZELHR/21OCT-25OCT/0900-0900/CCAR/RC-ABC#GBP

##### Book affordable rates

Insert name ie: Martin/Christopher Mr

0C1 (0 = zero, C1 = Line no1)

## Others Fields you can add to direct sell entry

/ARR	Flight Details	/ARR-0950 MH12
/ID	Hertz # 1 Club Number	/ID-123456
/CD	Hertz Corporate Discount	/CD-9999
/FT	Frequent Travel Number	/FT-MH12345687
/PC	Hertz Promotion Code	/PC-9999
/SQ	Special Request	/SQ-NAV-CST
/SI	Remarks	/SI-prefer red car

### Example

0C1/ARR-0950 MH12/FT-MH12344568/CD-999/ID-12346/SQ-CST/PC-999/SI-CHILD SEAT 2 YEAR

## How to Modify Car Segment

Change Pick up Date	CM1/PD-12DEC
Change Drop Off Date	CM1/RD-17DEC
Change or Add Corporate Discounts	CM1/CD-9999
Change Vehicle Type	CM1/CT-STAR
Change Drop Off Time	CM1/RET-9A
Add SI-Field	CM1/SI-prefer red colour car

## Hertz Frequent Flyer

Singapore Airlines	Krisflyer	CD-1076431
	Krisflyer Elite Silver	CD-1076432
	Krisflyer Elite Gold	CD-1223500
	PPS Club	CD-270 503
	Solitaire PPS Club	CD-1076433

Please refer to Hertz website and click "Partners" for over 70 Hertz Airline Partners' Frequent Flyer Program and their CDP (Corporate Discount Program) numbers

<b>Hertz.com</b> <a href="#">Reservations</a> <a href="#">Car Rental Special Offers</a> <a href="#">Locations</a> <a href="#">Vehicles</a> <a href="#">#1 Club Overview</a> <a href="#">Products &amp; Services</a> <a href="#">Site Map</a>	<b>About Hertz</b> <a href="#">Investor Relations</a> <a href="#">Careers</a> <a href="#">Hertz Corporate Profile</a> <a href="#">Press Room</a> <a href="#">Other Hertz Companies</a> <a href="#">Terms of Use</a> <a href="#">Living Journey - Sustainability</a>	<b>Customer Support</b> <a href="#">Contact Us</a> <a href="#">Find a Receipt</a> <a href="#">Lost and Found</a> <a href="#">Frequent Traveler Credit</a> <a href="#">Accident Report</a> <a href="#">Vehicle Rental Procedure</a>	<b>Business to Business</b> <a href="#">Small &amp; Mid-Size Business</a> <a href="#">Meetings &amp; Conventions</a> <a href="#">Assoc/Group Programs</a> <a href="#">Diversity Programs</a> <a href="#">Agent Franchise Opportunities</a> <a href="#">Government and Military Travelers</a>	<b>Partners</b> <a href="#">Air Partners</a> <a href="#">Rail Partners</a> <a href="#">Hotel Partners</a> <a href="#">Travel Partners</a> <a href="#">Auto Collision Rental Partners</a> <a href="#">Service Partners</a>
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# Scenario

Renter's Name	Mr James Smith	
Hertz #1 Club/ Gold Membership No.	582 932 73	
Frequent Flyer No.	SQ 8315445 645	
Corporate Discount Program No. (CDP)	1076431	
Promotion Code	-	
	Pick up	Return
Location	London Airport	London Marble Arch
Date	21 Oct	25 Oct
Time	1910	1300
Flight No	SQ318	
Vehicle Group	Group E: CCAR-Ford Focus ZETEC	
Optional Equipment	GPS <input checked="" type="checkbox"/> Child Seat <input checked="" type="checkbox"/> Age: <u>3</u>	
Remarks	-	

## Step 1: Check Hertz Downtown Location in London

Entry: CQZE(CITY CODE) <enter>



**Tip: Remember location code LONC60**

Example: CQLZELON<enter>

```
CQLZELON<<
ZE - HERTZ
RATES CQ*LINE NBR/DDMMM-DDMMM/TIME-TIME
POLICY CP*LINE NBR
SELL 0C LINE NBR/DDMMM-DDMMM/CARTYPE/ARR-TM/RET-TM/RC-BEST
```

```
      CITY LOCATION NAME/ADDRESS
1 LON C021      LONC21 LONDON
                711 OLD KENT ROAD
                LONDON
2 LON C023      LONC23 ERITH
                NORTH END ROAD
                ERITH
3 LON C060      LONC60 MARBLE ARCH
                35 EDGWARE ROAD
                LONDON
```

## Step 2: Check vehicle availability?

Entry: CP\*ZE(AIRPORT CODE) /M<enter>

Example: CP\*ZELHR/M<enter>

Response

MBMN	A	KIA PICANTO	4	/	2	/	2
ECMR	B	VAUXHALL CORSA	4	/	3	/	3
CDMR	C	FORD FOCUS	5	/	5	/	3
IDMR	D	VW JETTA	5	/	4	/	3
CCAR	E	FORD FOCUS ZETEC	5	/	5	/	3
IDAR	F	VAUXHALL INSIGNIA AUTO	5	/	5	/	3



**Tip: Remember vehicle SIP code: CCAR**

## Step 3: Make a quotation

Entry: CQZE(pick up location)-(drop off location)/(pick up date)-(return date)/(pick up time)-(return time)/(car type)/CD-(Discount number)/RC-ABC#(local currency)<enter>

Example: CQZELHR-LONC60/21OCT-25OCT/1910-1300/CCAR/CD-1076431/RC-ABC#GBP<enter>

```
CQZELHR-LONC60/21OCT-25OCT/1910-1300/CCAR/CD-1076431/RC-ABCYGBP<
ZE  HERTZ                *RATES RETURNED VIA DIRECT CONNECT
LONDON HEATHROW        SHUTTLE IN  OPEN 0001 - 2359
                        21OCT  FRI  1910  CORPORATE LOCATION
LON                     25OCT  TUE  1300  RENTAL 3 DAYS 18 HR
AGE RESTRICTIONS MAY APPLY CHECK POLICY
NEW UK CHILD SEAT LAW. PLEASE CHECK YOUVE BOOKED ENOUGH
LONDON CONGESTION CHARGE INFO. WWW.CCLONDON.COM
-----
          R              C              GBP RATE/PLAN              MI
1  CCAR  Y              46.92D              UNL              .00              225.22
2  CDMR  Y              25.12D              UNL              .00              120.58
```



**Tip: Remember Line 1**

Entry: CQ\*R(Line number)<enter>

Example: CQ\*R1<enter>

Response

LONDON HEATHROW	SHUTTLE IN	OPEN 0001 - 2359		
LON	21OCT FRI	1910 CORPORATE LOCATION		
RATE CODE - AFH2MC	25OCT TUE	1300 RENTAL 4 DAYS 0 HRS		
	CCAR -RATES IN GBP	/CONVERTED FROM		
-----				
RATE PLAN IN <b>GBP</b>		MI APPLY	EQUALS	MI
DAILY/WEEKEND	46.92	UNL 4	187.68	UNL
		SUBTOTAL	187.68	UNL
		DROP CHARGE	.00	
MANDATORY FEES AND TAXES				
VEH LIC COST RECVRY			.00	
AIRPORT FEE			.00	
20.00PCT TAX			37.54	
THEFT PROTECTION			.00	
COLLISION DAMAGE WAIVER			.00	
-----				
APPROX RENTAL COST	4 DAYS	0 HRS	225.22	UNL
-----				



**Tip: GBP225.22, approx. rental cost, inclusive agent commission**

## Step 4: Make a reservation

Entry: customer name

OC(line number)/ARR-(Time) (Flight number)/FT-(Frequent Flyer number)/  
ID-(Hertz#1 Club No)<enter>

Exmpl: James/Smith Mr

OC1/ARR-1910 SQ318/FT-SQ8315445465/ID-58293273<enter>

```

SEG 1    HOURS-
REG FRI 0001-2359                *CORPORATE*
DIRECT CONNECT REQUEST PENDING

DIRECT CONNECT RESPONSE RECEIVED
CAR SEGMENT NAME CHANGED BY VENDOR
 1 CAR ZE 21OCT F HK1 LHR/25OCT/CCAR/ARR-1910 SQ318/ /DCZE
DO-LONC060/DOC-GBP.00/ID-XXXXXXXX3273/CD-1076431/FT-SQ8315445645
/NM- SMITH JAMES/RET-1300/RG-GBP46.92 UNL DY/AP- GBP225.22 UNL
4DY 0HR 37.54MC/BS-96605445/RC-AFH2MC/CF-F2444016442-
APPROX TTL INC CDW-TP-TAX-LOC SVC CHG-VLCR
EXPRESS SERVICE NOT OFFERED THIS LOCATION
AGE RESTRICTIONS MAY APPLY CHECK POLICY
NEW UK CHILD SEAT LAW. PLEASE CHECK YOUVE BOOKED ENOUGH SEATS
LONDON CONGESTION CHARGE INFO. WWW.CCLONDON.COM
RATE MAY BE SUBJECT TO VERIFICATION OF ID

```

## Step 5: Complete the booking

Entry: 6<customer name you received the request><enter>

Exmpl: 6Veronica <enter>  
ER<enter>

In order for travel agent to complete the car booking successfully, the five PNR mandatory fields have to be entered. Besides passenger's name and 6<customer name you receive the request>, the other two fields - deadline and agency's phone are also required. You may include the other two sample PNR mandatory fields in this document.

### Ticketing

Entry: 7TAW<date in DDMMM format>/  
Example: 7TAW7NOV/

### Agency Phone

Entry: 9<agency's phone number> <name of agency>/<name of travel consultant>-  
<A=agent's contact>  
Example: 9 61234567 XXX TRAVEL/MELISSA-A

Continue with 6<customer name you receive the request> follows by ER to end transaction.

```
9*ABC TRAVEL 3842199<<*<br>6VK<<*<br>ER<<<br>ODXTTN<br>  1.1JAMES/SMITH MR<br>  1  CAR ZE 21OCT F HK1  LHR/25OCT/CCAR/ARR-1910 SQ318/      /DCZE<br>DO-LONC060/DOC-GBP.00/ID-□XXXXXXXX3273/CD-1076431/FT-SQ8315445645<br>/NM-□SMITH JAMES/RET-1300/RG-GBP46.92 UNL DY/AP-□GBP225.22 UNL<br>4DY 0HR 37.54MC/BS-96605445/RC-AFH2MC/CF-F2444016442-<br>PHONES<br>  1.KUL*ABC TRAVEL 3842199<br>PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY<br>TICKET RECORD - NOT PRICED<br>RECEIVED FROM - VK<br>F9I8.F9I8*AZE 2313/26SEP11 ODXTTN H
```

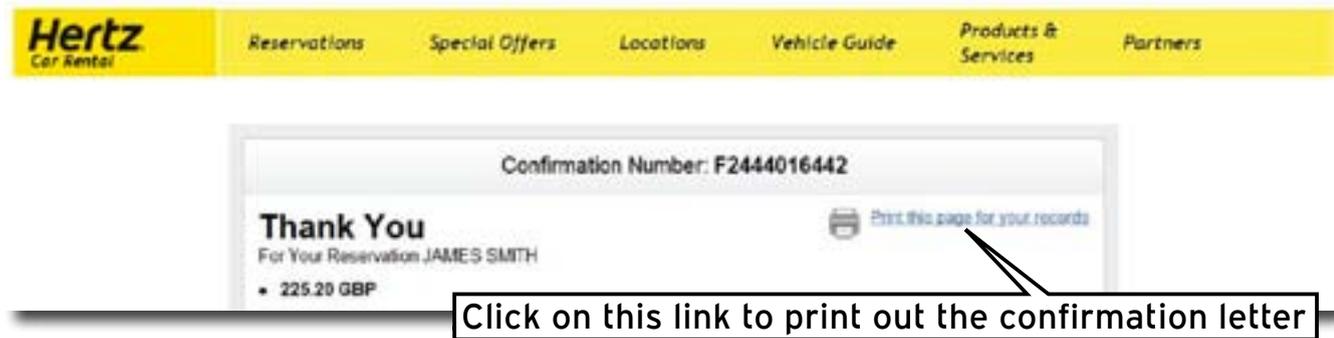


**Tip: Confirmation number: F2444016442**

## Step 6: View confirmation at Hertz website



### Response



# Confirmation letter

## Hertz

Confirmation Number: **F2444016442**

### Thank You

For Your Reservation JAMES SMITH

[Print this page for your records](#)

• 225.20 GBP

### Your Itinerary

#### Pick Up

Fri, 21 Oct, 2011 at 19:10

#### Pick Up Location

London Heathrow Airport  
Northern Perimeter Road (West)  
London (Hounslow), GB  
Location Type Corporate  
Mo-Su 24 hrs  
Phone Number 0843 309 3009  
Fax Number 020 87591125

#### Return

Tue, 25 Oct, 2011 at 13:00

#### Return Location

Marble Arch - Central London  
35 Edgware Road  
London, GB  
Location Type Corporate  
Mo-Th 0800-1800, Fr-Su 0800-2000  
Phone Number 0843 309 3049  
Fax Number 01895 619640

#### Arrival Information

Airline Singapore Airlines  
Flight 0318

#### Discounts

CDP: SQ KRISFLYER  
Official Travel

### Your Vehicle



(E) Ford Focus Zetec or similar  
Compact 2-4 Door Automatic Air, CCAR

**Your Extras** None Selected

### Price details for your rate

#### Selected Vehicle

(E) Ford Focus Zetec or similar

Unlimited Free Miles Included

#### Discounts

CDP Name : SQ KRISFLYER

CDP Rate : Your rate has been discounted by 10 %

4 days at 52.13 GBP

208.52 GBP

#### Rate Details

Location Service Charge:

Included

Collision damage waiver

Included

Theft protection

Included

Vehicle Licensing Fee and Road Tax

Included

Taxes

37.53 GBP

**Vehicle Subtotal**

**225.20 GBP**

**Total Approximate Charge**

**225.20 GBP**

Available Optional Items at the Counter

#### Optional Information

Super Cover:

daily

15.60 GBP

Personal Accident Insurance / Personal Effects Coverage

daily

6.25 GBP

Rates for Optional Items are inclusive of tax and other associated charges

**Approximate Total**

**225.20 GBP**



Amadeus

# Amadeus

*Quick Reference Guide*

# Hertz Booking Form

Renter's Name	<i>Mr Mohan Satyaranjan</i>	
Hertz #1 Club/ Gold Membership No.	<i>54179720</i>	
Frequent Flyer No.		
Corporate Discount Program No. (CDP)	<i>1759016 if applicable</i>	
Promotion Code		
	<b>Pick up</b>	<b>Return</b>
Location	<i>London Airport</i>	<i>London Marble Arch</i>
Date	<i>14 Nov</i>	<i>18 Nov</i>
Time	<i>0900</i>	<i>1600</i>
Flight No	<i>MH 001</i>	
Vehicle Group	<i>IDAR</i>	
Optional Equipment	<i>GPS <input checked="" type="checkbox"/> Child Seat <input checked="" type="checkbox"/> Age: <u>3</u></i>	
Remarks	<i>NeverLost GPS required</i>	
<b>Booking By</b>		
Name	<i>Preeti</i>	
Company	<i>Sunrise Travel Co.</i>	
IATA No	<i>9661 7458</i>	
Tel No	<i>4358 9760</i>	
E-mail	<i>preeti@sunrisetravels.co.in</i>	
Fax No	<i>4358 9758</i>	

# Step 1: Check Hertz Downtown Location in London

Entry: CL ZE CITYCODE <ENTER>

Example: CLZELON <ENTER>

Response

```
>CLZELON
CLZELON
**AMADEUS CARS LOCATION LIST**
      COMPANY  VICINITY  CITY: LON          CNTRY: GB          DCOS
VI ZE+HERTZ   LONT50  HEATHROW AIRPORT, NORTHROP RD TW6 2QD HOUNSLOW  ....
AB ZE+HERTZ   LONT51  LONDON GATWICK AIRPORT - NORTH TERMINAL LONDON  ....
AC ZE+HERTZ   LONT52  STANSTED AIRPORT - TERMINAL BUILDING LONDON(STA  ....
AD ZE+HERTZ   LONT53  LONDON CITY AIRPORT E16 2PX LONDON              ....
AE ZE+HERTZ   LONC21  711 OLD KENT ROAD SE15 1JL LONDON                ....
AF ZE+HERTZ   LONC23  NORTH END ROAD - ERITH DA8 3QF DARTFORD          ....
AG ZE+HERTZ   LONC60  35 EDGWARE ROAD MARBLE ARCH W2 2JE LONDON        ....
AH ZE+HERTZ   LONC61  200A BUCKINGHAM PALACE ROAD SW1W 9TJ VICTORIA     ....
```

Check List of Hertz City Location in London

Entry: CL ZE CITYCODE - C<ENTER>

Example: CLZELON-C <ENTER>

Response

```
CLZELON-C
**AMADEUS CARS LOCATION LIST**
CITY  COMPANY  VICINITY  CITY: LON          CNTRY: GB          DCOS
VI ZE+HERTZ   LONC21  711 OLD KENT ROAD SE15 1JL LONDON                ....
AB ZE+HERTZ   LONC23  NORTH END ROAD - ERITH DA8 3QF DARTFORD          ....
AC ZE+HERTZ   LONC60  35 EDGWARE ROAD MARBLE ARCH W2 2JE LONDON        ....
AD ZE+HERTZ   LONC61  200A BUCKINGHAM PALACE ROAD SW1W 9TJ VICTORIA     ....
AE ZE+HERTZ   LONC62  1 BALLARDS LANE N3 1LQ FINCHLEY                  ....
AF ZE+HERTZ   LONC63  156 SOUTHAMPTON ROW WC1B 5AR LONDON              ....
AG ZE+HERTZ   LONC64  4 COOMBER WAY CRO 4TQ CROYDON                    YYY.
AH ZE+HERTZ   LONC65  220 GARTH ROAD SM4 4NL MORDEN                   YY..
NO MORE ITEMS
```

## Step 2: Check Vehicle Availability

Entry: CAZE(PICK UP LOCATION)(PICK UP DATE - DROP OFF DATE)/ARR- (PICK UP TIME -RETURN TIME)/DO-(DROP OFF LOCATION)/VT-(CAR TYPE)/CD-(CDP NUMBER) <ENTER>

Example: CAZELHR14NOV-16NOV/ARR-10A-4P/DO-LONC60/VT-IDAR/CD-1759016/FC-GBP

Response

```
CAZELHR14NOV-16NOV/ARR-10A-4P/DO-LONC60/VT-IDAR/CD-1759016/FC-GBP
*** HERTZ          COMPLETE ACCESS PLUS RATE AVAILABILITY ***
ZE+LONDON HEATHROW/GD      LHR          OPENING HOURS:OPEN 24 HOURS
NORTHERN PERIMETER RD (WEST)
ARRIVAL:MO14NOV11/10:00   RETURN:WE16NOV11/16:00
AGE RESTRICTIONS MAY APPLY CHECK POLICY
SHUTTLE INFO NOT AVAILABLE          CHECK POLICIES: USE CR
  TYPE  A   DAILY-GBP  ESTIMATED-GBP  KM/M   CHRG      RCODE  PGDY
  1  IDAR=   54.40     195.84    UNL     .00     AFH2MC  G
      AFF EU FAR EAST3-6
  2  FVAR    75.37     307.33    UNL     .00     AFH2MC  G
      AFF EU FAR EAST3-6
  3  SDAR    68.85     283.86    UNL     .00     AFH2MC  G
      AFF EU FAR EAST3-6
  4  PDAR    71.82     258.55    UNL     .00     AFH2MC  G
      AFF EU FAR EAST3-6
  5  FFAR   128.22     601.87    250M    1.00     HPC1MC  G
      HERTZ PRESTIGE COLL
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY
=-EXACT MATCH   &-UPSELL   >-ALTERNATE
P-ADVANCE PAYMENT G-GUARANTEE D-DEPOSIT   Y-POLICY / NO SHOW FEE
MORE
>
```

Entry: CR1/T (TO CHECK TAXES)

Entry: CR1/S (TO CHECK SURCHARGE)

Entry: CR1/L (TO CHECK LOCATION INFORMATION)

### Step 3: Check the rate details

Entry: CR(LINE NUMBER)/FC-(LOCATION'S LOCAL CURRENCY) <ENTER>

Example: CR1/FC-GBP <ENTER>

Response

```
CR1/FC-GDP
*** HERTZ          COMPLETE ACCESS PLUS RATE FEATURES ***
                                MO14NOV11/10:00-WE16NOV11/16:00
1) GBP          54.40          RATE IS AVAILABLE
RATE INFORMATION ----- R - RAT
ESTIMATED TOTAL / CURRENCY:GBP          195.84
INCLUSIVE OF
  DASE RATE    3DAYS/0 HOUR          163.20
  (INC. OF VEH LIC COST RECVRY
  AIRPORT FEE
  THEFT PROTECTION
  COLLISION DAMAGE WAIVER          )
TAX          32.64
ONE WAY CHARGE          0.00

  RATE          CURRENCY:GBP          54.40/          UNL
TAX INFORMATION ----- T - TAX
  20.00 PERCENT TAX          *INCL IN ESTIMATED*
SURCHARGES ----- S - SUR
  - ONE WAY CHARGE          *INCL IN ESTIMATED*
    0.00 GBP PER RENTAL
MORE
>
```

Entry: CS(LINE NUMBER)<ENTER>

Example: CS3<ENTER>

Entry: CR1/L (TO CHECK LOCATION INFORMATION)

```
RP/BOHVS340Z/
  CCR ZE S51 LHR 14NOV 16NOV IDHR/B5-96618955/ARR-1000
  /CD-1076431/DO-UKLCN60*/RC-5D-AFH2MC/RG-GBP 31.62- .00 UNL
  DY/RT-1600/CF-
  **SEE RT3VCC**
*TRN*
```

## Step 4: Make a reservation

Entry: NM1(SURNAME)/(FIRST NAME) GENDER<ENTER>

Example: NM1SATYARANJAN/MOHAN MR <ENTER>

Response

```
RP/BOMV5340Z/  
1.SATYARANJAN/MOHAN MR  
>
```

Entry: CSZE(PICK UP LOCATION)(PICK UP DATE - DROP OFF DATE)/VT -  
IDAR/ARR- (PICK UP TIME -RETURN TIME)/DO-(DROP OFF  
LOCATION)/CD-(CDP NUMBER)/ID-(HERTZ MEMBERSHIP  
NUMBER)SQ-(NEVER LOST SYSTEM) <ENTER>

Example: CSZELHR14NOV-16NOV/VT-IDAR/ARR-10A-4P/DO-LONC60/CD-  
1759016/ID-54179720/SQ-NVS

```
RP/BOMV5340Z/  
1.SATYARANJAN/MOHAN MR  
2 CCR ZE HK1 LHR 14NOV 16NOV IDAR/BS-96618955/ARR-1000  
/CD-1759016/DC-GBP0.00/DO-UKLCN60*35 EDGWARE ROAD HARLE  
ARCH LONDON/ES-*ZE*GBP 195.84 3D/ID-54179720/MK-15  
/NM-SATYARANJAN MOHAN/RC-AFH2MC/RG-*ZE*GBP54.40- .00 UNL  
DY/RT-1600/SQ-NVS/CF-F26007757D6 *ZE/  
*** HERTZ ***  
IF NO /DC-, CHECK DROP POLICY  
EST TTL INC CDM-TP-TAX-LOC SVC CHG-VLCR  
CUST NOT USA OR EUROPE GLD MEMBER  
NEVERLOST NAVIGATIONAL EQUIPMENT HAS BEEN CONFIRMED  
AGE RESTRICTIONS MAY APPLY CHECK POLICY  
NEW UK CHILD SEAT LAW. PLEASE CHECK YOUVE BOOKED ENOUGH SEATS  
**SEE RTSVCC**  
>
```

Insert: Agency Details

AP BOM CTC 29210300 REPCOM AGENCIES CO PREETI <ENTER>

Reference of Person making the Booking: RF PREETI <ENTER>

Response

```
RP/BOMVS340Z/  
1 .SATYARANJAN/MOHAN MR  
2 CCR ZE HK1 LHR 14NOV 16NOV IDAR/BS-96610955/ARR-1000  
/CD-1759016/DC-GBP0.00/DO-UKLCN60*35 EDGWARE ROAD MARBLE  
ARCH LONDON/ES-*ZE*GBP 195.84 3D/ID-54179720/MK-15  
/NM-SATYARANJAN MOHAN/RC-AFH2MC/RG-*ZE*GBP54.40- .00 UNL  
DY/RT-1600/SQ-NVS/CF-F26007757B6 *ZE/  
**SEE RTSVCC**  
3 AP BOM CTC 29210300 REPCOM AGENCIES CO PREETI <ENTER>  
>
```

Complete booking

Enter: TKOK <ENTER>

Response

```
RP/BOMVS340Z/  
RF PREETI  
1 .SATYARANJAN/MOHAN MR  
2 CCR ZE HK1 LHR 14NOV 16NOV IDAR/BS-96610955/ARR-1000  
/CD-1759016/DC-GBP0.00/DO-UKLCN60*35 EDGWARE ROAD MARBLE  
ARCH LONDON/ES-*ZE*GBP 195.84 3D/ID-54179720/MK-15  
/NM-SATYARANJAN MOHAN/RC-AFH2MC/RG-*ZE*GBP54.40- .00 UNL  
DY/RT-1600/SQ-NVS/CF-F26007757B6 *ZE/  
**SEE RTSVCC**  
3 AP BOM CTC 29210300 REPCOM AGENCIES CO PREETI <ENTER>  
4 TK OK12OCT/BOMVS340Z  
>
```

Enter: RF FRANK; ER <ENTER>

## Response

```
RP/BOMV340Z/BOMV340Z           MM/AS 12OCT11/1442Z  ZSZ78P
BOMV340Z/1114MM/12OCT11
1 .SATYARANJAN/MOHAN MR
2 CCR ZE HK1 LHR 14NOV 16NOV IDAR/BS-96618955/ARR-1000
  /CD-1759016/DC-GBPU.UU/DO-UKLCN6U*35 EDGWARE ROAD MARBLE
  ARCH LONDON/ES-*ZE*GBP 195.84 3D/ID-54179720/NK-15
  /NH-SATYARANJAN MOHAN/RC-AFH2MC/RG-*ZE*GDP54.40- .00 UNL
  DY/RT-1600/SQ-NVS/CF-F26007757B6 *ZE/
  **SEE RTSVCC**
3 AP BOM CTC 29210300 REPCOM AGENCIES CO PREETI <ENTER>
4 TK OK12OCT/BOMV340Z
>
```

Car Confirmation Number: F26007757B6



## How to Modify Car Segment

Change Pick up Date	2/DT-12DEC
Change Pick-up Time	2/DD-17DEC
Change Vehicle Type	2/VT-SCAR
Add SI-Field	2/SI-PREFERS FORD

## Others Fields you can add to direct sell entry

ID-	Hertz #1 Club/ Gold Membership Number	/ID-9999999
/CD-	Hertz Corporate Discount Number	/CD-99999
/FT-	Frequent Traveler Number	/FT-XX999999999
/PC-	Add Hertz Promotional Code	/PC-999999
/SQ-	Special Equipment (ex. child seat)	/SQ-CST
	NeverLost Navigational System	/SQ-NVS
	SIRIUS   XM Satellite Radio	/SQ-CSR
	Hand Controls - Left Side	/SQ-HCL
	Skierized Vehicle	/SQ-SKV
/SI-	Supplementary Information Field	/SI-DSRS FORD
/DO-	Drop Off Location Code	/DO-LAX16
/PUP-	Alternate Pick Up Location	/PUP-NYCC12
/RC-	Specific Rate Code Request	/RC-ABCD1
/NM-	Enter Customer Name if other than 1st name in the PNR	/NM-GLEASON CAROL
/SQ-	Special Equipment (ex. child seat)	/SQ-CST
/G-	Add Credit Card Guarantee	/G-CCAX1234567890 103270EXP1012
/PC-	Add Hertz Promotional Code	/PC-999999



# Galileo

*Quick Reference Guide*

# Scenario

Renter's Name	Mr John Walker	
Hertz #1 Club/ Gold Membership No.	N/A	
Frequent Flyer No.	SQ 8315445 645	
Corporate Discount Program No. (CDP)	1076431	
Promotion Code	-	
	Pick up	Return
Location	Heathrow Airport	London Marble Arch
Date	10 Jan	18 Jan
Time	1900	1000
Flight No	MH4	
Vehicle Group	Intermediate Auto CAR	
Optional Equipment	GPS <input checked="" type="checkbox"/> Child Seat <input checked="" type="checkbox"/> Age: <u>3</u>	
Remarks	-	

## Step 1: Check Hertz Marble Arch location code in London

Entry: CAI(CITY CODE)/ZE<enter>

Example: CAILON/ZE<enter>

```
>CAI22NOVLON/ZE
LONDON          + TH 22NOV          *          MI DIR
AREA A -- LON CITY LOCATIONS -----
 1 ZE +HERTZ    LONC60    LONDON - MARBLE ARCH    0NW
 2 ZE +HERTZ    LONC63    LONDON - RUSSELL SQUARE  2E
 3 ZE +HERTZ    LONC61    LONDON VICTORIA COACH STN 2SE
 4 ZE +HERTZ    LONC21    711-713 OLD KENT ROAD    6SE
```



**Tip: Marble Arch location code is "LONC60"**

## Step 2: Check vehicle availability

Entry: CAD(DATE)ZE(AIRPORT CODE)<enter>

Example: CAD10JANZELHR<enter>

```
>CAD10JANZELHR
HERTZ CORPORATION      LHRT50  HEATHROW      10JAN
ADDRESS:  LONDON HEATHROW AIRPORT
PHONE:    0843 309 30 09
HOURS:    MO-SU 24HRS
-----
01 AGE      AGE REQUIREMENT      02 CARS    CAR/VEHICLE TYPES
03 CDW      COLL DAMAGE WAIVER      04 DROP    DROPOFF/ONEWAYS
05 EXPR     EXPRESS SERVICE          06 GAS     REFUELING POLICY
07 HOURS    HOURS-OPER/BUSNS        08 INS     INSURANCE/COVERAGE
09 PAI      PERSONAL ACC INSUR      10 SHTTL   SHUTTLE SERVICE
12 TAX      TAX-STATE/LOCAL         13 ADD     ADDITIONAL LOCATN
>CAD/·2      >CADMENU*PD·      P 1
```

Select "2"<enter> to check vehicle details

```
CMR  H6  NISSAN JUKE      FUN      5      4      3
IDMR D   SKODA OCTAVIA
IDMD 0   VW PASSAT BLUEMOTION GREEN     5      5      3
IDAR F   VAUXHALL INSIGNIA AUTO      5      5      3
IWMR I   VOLKSWAGEN PASSAT ESTATE      5      5      4
```



**Tip: The vehicle SIP code for Intermediate Auto Car is IDAR**

## Step 3: Make a quotation

Entry

CAL(PICK UP DATE)-(RETURN DATE)(PICK UP LOCATION)/R-(RETURN LOCATION)/  
ARR-(PICK UP TIME)/DT-(RETURN TIME)/(CAR TYPE)/CD-ZE(CDP NUMBER)<enter>

Example

CAL10JAN-18JANLHR/R-LONC60/ZE/ARR-7P/DT-10A/CD-ZE1076431<enter>

```
HEATHROW      * TH 10JAN  7:00P -18JAN *PROMOTIONAL* GBF
A:  ! ALTERNATE      RATE AMT  FM  CHG  APPROX TOTAL
 9 +HERTZ      T  S G SDMR      242.90 RW UNL  .00      373.20
10 +HERTZ      T  S G PDAR      289.57 RW UNL  .00      437.21
11 +HERTZ      T  S G IDAR      325.40 RW UNL  .00      486.35
12 +HERTZ      T  S G IDMD      352.90 RW UNL  .00      524.05
>CAL*PU·  SEE RULES >CAVA·11      P 2
```



**Tip: Refer to Line 11 for Intermediate Auto Car (IDAR)**

## Step 4: View breakdown of rental rates

Entry: CAVA(LINE NUMBER)<enter>

Example: CAVA11<enter>

```
** HERTZ   INSIDE AVAILABILITY RULES DISPLAY **   SELL >01A11.
HERTZ IS A GALILEO INSIDE AVAILABILITY PARTICIPANT
HERTZ HAS OVER 7000 LOCATIONS IN OVER 140 COUNTRIES

*SUMMARY INFORMATION*
ARRIVAL  7:00P TH 10JAN LHRT50 / RETURN  10:00A FR 18JAN
IDAR  DESCRIPTION: F - VAUXHALL INSIGNIA AUTO. OR
ESTIMATED BASE RATE:                371.89 GBP
APPROX TOTAL COST OF RENTAL:        486.35 GBP

*RATE DETAIL*
BASE RATE INCLUDES:  DAY/HOUR CHARGES
                    TP                CDW
```

## Step 5: Make a reservation

Entry

N.(CUSTOMER NAME)<enter>

N1A(LINE NUMBER)/FT-FREQUENT FLYER NUMBER<enter>

Example

N. John/Walker Mr<enter>

N1A11/FT-SQ831544546465<enter>

```
1 CCR ZE SS1 LHR  10JAN - 18JAN  IDAR/BS-99999992/PUP-LHRT50/AR
R-7P/CD-1076431/RC-AFH3MC/FT-SQ831544546465/DT-10A
/NM-WALKER JOHNMR
/RG-GBP275.25WY-UNL MI XD 39.33 UNL
/CF-F66643088E6
/AT-GBP377.50-UNL FM 1WY 1DY 0HR 62.92MC
```

Complete the reservation

After completing the mandatory Agency's information & 'receive' field, the agent needs to end the reservation with "ER" to complete it.

Entry: ER<enter>

```
Q1PTNI/55 SINNH C731146 AG 99999992 22NOV
1.1WALKER/JOHNMR
1. CCR ZE HK1 LHR 10JAN-18JAN IDAR/RG-GBP275.25WY-UNL MI XD 39
.33 UNL/BS-99999992/PUP-LHRT50/ARR-7P/CD-1076431/RC-AFH3MC/F
T-S0831544546465/DT-10A/NM-WALKER JOHNMR/CF-F66643088E6*
*** ADDITIONAL ITINERARY DATA EXISTS ***>*I.
FONE-SINT*ABC TRAVEL 65 92828828282
```



**Tip: Confirmation Number is F66643088E6**

## Step 6: View confirmation at [www.hertz.com](http://www.hertz.com)

The screenshot shows the Hertz website's 'View Confirmation' page. The form includes fields for 'Confirmation Number' and 'Last Name', and a 'Continue' button. Callouts point to the 'View' button, the confirmation number field, the last name field, and the 'Continue' button. A 'Select country of residence' callout points to the top navigation area.

## How to Modify Car Segment

Change Pick-up and Return Date	CAM1D/15JAN-23JAN
Change Pick-up Time	CAM1O/ARR-1100
Change Vehicle Type	CAM1T/ICAR
Add SI-Field	CAM1O/SI-prefer red colour car

## Others Fields you can add to direct sell entry

/ARR	Flight Details	/ARR-0950 MH12
/ID	Hertz # 1 Club Number	/ID-123456
/CD	Hertz Corporate Discount Number	/CD-9999
/FT	Frequent Travel Number	/FT-MH12345687
/PC	Hertz Promotion Code	/PC-9999
/SQ	Special Request	/SQ-NAV/BST
/SI	Remarks	/SI-prefer red car

## Hertz Frequent Flyer

Singapore Airlines	Krisflyer	CD-1076431
	Krisflyer Elite Silver	CD-1076432
	Krisflyer Elite Gold	CD-1223500

Please refer to Hertz website and click "Partners" for over 70 Hertz Airline Partners' Frequent Flyer Program and their CDP (Corporate Discount Program) numbers

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# How to book through *www.hertzagent.com*

Do not have a GDS terminal?

Hertz has implemented [www.hertzagent.com](http://www.hertzagent.com) solely for travel agents to make car bookings. You will find everything you need to service your clients - from making reservations to finding special offers to getting access to information such as the newest Hertz products and services available.

It is very user-friendly and you are able to see the fleet guides!  
Login with your IATA/TACO# to earn commission.

## Making a Reservation through [www.hertzagent.com](http://www.hertzagent.com)

### Scenario

Renter's Name	Mr John Walker	
Hertz #1 Club/ Gold Membership No.	N/A	
Frequent Flyer No.	SQ 8315445 645	
Corporate Discount Program No. (CDP)	1355830	
Promotion Code	-	
	Pick up	Return
Location	London Heathrow Airport	London Heathrow Airport
Date	4 March 2013	11 March 2013
Time	1000	1000
Flight No.	SQ123	
Vehicle Group	Intermediate Auto CAR	
Optional Equipment	GPS <input checked="" type="checkbox"/> Child Seat <input checked="" type="checkbox"/> Age: <u>3</u>	
Remarks	-	

# Step 1: Login with your IATA#/TACO#



Car Rental & Car Sales

SEARCH

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## LOGIN

### Welcome Travel Agents!

Travel Agents are our true Travel Partners and have always been #1 to Hertz. As an industry leader, we continue to strive for innovation in all that we do, the products and services we provide to your clients and the reputation for quality that makes Hertz the #1 Car Rental brand.

It is here you will find everything you'll need to service your clients. Make reservations, find special offers, or get access to information on the newest Hertz products and services available, along with special tools to assist you. The GDS Quick Reference guide.

Are you an Agent Gold Rewards Member? [Click here](#) to get the great Program or to check your point balance today!

To enter our Agent site, log in below:

Agent Gold Rewards

IATA Number:  IATA Number:

773296 **OR**

[Login](#)

Discounts and Free Rentals for Businesses.



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## Step 2: Enter Car Rental Details

Key in "pickup location", "pickup date & time", "CDP# (if any)" "PC# (if any)" and "Rate Code (if any)".

**Hertz.** Car Rental & Car Sales Singapore (English) [Close](#)  
Welcome, Travel Agent | [Logout](#)

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1 Country of Residence: Singapore

Pickup Location: (City, State, Airport Code or US Zip Code)  
London Heathrow Airport  
[View the full location](#)

My client is returning the vehicle to a different location

2 Pickup Date & Time: 4/22/13 10:00  
Return Date & Time: 11/3/2013 10:00

Rental Car Type: Show Me All

Hertz #1 Club Number:

Last Name on File:

Enter a Discount or Promo Code

Discount/CDP/Club Code: E154023

Corporate/Government Rentals Only  
 Clients are the program my company has negotiated  
 I am traveling on Company Office Travel

Corporate letters - Please contact your travel department to check the Terms & Conditions of your company's contract regarding personal travel. ID may be required at time of rental for CDP use.

Preferred Coupon (PC):

Rate Code (RC): ABC

Convention Number (C/Your Number):

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**S A L E**

**UP TO 20% OFF CAR RENTAL WORLDWIDE**

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1 2 3 4 5

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## Step 3: Select A Car Model

Choose the car model according to your customer's requirement.



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1. [Edit Itinerary](#) | 2. **Choose a Car** | 3. Choose Extras | 4. Review & Book

Your Itinerary [Edit](#)

Sort Vehicle By: [Price](#) | [Size](#) | Results 1 - 10 | [Double click to zoom](#)

**Looking for Something Special?**  
[Browse cars & SUVs](#)

**Please Note:**  
Specific make/model/cols with a car class may vary in availability and features such as passenger seating, luggage capacity, equipment and mileage.

**Mini, 2-3 Door, Manual, No Air** MINI



**(A) Kia Picanto** [View car](#) [Close](#) **117.91 GBP**

- 4 Passengers
- 2 Small Subseats
- Manual Transmission
- 25 km/hour

[View More Details](#)

**Economy, 2-4 Door, Manual, Air** ECOM



**(B) Vauxhall Corsa** [View car](#) [Close](#) **120.61 GBP**

- 4 Passengers
- 1 Large Subseat, 2 Small Subseats
- Manual Transmission
- Air Conditioning
- 22 km/hour

[View More Details](#)

**Compact, 4-5 Door, Manual, Air** COMP



**(C) Vauxhall Astra** [View car](#) [Close](#) **167.40 GBP**

- 5 Passengers
- 2 Large Subseats, 1 Small Subseat
- Manual Transmission
- Air Conditioning
- 17 km/hour

[View More Details](#)

**Midsize, 4-5 Door, Manual, Air** MIDM



**(D) Skoda Octavia** [View car](#) [Close](#) **213.30 GBP**

- 5 Passengers
- 2 Large Subseats, 1 Small Subseat
- Manual Transmission
- Air Conditioning
- 26 km/hour

[View More Details](#)



From 1st July 2012, it is mandatory by law for every driver of a vehicle in **France** to possess a **breathalyser**.

[Click here to learn more](#)



**Standard, 4-6 Door, Manual, Air** STAND



**(E) Vauxhall Insignia** [View car](#) [Close](#) **251.10 GBP**

- 5 Passengers
- 2 Large Subseats, 2 Small Subseats
- Manual Transmission
- Air Conditioning
- 22 km/hour

[View More Details](#)

Midsize, Wagon/Estate, Manual, Air MWR



(I) VW Passat Estate [View Details](#)

243.00 GBP

- 5 Passengers
- 2 Large Subtrunk, 2 Small Subtrunk
- Manual Transmission
- Air Conditioning
- 20 Seaters

Select

[View More Details](#)

Compact, 2-4 Door, Automatic, Air CCAR



(E) Kia Cee'd Auto [View Details](#)

331.21 GBP

- 5 Passengers
- 1 Large Subtrunk, 2 Small Subtrunk
- Automatic Transmission
- Air Conditioning

Select

[View More Details](#)

Midsize, 4-5 Door, Automatic, Air ICAR



(F) Vauxhall Insignia Auto [View Details](#)

330.30 GBP

- 5 Passengers
- 2 Large Subtrunk, 1 Small Subtrunk
- Automatic Transmission
- Air Conditioning
- 20 Seaters

Select

[View More Details](#)

Standard, Wagon/Estate, Automatic, Air SWAR



(J) Vauxhall Insignia Tourer [View Details](#)

522.94 GBP

- 5 Passengers
- 2 Large Subtrunk, 1 Small Subtrunk
- Automatic Transmission
- Air Conditioning
- 19 Seaters

Select

[View More Details](#)

(M5) Ford S-Max Auto SWAR

Reserve this Exact Model



(M5) Ford S-Max Auto

437.42 GBP

- 7 Passengers
- 2 Large Subtrunk, 2 Small Subtrunk
- Automatic Transmission
- Air Conditioning
- 21 Seaters

Select

[View More Details](#)

[Family Collection](#)

Family-friendly cars providing maximum insurance for your journey throughout Europe

In this case, it will be "Midsize 4-5 Door, Automatic".  
Click "Select".

**Midsize, Wagon/Estate, Manual, Air** WHR

**(J) VW Passat Estate** [go online](#)

- 5 Passengers
- 2 Large Subseats, 2 Small Subseats
- Manual Transmission
- Air Conditioning
- 20 inch

[More Details](#)

243.00 GBP

Select

---

**Compact, 3-4 Door, Automatic, Air** CGAR

**(E) Kia Cee'd Auto** [go online](#)

- 5 Passengers
- 1 Large Subseat, 2 Small Subseats
- Automatic Transmission
- Air Conditioning

[More Details](#)

331.21 GBP

Select

---

**Midsize, 4-5 Door, Automatic, Air** DAR

**(F) Vauxhall Insignia Auto** [go online](#)

- 5 Passengers
- 2 Large Subseats, 1 Small Subseat
- Automatic Transmission
- Air Conditioning
- 20 inch

[More Details](#)

330.30 GBP

Select

## Step 4: Choose the Additional Items

Get the child seat or NeverLost GPS according to your customer's requirement. Click "Submit".


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1. [Edit Itinerary](#)
2. [Choose a Car](#)
3. Choose Extras
4. [Review & Book](#)

Submit

Add	Item Description	Quantity/Type	Price
<input type="checkbox"/>	 <p><b>Accelerator and Brake Hand Controls</b> Left or Right hand controls for the physically challenged - Please review the "More Details" window before selecting this option. <a href="#">More Details</a></p>	1	Free
<input checked="" type="checkbox"/>	 <p><b>Infant Child Seat</b> For infants less than one year and weigh up to 28 pounds or up to 8 lbs. <a href="#">More Details</a></p>	1	75.60 GBP Max Per Rental
<input checked="" type="checkbox"/>	 <p><b>NeverLost GPS</b> This is more than just turn-by-turn directions. With 3D panning features and city guides, NeverLost is a must for any trip. <a href="#">More Details</a></p>	1	90.00 GBP Max Per Rental
<input type="checkbox"/>	 <p><b>Booster Seat</b> For children weighing 40 to 50 lbs or 10kg-30kg. <a href="#">More Details</a></p>	1	29.40 GBP Max Per Rental
<input type="checkbox"/>	 <p><b>Child Seat</b> Forward facing for children weighing 23-40 pounds or 8kg-18 kg and up to 40 inches/101 cm in height. <a href="#">More Details</a></p>	1	75.60 GBP Max Per Rental

[Currency Converter](#)  
[Hertz Qualifications and Requirements](#)  
[Rental Agreement](#)

Submit

**Your Itinerary** [Edit](#)

Pickup Time  
Mon, 04 Mar, 2013 at 10:00

Return Time  
Mon, 11 Mar, 2013 at 10:00

Pickup and Return Location  
London Heathrow Airport  
[View Details](#)

Discounts  
CDP: ASA GOLD MEMBERS  
RQ: ABC

Arrival/Flight Information  
No Arrival Information

**Your Car** [Edit](#)



Mitsubishi, i-MiEV, Automatic, Air, IDAR (P) Vehicle Images, Auto, or similar  
[View Details](#)

Payment Method Pay Later

Discounts  
CDP Name: ASA GOLD MEMBERS  
CDP Rate: Your rate has been discounted by 10 %  
RQ: ABC

Rate Details  
1 week at 275.24 GBP      275.24 GBP

Included

- ① Location Service Charge
- ① Collision Damage waiver
- ① Theft protection
- ① Vehicle Licensing Fee and Road Tax
- ① Taxes

Unlimited Free Miles Included

**NOT INCLUDED**

- ① Super Cover
- ① Personal Accident Insurance / Personal Effects Coverage
- ① Refueling Option
- ① Additional Driver / Operator
- ① Young Driver Surcharge

Vehicle Subtotal      338.20 GBP

**Extras**

- ① Infant Child Seat      75.60 GBP  
[View Details](#)
- ① NeverLost GPS      90.00 GBP  
[View Details](#)

Extras Subtotal      165.60 GBP

**Total Approximate Charge      465.80 GBP**

## Step 5: Complete the Reservation

- i) Enter your (travel agent) email address
- ii) Enter your customer's details such as "First Name", "Last Name" and "Email Add"
- iii) Enter your customer's arrival/flight information such as "Airline", "Flight Number" and "Frequent Flyer Number"
- iv) Click "Submit"


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4. Review & Book

**Important Information**

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[YOUNG DRIVERS](#)

[NEED ADDITIONAL PROTECTION?](#)

**Agents Personal Information**

ATA/ARTA Number: 00223290

Agents Email Address:

Verify Agents Email Address:

(Not required)

**My Clients Personal Information**

First Name:

Last Name:

E-mail Address:

Verify E-mail Address:

(If you'd like to receive an email confirmation)

Please send text based E-mail only

**Arrival/Flight Information**

In order to provide you better service please provide your flight information.

Airline or Train Service:  Number:

Other Frequent Traveler Programs

Frequent Traveler (optional):  Frequent Traveler Number:

If you have a Company Credit/Booking Reference Number enter it here:

**Approximate Total** 490.00 GBP

By clicking on the "Submit" button, you confirm that you understand and accept our [Terms, Conditions and Requirements](#), [Terms and Conditions](#) and you understand the [Rental Restrictions](#).

[Submit](#)

**Terms and Conditions**

Rates are for the time and location displayed above. Approximate rental charges are based on available information at the time of reservation for renters age 25 and older. For minimum age requirements please see "Rental Qualifications and Requirements" link below for details. Please note that for renters under age 25 an additional daily age differential charge may apply. Additional fees or surcharges may be added at time of rental.

If Your Pass is used to pay a bill, You will be charged the credit card bill and the service fee (included) on your Rental Receipt.

Please refer to our Privacy Policy for more information on how we use your data. We are committed to protecting your privacy. Please refer to our Privacy Policy for more information.

**Your Itinerary** Edit

Pickup Time: Mon, 04 Mar 2013 at 10:00

Return Time: Mon, 11 Mar 2013 at 10:00

Pickup and Return Location: London Heathrow Airport

[View Details](#)

Discounts: CDP ASIA GOLD MEMBERS, RQ ABC

Arrival/Flight Information: No Arrival Information

**Your Car** Edit



Mercedes 4-5 Door, Automatic, AC, (DAN) (F) Washable Interior, Auto, or similar

[View Details](#)

**Payment Method Pay Later**

Discounts: CDP Name: ASIA GOLD MEMBERS, CDP Rate: Your rate has been discounted by 10 %, RQ: ABC

**Rate Details**

1 week at 275.24 GBP	275.24 GBP
----------------------	------------

**Included**

- 1 Location Service Charge
- 1 Collision damage waiver
- 1 Theft protection
- 1 Vehicle Licensing Fee and Road Tax
- 1 Taxes

Unlimited Free Miles Included

**Not Included**

- 1 Super Cover
- 1 Personal Accident Insurance / Personal Effects Coverage
- 1 Rental Options
- 1 Additional Driver / Operator
- 1 Young Driver Surcharge

Vehicle Subtotal	330.00 GBP
------------------	------------

**Extras** Edit

Infant Child Seat <a href="#">View Details</a>	75.00 GBP
Neon/Leads CDF <a href="#">View Details</a>	30.00 GBP

Extras Subtotal	165.00 GBP
-----------------	------------

**Total Approximate Charge** 495.00 GBP

Rate is guaranteed. Taxes, fees and extras, if not included in the Rate, are subject to change.

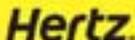
[View Details](#)

[More Details About Your Quote](#)

[View Options](#)

# Step 6: Reservation is Confirmed

You will receive the confirmation number and the itinerary.

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Thanks for Traveling at the speed of Hertz™, John Walker!

Your Confirmation Number is: **F72345008F1**

We emailed a copy of this confirmation to john.walker@gmail.com

[Redeem/Cancel Reservation](#) | [Book Another Car](#)

ARC/ATA/TCAS Number: 80222295

[Add to Outlook](#) | [Add to Google Calendar](#)

Have you added Hertz NeverLost® GPS system to your rental?



Let Hertz NeverLost® GPS be your guide and avoid getting lost again.

Hertz NeverLost® GPS is available at selected locations. Subject to availability.

**Hertz One Mobile**

Download Hertz mobile apps for free now!

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Travelling to London? Collecton Charge

[Learn more](#)

Download our Hertz Holidays newsletter

[Download Now](#)

### Your Itinerary

<b>Pickup time</b> Mon, 04 Mar 2013 at 12:00	<b>Returns time</b> Mon, 11 Mar 2013 at 12:00	<b>Discounts</b> CDP: ASIA GOLD MEMBERS RQ: ABC
<b>Pickup and Return Location</b> London Heathrow Airport	<b>Driving Instructions</b> <a href="#">Google Maps</a>   <a href="#">MSN Maps</a>   <a href="#">MapQuest</a>	<b>Arrival/Flight Information</b> Airline: Singapore Airlines Flight: 123
<b>Address</b> Northern Parkway Road (West) London (Heathrow) G6 1TW UK		
<b>Hours of Operation</b> Mo-Fu 24 hrs		
<b>Location Type</b> Corporate		
<b>Phone Number</b> 0343 203 3000		
<b>Fax Number</b> 020 87501126		

### Your Car



Midsize, 4-5 Door, Automatic, Air, IDAR  
(F) Viewshed Insigra Auto or similar  
[More Details](#)

**Payment Method** Pay Later

**Discounts**  
CDP Name: ASIA GOLD MEMBERS  
CDP Rate: Your rate has been discounted by 10 %  
RQ: ABC

**Rate Details**  
1 week at 275.34 GBP 275.34 GBP

**Included**

- Location Service Charge
- Collision Damage Waiver
- Theft protection
- Vehicle Lending Fee and Road Tax
- Taxes

Unlimited Free Miles Included!

**Not Included**

- Super Cover
- Personal Accident Insurance / Personal Effects Coverage
- Holding Options
- Additional Driver / Operator

🔍 Young Drive Surcharge

Vehicle Subtotal 109.39 GBP

**Extras**

Infant Child Seat [View Details](#) 75.63 GBP

Never-Lost CPD [View Details](#) 88.83 GBP

Extras Subtotal 164.46 GBP

**Total Approximate Charge 165.86 GBP**

**Optional Information**

Available Optional Items at the Counter

🔍 Super Cover

Weekly 119.83 GBP

🔍 Personal Accident Insurance / Personal Effects Coverage

Weekly 49.83 GBP

Rates for Optional Items are Exclusive of tax and other associated charges

Rate is guaranteed. Taxes, fees and extras, if not included in the Rate, are added to charge.

[Cancel Booking](#)

🔍 [More Details / Book Your Car](#)

[Modify/Cancel Reservation](#)

[Book Another Car](#)

**Warning Messages**

- Newest navigational equipment has been confirmed
- Minimum Age 25 outside US - Exceptions may apply
- Age Restrictions Apply-Check Terms and Conditions
- New UK Child Seat Law. Please check to be sure you have requested the correct number of seats you will need.
- VEHICLE REQUIRES MINIMUM AGE OF 21 TO RENT
- Please check driving restrictions for touring Europe
- RATE MAY BE SUBJECT TO VERIFICATION OF ID

**Rental Terms and Conditions**

Please note that the name and details supplied above must be the same as the person renting. Please remember to bring your driving licence and an acceptable credit card or debit card\*. Please note that we will block an amount on your credit/debit card equal to either (i) for a non-credit rental, the anticipated cost of the rental, or (ii) for a credit rental, anticipated costs of the rental which are additional to the amount already paid.

\*To determine whether your credit/debit card is acceptable, please check Rental Qualifications & Requirements.

Please note that at time of rental you will need to present (1) a current driver's license and (2) a valid credit or charge card. We will authorize your credit/debit card for an amount of \$200 above the total estimated rental charges, if we can not secure credit approval for this amount we will decline your rental. If you have questions about the acceptability of your form of payment, call Hertz.

Approximate rental charges are based on available information at the time of reservation. Additional fees or surcharges may be applied at time of rental. A Frequent Flyer Surcharge of up to \$1.00 per day may apply when renters choose to take miles or credits from a U.S. and Canadian Frequent Flyer program.

**Important Info**

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# Cancel/Modify Reservation through www.hertzagent.com

## Step 1: Click "View/Modify/Cancel a Reservation"

The screenshot shows the Hertz website interface. At the top left is the Hertz logo. The main navigation bar includes links for Travel Agents, Reservations, Discounts & Coupons, Locations, Vehicle Guide, and Products & Services. A secondary navigation bar contains 'Book a Car' and 'View/Modify/Cancel a Reservation', with the latter highlighted in a red box. On the left is a reservation form with fields for Country of Residence (Singapore), Pickup Location, Rental Car Type (Show All), and dates. The center features a large 'SALE' banner with four yellow car icons and the text 'UP TO 20% OFF CAR RENTAL WORLDWIDE'. On the right are promotional tiles for 'Australia and New Zealand: One free day', 'KrisFlyer' (with an airplane image), and 'Hertz Prestige Collection: Indulge in Luxury'. The footer contains a grid of links for various services and support, including 'About Hertz', 'Car Rental Services in Singapore', 'Partners', 'Business to Business', and 'Customer Support'. A copyright notice for 2015 The Hertz Corporation is at the bottom center.

## Step 2: Retrieving a Confirmed Reservation

- i) Enter the confirmation number and customer's last name
- ii) Click "Continue"

The screenshot displays the Hertz website interface. At the top left is the Hertz logo and the text "Car Rental & Car Sales". On the top right, it shows "Singapore (English) [Change](#)" and "Log out, Travel Agent [Logout](#)". A navigation bar contains links for "Travel Agents", "Reservations", "Discounts & Coupons", "Locations", "Vehicle Guide", and "Products & Services".

The main content area is split into two columns. The left column features a form for retrieving a reservation with the following fields:

- Confirmation Number:
- Last Name:

A "Continue" button is located below the form. Above the form, there are two tabs: "Rent a Car" (selected) and "View/Modify/Cancel a Reservation".

The right column contains three promotional banners:

- Australia and New Zealand:** One free day. Includes an image of a silver car.
- SINGAPORE AIRLINE KRISFLYER:** Earn KrisFlyer miles and enjoy exclusive offers. Includes an image of a KrisFlyer airplane.
- Hertz Adrenaline Collection™:** Pure Driving Experience. Includes an image of several cars.

In the center of the page, there is a large promotional graphic with four yellow car icons containing the letters "S", "A", "L", "E". Below them, the text reads "UP TO 20% OFF CAR RENTAL WORLDWIDE" with a "BOOK NOW" button.

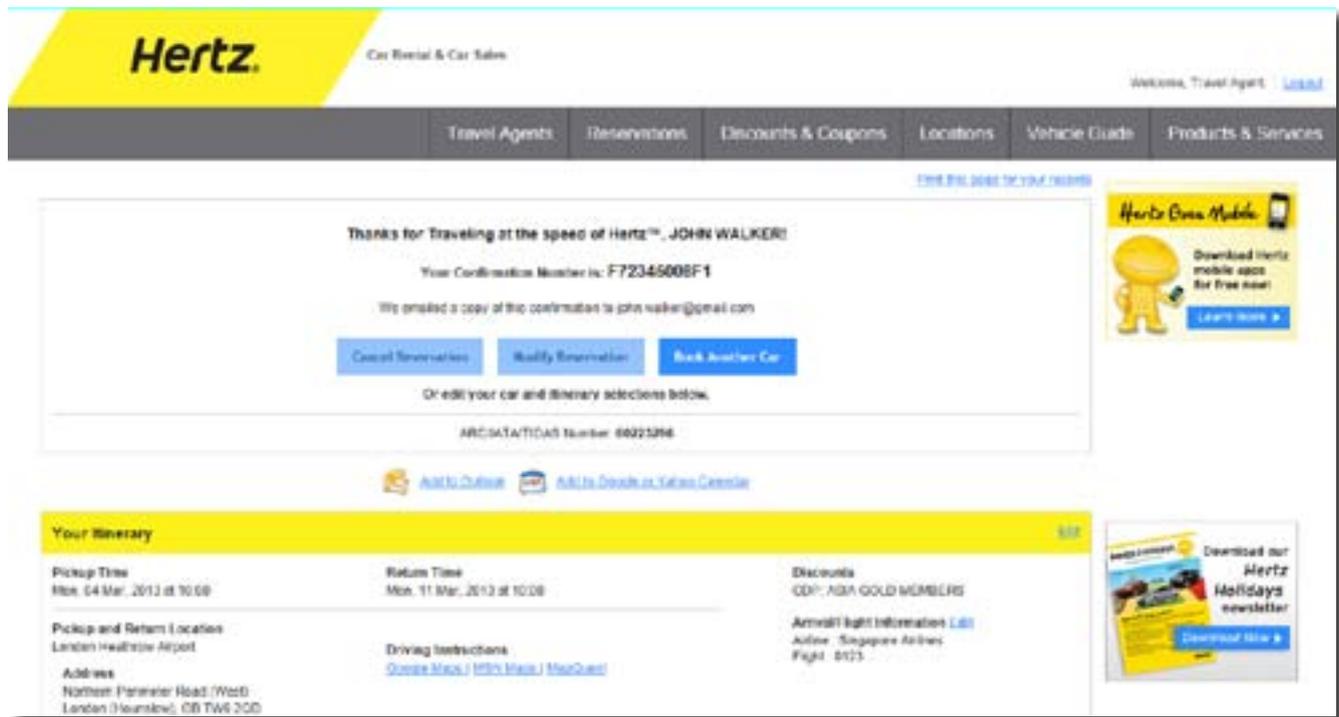
The footer contains several columns of links:

- Hertz.com:** Reservations, Special Offers, Locations, Vehicle Guide, Products & Services, #1 Club Owners, Site Map.
- Online Check In:** Online Check In.
- About Hertz:** Investor Relations, Careers, Hertz Corporate Profile, Press Room, Terms of Use, Green Initiatives, HERTZ MODELS, Hertz Mobile App.
- Car Rental Services in Singapore:** Airport Transfer, Chauffeur Drive, Leasing, Special Events, Driving Guides and Newsletters, Australia Driving Guide, Hertz Holidays.
- Partners:** Air Partners, Rail Partners, Hotel Partners, Travel Partners, Service Partners, Auto Collision Rental Partners.
- Business to Business:** Flexible Opportunities, Travel Agents, Light, GOO Tools, Travel Agent Contact.
- Customer Support:** Contact Us, Car Rental Locations, Hertz Cars, Frequent Traveler Credit, Request a Recall, Hertz Awards, List of Hertz Awards.

At the bottom center, it says "© 2012 The Hertz Corporation" and "Hertz is committed to your privacy. For more, please visit our 'Privacy Policy'."

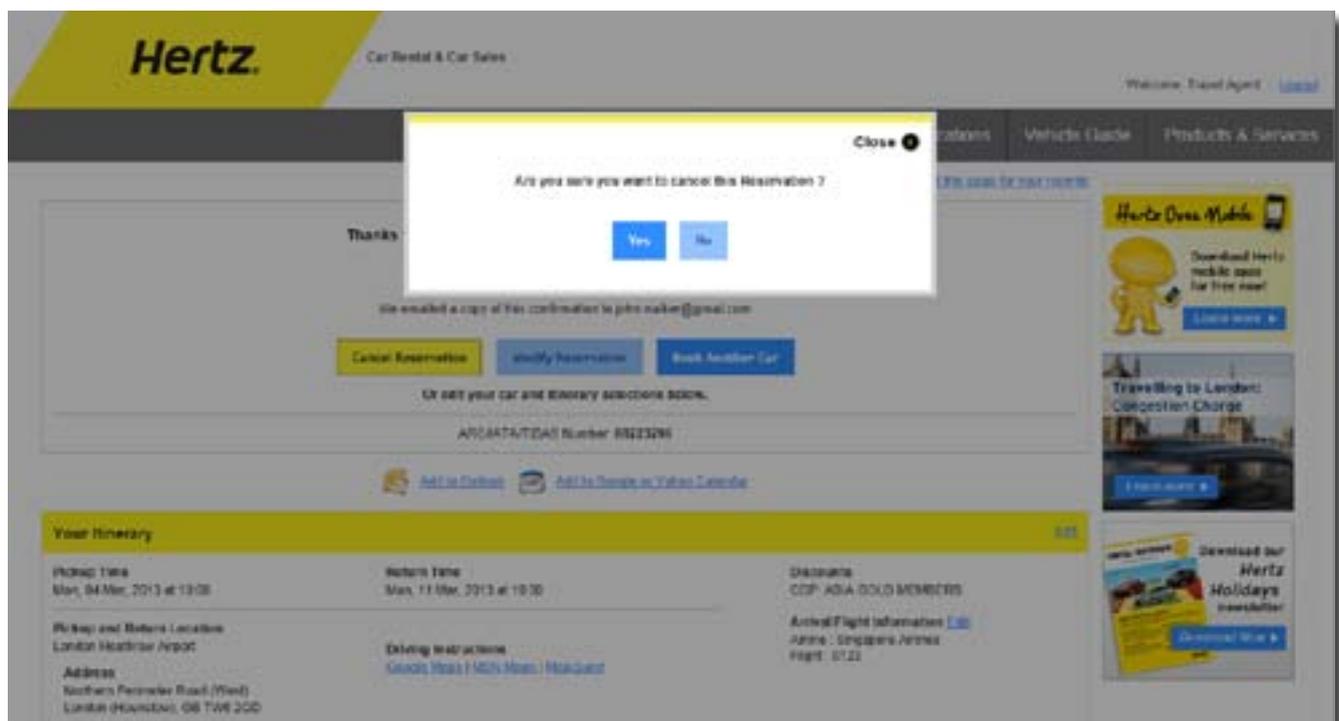
### Step 3: Cancel/Modify Reservation

Click on “Cancel Reservation” button to cancel a reservation or “Modify Reservation” button to amend a reservation.



### Step 4: Cancel a Reservation

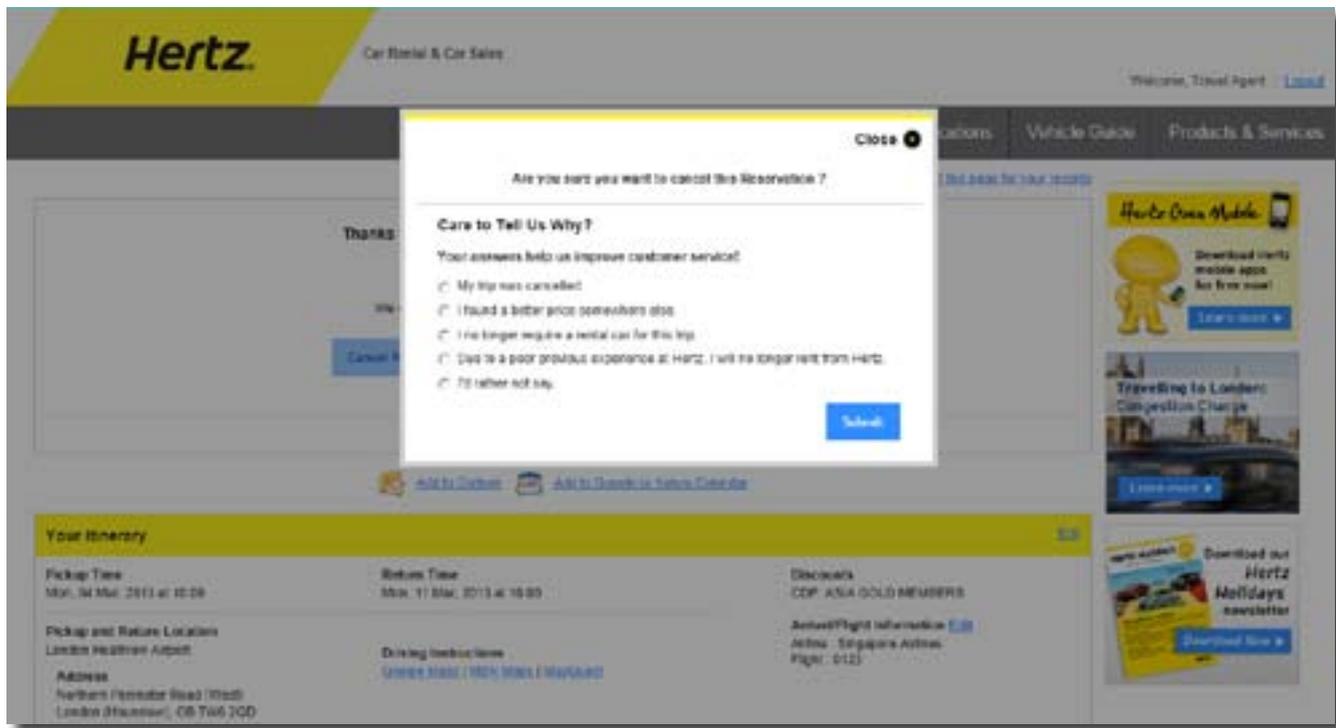
If you cancel a reservation, you will be asked to confirm the cancellation by clicking on “Yes”.



## Step 5: Reservation is Cancelled

You will be asked for the reason for the cancellation.

*Note: It is advisable to tell us the reason to serve you better.*



The screenshot shows the Hertz website interface. At the top left is the Hertz logo and "Car Rental & Car Sales". At the top right, it says "Welcome, Travel Agent" with a "Logout" link. Below the header, there are navigation links for "Locations", "Vehicle Guide", and "Products & Services". A central dialog box is open, titled "Are you sure you want to cancel this Reservation?". Below the title is the heading "Care to Tell Us Why?" and a sub-heading "Your answers help us improve customer service!". There are five radio button options: "My trip was cancelled", "I found a better price somewhere else", "I no longer require a rental car for this trip", "Due to a poor previous experience at Hertz, I will no longer rent from Hertz", and "To better not say". A "Submit" button is at the bottom right of the dialog. In the background, a "Thanks" message is visible with a "Cancel" button. Below the dialog, there are links for "Add to Calendar" and "Add to Google+ to share your date". At the bottom, there is a "Your Itinerary" section with details for pickup and return times and locations, a discount code "CDP-ASA-GOLD-MEMBERS", and a link for "Airport Flight Information". On the right side, there are promotional banners for the "Hertz Drive Mobile" app and the "Hertz Holidays" newsletter.

**Hertz** Car Rental & Car Sales

Welcome, Travel Agent [Logout](#)

[Locations](#) [Vehicle Guide](#) [Products & Services](#)

Close

Are you sure you want to cancel this Reservation?

**Care to Tell Us Why?**

Your answers help us improve customer service!

- My trip was cancelled
- I found a better price somewhere else
- I no longer require a rental car for this trip
- Due to a poor previous experience at Hertz, I will no longer rent from Hertz
- To better not say

[Submit](#)

Thanks

[Cancel](#)

[Add to Calendar](#) [Add to Google+ to share your date](#)

**Your Itinerary**

<b>Pickup Time</b> Mon, 24 Mar, 2013 at 10:00	<b>Return Time</b> Mon, 11 Mar, 2013 at 10:00	<b>Discounts</b> CDP-ASA-GOLD-MEMBERS
<b>Pickup and Return Location</b> London Heathrow Airport	<b>Driving Instructions</b> <a href="#">Google Maps</a>   <a href="#">MapQuest</a>	<b>Airport Flight Information</b> Airlines - Singapore Airlines Flight: 012
<b>Address</b> Northolt (Heathrow) Road (W5) London (Heathrow), GB TW6 2GD		

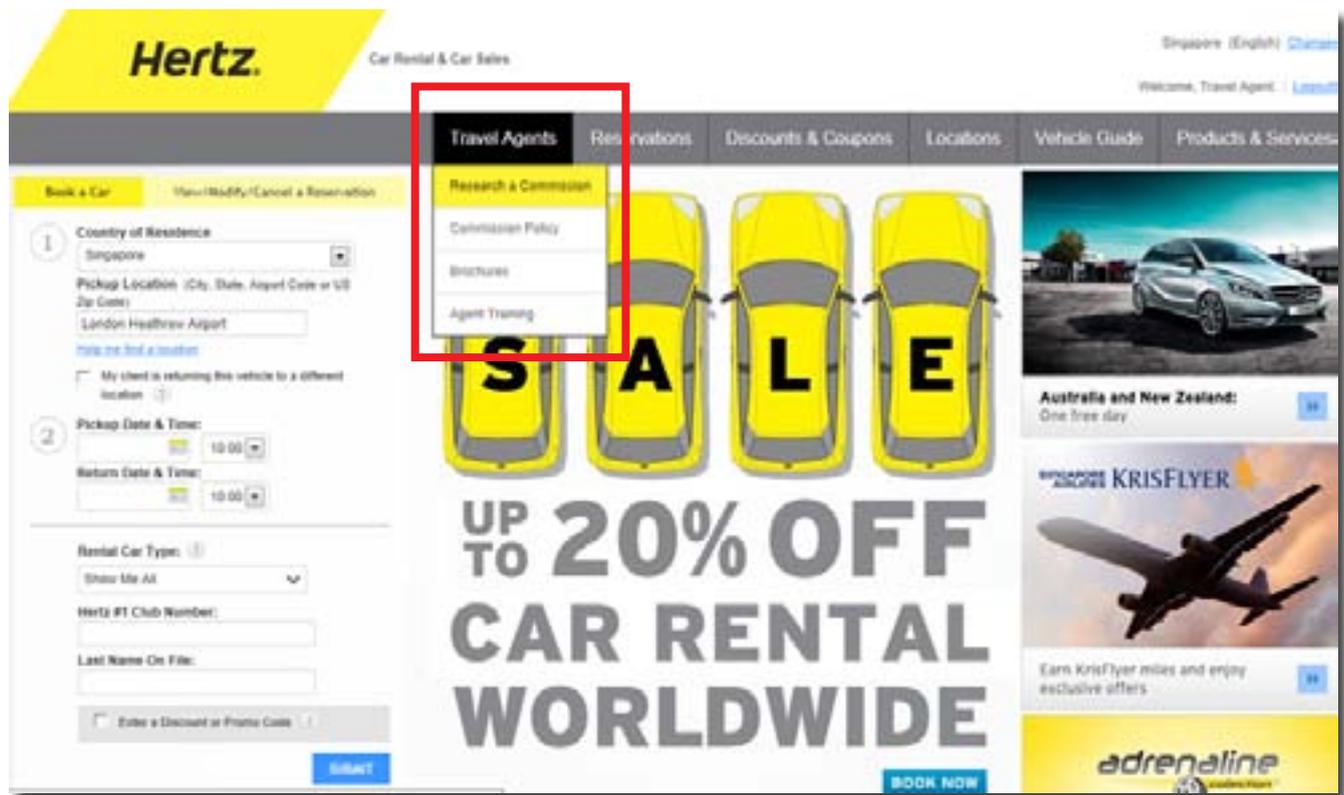
**Hertz Drive Mobile**  
Download Hertz mobile app for free now!  
[Learn more](#)

**Traveling to London?**  
Congestion Charge  
[Learn more](#)

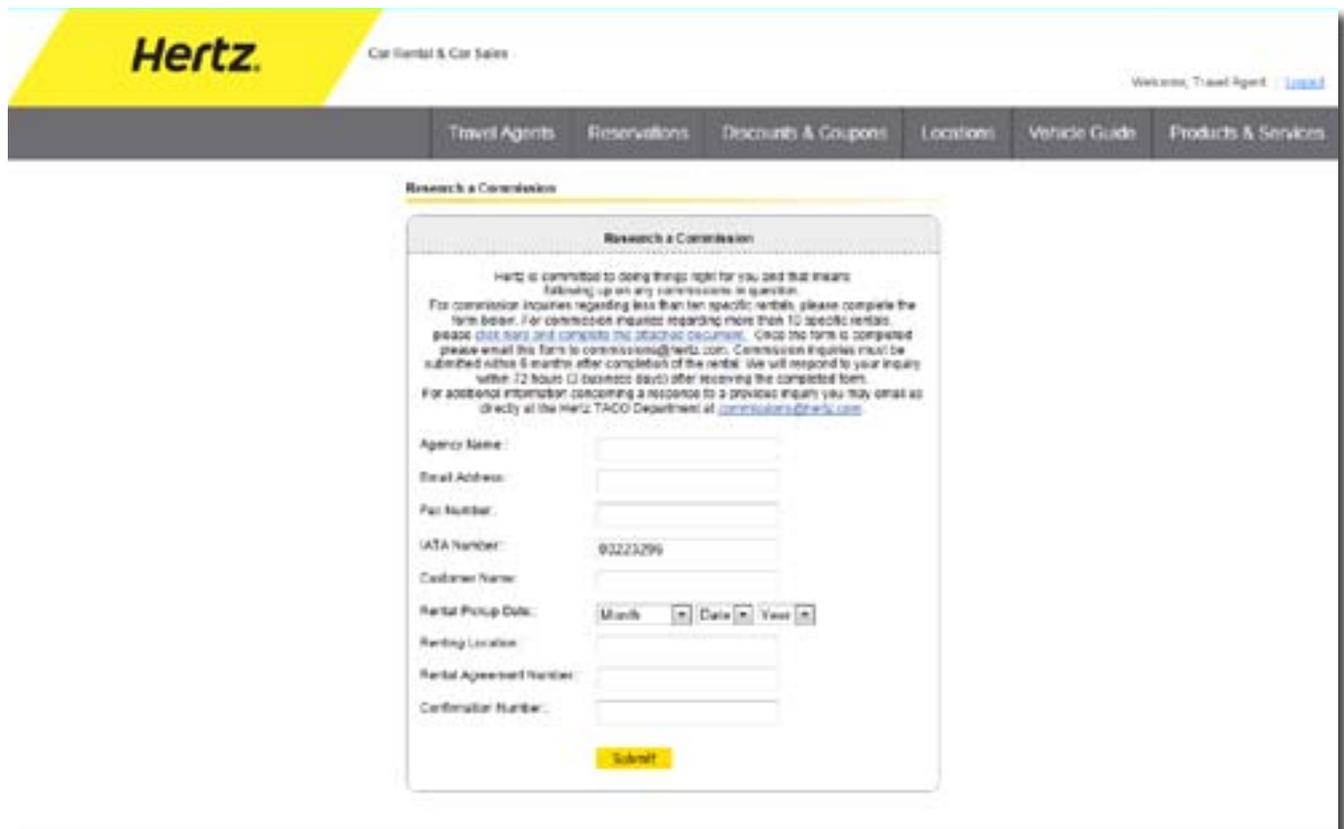
**Hertz Holidays**  
Download our Hertz Holidays newsletter  
[Download Now](#)

# Research a Commission

Select "Research a Commission" (as shown in the red box).



Follow the instruction and enter the required details. Click 'Submit'.



# Commission Policy

Select "Commission Policy" (as shown in the red box).

The image is a screenshot of the Hertz website's navigation menu. The Hertz logo is in the top left corner. The main navigation bar includes links for "Travel Agents", "Reservations", "Discounts & Coupons", "Locations", "Vehicle Guide", and "Products & Services". The "Travel Agents" dropdown menu is open, and the "Commission Policy" option is highlighted in yellow and enclosed in a red rectangular box. Other options in the dropdown include "Research a Commission", "Reservations", and "Agent Training". The background of the website features a large "SALE" graphic with four yellow cars and the text "UP TO 20% OFF CAR RENTAL WORLDWIDE". On the right side, there are promotional banners for "Australia and New Zealand: One free day" and "KrisFlyer" with an image of an airplane. The bottom right corner has the "adrenaline" logo.

It will show you the "Asian and Japan Commission Policies" which includes

- i) The commission percentage
- ii) The definition of "Commissionable Revenue" and many more

#### *ASIAN and JAPAN COMMISSION POLICIES*

This Hertz commission policy is directed exclusively to travel agencies, defined as sellers of travel, who make reservations on behalf of third parties and have obtained an ARC, IATA, Travel Sellers, TRUE, TSI, TIDS or Hertz booking number. This policy is not applicable to airlines, tour operators, or other supplier entities which may also have one of the aforementioned numbers.

Asian and Japanese travel agencies will earn a commission equal to 5 (five) percent of commissionable revenue on leisure rentals worldwide and non-negotiated commercial rentals worldwide that they book. No commission will be earned by Asian and Japanese travel agencies on travel industry discount rentals, rentals under net rate programs, and rentals booked by customers covered under a Corporate Discount Program ("CDP") that includes an individually negotiated rate feature, regardless of whether the negotiated rate is utilized. In addition, no commission will be earned on any no show reservations or cancellations including reservations cancelled by Hertz as the result of a failure to meet rental conditions and qualifications.

Commissionable revenue is defined as the lesser of (x) the sum of the time and mileage charges, NeverLost service charges for services provided in the U.S., Canada, or Puerto Rico, and SIRIUS XM Radio service charges associated with the rental reservation booked, as that reservation stood at the time the rental was scheduled to occur, and (y) the sum of (i) the amount actually paid in connection with the rental as time and mileage charges and (ii) if NeverLost service in the U.S., Canada, or Puerto Rico or SIRIUS XM Radio service was included in the reservation, as it stood at the time the rental was scheduled to occur, the amount actually paid in connection with the rental as NeverLost service or SIRIUS XM Radio service charges. On inclusive rate products, where loss/collision damage waiver and/or theft protection is included in the base rate at the time of reservation, commissionable revenue will also include the lesser of the charges for such additional components included in the base rate as the reservation stood at the time the rental was scheduled to occur, and the amount actually paid in connection with the rental for such additional components.

All other charges associated with a reservation or paid by a customer - including, but not limited to, taxes; surcharges; charges for the purchase of loss/collision damage waiver, theft protection and insurance coverage (except as noted above in the case of inclusive rate products); vehicle upgrade charges; facility charges; location service charges; delivery and collection, one-way and drop charges; airport and other concession and vehicle licensing fee recoveries; other expense recoveries; additional driver and age differential charges; charges for Neverlost service in locations other than the U.S., Canada, or Puerto Rico; and charges for child seats, fuel and refueling - are not part of commissionable revenue even if they are computed in whole or in part by reference to time and mileage, NeverLost service and/or SIRIUS XM Radio service charges.

Commissions on rentals will be deemed earned at the completion of the rental. Commission payments will be made and deductions taken in accordance with Hertz's local practice as of the Effective Date of these Policies (December 1, 2006).

As always, Hertz reserves the right to modify or terminate this commission policy at any time, without notice, provided that no modification or termination will apply to commissions that have already been earned.

This policy will be construed in accordance with, and governed by, the laws of the State of New Jersey, without regard to New Jersey's conflict of law provisions. Asian travel agencies which receive commissions from Hertz irrevocably and unconditionally consent and submit to the nonexclusive jurisdiction of the courts located in New Jersey and waive any claim of Forum Non Conveniens.

*"Book Early!*

*Secure Your Car & Rate Before  
Departure."*

1. No Cancellation Fees
2. Know the Inclusions & Exclusions
3. Ensure car is available at Location,  
Date & Time
4. Request for Special Equipment
5. No Upfront Payment/Deposit
6. Secure the Car you need
7. Secure the Rates



**BENEFITS OF  
PRE-BOOKINGS**  
Affordable Rates



# *Fleet Guides*

# Vehicle Matrix Code

Category	Type	Transmission/Drive	Fuel/Aircon
M Mini	B 2-3 Door	M Manual Upspecified Drive	R Unspecified Fuel/Power With Air
N Mini Elite	C 2/4 Door	N Manual 4WD	N Unspecified Fuel/Power Without Air
E Economy	D 4-5 Door	C Manual AWD	D Diesel Air
H Economy Elite	W Wagon/Estate	A Auto Unspecified Drive	Q Diesel No Air
C Compact	V Passenger Van	B Auto 4WD	H Hybrid Air
D Compact Elite	L Limousine	D Auto AWD	I Hybrid No Air
I Intermediate	S Sport		E Electric Air
J Intermediate Elite	T Convertible		C Electric No Air
S Standard	F SUV		L LPG/Compressed Gas Air
R Standard Elite	J Open Air All Terrain		S LPG/Compressed Gas No Air
F Fullsize	X Special		A Hydrogen Air B Hydrogen No Air
G Fullsize Elite	P Pick up Regular Cab		M Multi Fuel/Power Air
P Premium	Q Pick up Extended Cab		F Multi Fuel/Power No Air
U Premium Elite	Z Special Offer Car		V Petrol Air
L Luxury	E Coupe		Z Petrol No Air
W Luxury Elite	M Monospace		U Ethanol Air
O Oversize	R Recreational Vehicle		X Ethanoal No Air
X Special	H Motor Home		
	Y 2 Wheel Vehicle		
	N Roadster		
	G Crossover		
	K Commercial Van/Truck		

## Passaenger Van Coding

IV = 6 + Seats \*MV to be phased out and GDS's to map to IV\*  
 JV = Elite 6 + Seats  
 SV = 8 + Seats  
 RV = Elite 8 + Seats  
 FV = 10 + Seats  
 GV = Elite 10 + Seats  
 PV = 15 + Seats  
 UV = Elite 15 + Seats  
 LV = Luxury no seat req.  
 WV = Luxury Elite no seat req.

## SUV Coding

EF = 2-4 Seats  
 HF = Elite 2-4 Seats  
 CF = 4-5 Seats  
 DF = Elite 4-5 Seats  
 IF = 5 + Seats  
 JF = Elite 5 + Seats  
 SF = 5-6 Seats  
 RF = Elite 5-6 Seats  
 FF = 6 + Seats  
 GF = Elite 6 + Seats  
 PF = 7 + Seats  
 UF = Elite 7 + Seats  
 LF = Luxury no seat req.  
 WF = Luxury Elite no seat req.

For Example: CDMR: Compact, 4/5 Door, Manual with Air Conditioning

# France Fleet Guide

All Hertz Cars are fully equipped with air-conditioning/warmer. All vehicles are subjected to availability and may be substituted with a similar model in the same class at time of rental.

Fleet and vehicle specifications are subjected to change without notice.

Passengers 
 Luggage 
 Small Luggage 
 Door 
 **A** Automatic 
 **M** Manual

## Cars/Sedans

  <b>Group A</b> • 1.0L • Chevrolet Spark or Similar <b>M</b>	  <b>Group A1</b> • 1.0L • Peugeot 107 or Similar <b>M</b>	  <b>Group B</b> • 1.6L • Opel Corsa or Similar <b>M</b>
  <b>Group B1</b> • 1.6L • Opel Corsa or Similar <b>M</b>	  <b>Group C</b> • 1.6L • Ford Focus or Similar <b>M</b>	  <b>Group F</b> • 1.5L • Volkswagen Golf or Similar <b>A</b>
  <b>Group J</b> • 1.5L • Nissan Qashqai or Similar <b>M</b>	  <b>Group D</b> • 1.7L • Opel Astra Sport or Similar <b>M</b>	  <b>Group D1</b> • 1.6L • Ford C-Max or Similar <b>M</b>
  <b>Group E</b> • 1.9L • Opel Insignia or Similar <b>M</b>	  <b>Group G</b> • 2.0L • Mercedes C-Class or Similar <b>A</b>	

## 4WD/Minivan/SUVs

  <b>Group H</b> • 1.6L • Peugeot 5008 or Similar <b>M</b>	  <b>Group I</b> • 2.0L • Ford S-Max or Similar <b>M</b>	  <b>Group N4</b> • 1.9L • Opel Vivaro or Similar <b>M</b>
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## Country: FRANCE

### Useful Information For Travellers

VAT	19.6%
Minimum Driver's Age	21 years old except for special collection such as Hertz Prestige, Green and etc.
Young Driver Surcharge	Young driver surcharge applies for drivers aged 21 - 24 years old.
Currency	Euro
Driving Licence	Valid National Licence, which has been held for at least 1 yr and written in English. International Driving Permit (IDP) highly recommended for Non-European Union renters. For all prestige, luxury and premium car groups, the driver's licence must have been held for a minimum of 3 years.
Right/Left Hand Drive	Right
Security Kit	All vehicles are equipped with security kit free of charge. Flourescent jacket must be kept in the glove compartment and triangle must be kept in the boot. Penalty fees apply for partial/no return of the kit. When travelling into Spain from France, customers are requested to get an extra security kit. Fees apply. Hertz Vehicles may only be taken in the following countries: Andorra, Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Portugal, San Marino, Spain (not including the Spanish enclaves of Ceuta and Melilla), Sweden, Switzerland, and the United Kingdom (including Northern Ireland)
Alcohol Breathalyzer	It is required for every driver to carry a NF (Norme Francaise) certified alcohol breathalyzer

### Hertz Services

#### Services

NeverLost	Available at major rental locations with various languages. Fees apply. Additional intercity fees apply if car is returned at different location.
Infant Seat	From birth to 12 - 15 months. Fees apply.
Child Seat	From 9 months to 6 years or 9 - 36 kg. Fees apply.
Booster Seat	From 6 - 11 years old or 15 - 36 kg. Fees apply.
Ski Racks & Chains	Available on request from 15 Nov - 15 Apr. Fees apply.

#### Insurance

Collision Damage Waiver (CDW)	An optional insurance which, if accepted, reduces the renter's responsibility for damage to the Hertz vehicle other than by theft or vandalism. Excess applies.
Theft Protection (TP)	An optional service which, if accepted, relieves the renter from all financial responsibility for loss or damage to the Hertz vehicle (including parts and accessories) by or following theft, attempt or vandalism. Excess applies.
Super Cover (SUP)	If you have opted for OR if your car rental rate includes Collision Damage Waiver (CDW) and Theft Protection (TP), you may also wish to purchase an additional protection "Super Cover" to waive your already limited liability in case of damage to, or theft of the Hertz vehicle, its parts and accessories, including those losses resulting from collision, vandalism, theft or attempted theft, provided the vehicle is used in accordance with the terms and conditions of the rental agreement. Super Cover does not cover lost/broken keys, contamination of fuel and NeverLost navigational units.
Personal Insurance (PI)	Covers renter, passengers and personal effects. Detailed terms & conditions available at the rental counter. Excess applies.

# Germany Fleet Guide

All Hertz Cars are fully equipped with air-conditioning/warmer. All vehicles are subjected to availability and may be substituted with a similar model in the same class at time of rental.

Fleet and vehicle specifications are subjected to change without notice.

Passengers
 Luggage
 Small Luggage
 Door
 Automatic
 Manual

## Cars/Sedans

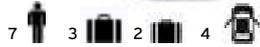
 <p>5  2  4 </p> <p><b>Group A</b> • 1.1L • Hyundai i10 or Similar </p>	 <p>5  1  1  4 </p> <p><b>Group B</b> • 1.2L • Ford Fiesta or Similar </p>	 <p>5  2  1  5 </p> <p><b>Group D</b> • 1.4L • Opel Astra or Similar </p>
 <p>5  2  1  5 </p> <p><b>Group E</b> • 1.6L • Mercedes B Class or Similar </p>	 <p>4  2  3  5 </p> <p><b>Group F</b> • 1.6L • Volvo S40 or Similar </p>	 <p>5  2  2  5 </p> <p><b>Group I</b> • 1.8L • Mercedes C Class or Similar </p>
 <p>5  2  3  5 </p> <p><b>Group J</b> • 3.0L • BMW 5 Series or Similar </p>	 <p>5  2  3  5 </p> <p><b>Group K</b> • 3.0L • BMW 7 or Similar </p>	 <p>5  2  2  5 </p> <p><b>Group M</b> • 1.6L • Volvo V40 or Similar </p>
 <p>5  2  3  5 </p> <p><b>Group N</b> • 2.0L • Opel Insignia or Similar </p>	 <p>5  2  1  3 </p> <p><b>Group Q</b> • 2.0L • VW Golf VI or Similar </p>	

To see the rest of the Germany Fleet Collection, visit [hertz.com](http://hertz.com)

## 4WD/Minivan/SUVs



**Group L • 2.2L • Ford Transit or Similar**



**Group P • 2.0L • VW Multivan or Similar**



**Group T • 2.0L • Seat Alhambra or Similar**



**Group U • 2.2L • Mercedes Vito or Similar**



**Group W6 • 2.0L • BMW X1 or Similar**



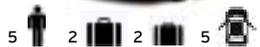
**Group X6 • 2.4L • Volvo XC 90 or Similar**



## Wagons



**Group G • 2.0L • Opel Insignia SW or Similar**



**Group O • 1.6L • Opel Astra SW Diesel or Similar**



**Group R • 1.4L • Opel Astra SW or Similar**



**Group V • 1.8L • Mercedes E Class or Similar**



## Country: GERMANY

### Useful Information For Travellers

Minimum Driver's Age	25 years old for all car groups, except Hertz Prestige Collection - minimum 30 years old.
VAT/ GST	19%
Currency	Euro
Driving Licence	Valid National Licence, which has been held for at least 1 year, and International Driving Permit (IDP).
Additional Driver	Maximum number of additional drivers is the number of passengers allowed in the vehicle. Fees apply per rental regardless number of drivers.
Emission Sticker	All Hertz cars carry this sticker. Foreign cars entering Germany must have the Emission stickers.
Passport Information	Valid International Passport (in roman alphabet) will be required at the rental counter as proof of identity.
Driving Restrictions	May not drive into or drop car in the following countries: Africa, Asia, Albania, Bulgaria, Estonia, Middle East, Macedonia, Bzn-Hzgvna, Turkey ,Greece, C.I.S, Serbia and Montenegro, Ukraine, Lithuania, Latvia. Special Conditions for all Mercedes, BMW, VW, Audi, all convertibles & Landrovers, Chrysler Cherokee may not drive into or drop off following countries: Italy, Croatia, Czech Republic Hungary, Poland , Slovakia, Slovenia, Llubijana, Warsaw, Sczejn, Prague, Budapest & Bratislava.

### Hertz Services

#### Services

NeverLost	Available at major rental locations with various languages. Fees apply. Additional intercity fees apply if car is returned at different location. After hours are not allowed.
Infant Seat	From birth to 2 years or up to 13 kg. Fees apply.
Child Seat	From 9 months to 6 years or 15 - 22 kg. Fees apply.
Booster Seat	From 6 to 12 years or 22 - 36 kg. Fees apply.
Ski Racks & Chains	Available on request with minimum 5 days rental. Fees apply.
Snow Tyres	Mandatory and available for rent during winter period. Fees apply.

#### Insurance

Collision Damage Waiver (CDW)	An optional insurance which, if accepted, reduces the renter's responsibility for damage to the Hertz vehicle other than by theft or vandalism. Excess applies.
Theft Protection (TP)	An optional service which, if accepted, relieves the renter from all financial responsibility for loss or damage to the Hertz vehicle (including parts and accessories) by or following theft, attempt or vandalism. Excess applies.
Super Cover (SUP)	If you have opted for OR if your car rental rate includes Collision Damage Waiver (CDW) and Theft Protection (TP), you may also wish to purchase an additional protection "Super Cover" to waive your already limited liability in case of damage to, or theft of the Hertz vehicle, its parts and accessories, including those losses resulting from collision, vandalism, theft or attempted theft, provided the vehicle is used in accordance with the terms and conditions of the rental agreement. Super Cover does not cover Lost/Broken Keys, Contamination of Fuel and NeverLost Navigational units.
Personal Insurance (PI)	Covers Renter, Passengers and Personal Effects. Detailed Terms & Conditions available at the rental counter. Excess applies.

# Italy Fleet Guide

All Hertz Cars are fully equipped with air-conditioning/warmer. All vehicles are subjected to availability and may be substituted with a similar model in the same class at time of rental.

Fleet and vehicle specifications are subjected to change without notice.

 Passengers
  Luggage
  Small Luggage
  Door
  Automatic
  Manual

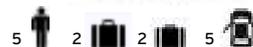
## Cars/Sedans



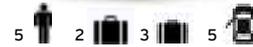
Group B • 1.2L • Fiat Panda or Similar



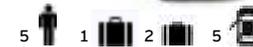
Group C • 1.4L • Ford Fiesta or Similar



Group D • 1.6L • Ford Focus Compact or Similar



Group E • 1.6L • Ford C-Max or Similar



Group I • 1.4L • Ford Fiesta Auto or Similar



Group K • 1.8L • Mercedes C Class or Similar



Group W • 2.4L • Opel Antara Auto or Similar



Group Y • 1.6L • Hyundai 130 or similar



## 4WD/Minivan/SUVs



Group H • 2.2L • Ford Transit Combi 300S or Similar



Group L • 1.8L • Ford Galaxy or Similar



## Wagons



Group F • 2.0L • Peugeot 5008 SW or Similar



Group N • 1.6L • Ford Focus SW Diesel or Similar



To see the rest of the Italy Fleet Collection, visit [hertz.com](http://hertz.com)

## Country: ITALY

### Useful Information For Travellers

Minimum Driver's Age	25 years old for all car groups, except Hertz Prestige Collection - minimum 30 years old.
VAT/GST	21%
Currency	Euro
Young Driver	23 - 24 years old on Mini, Economy, Compact & Intermediate size. Fee Applies.
Driving Licence	Valid National Licence, which has been held for at least 1 year, and International Driving Permit (IDP).
Additional Driver	Maximum number of additional drivers is the number of passengers allowed in the vehicle. Fees apply.
Passport Information	Valid International Passport (in roman Alphabet) will be required at the rental counter as proof of identity.
Right/Left Side Drive	Left
Driving Restrictions	<p>One way rentals are allowed on selected car groups, in the following countries with a fee: Austria, Belgium, France, Germany, Spain, Netherlands, Luxembourg, Portugal, Slovenia (Ljubliana only), Switzerland, United Kingdom (except Islands).</p> <p>Driving and one way rentals are not allowed in any eastern European countries except for Croatia where customer can drive only with prior written authorisation &amp; confirmation. One way rental between Sardinia &amp; Corsica not allowed.</p> <p>When driving on Highways and National roads, the dipped headlights must be used at all times (day &amp; night).</p>
Telerent	A portable device for paying toll at the dedicated gates on the motorway without any queue. Easy to install and has a display that counts toll. Available on participating locations in Italy with 24 hours advance notice. One way rental fee will be charged if car is returned at different locations.

### Hertz Services

#### Services

NeverLost	Available at time of booking at major Hertz locations. Fees apply. One way rental in Italy & International drop off will incur a drop fee. Please check at time of reservations.
Child Seat Regulation	Mandatory by law for children below the age of 12 years or less than 1.5 m in height.
Infant seat	From birth to 12 - 15 months or up to 13 kg. Fees apply.
Child seat	From 9 months to 6 years old. (9 - 25 kg). Fees apply.
Booster seat	From 6 years to 11 years old. (22 - 36 kg). Fees apply.
Snow Chains	Available on selected car groups on request basis. Fees apply.
Skierized Equipment	Available on request basis. Package includes snow chains and ski racks. Fees apply.
Snow Tyres	Can be reserved at time of car pick up, subject to availability. Fees apply. One way rental is not allowed.

#### Insurance

Collision damage waiver (CDW)	An optional insurance which, if accepted, reduces the renter's responsibility for damage to the Hertz vehicle other than by theft or vandalism. Excess applies.
Theft Protection (TP)	An optional service which, if accepted, relieves the renter from all financial responsibility for loss or damage to the Hertz vehicle (including parts and accessories) by or following theft, attempt or vandalism. Excess applies.
Super Cover (SUP)	If you have opted for OR if your car rental rate includes Collision Damage Waiver (CDW) and Theft Protection (TP), you may also wish to purchase an additional protection "Super Cover" to waive your already limited liability in case of damage to, or theft of the Hertz vehicle, its parts and accessories, including those losses resulting from collision, vandalism, theft or attempted theft, provided the vehicle is used in accordance with the terms and conditions of the rental agreement. Super Cover does not cover lost/broken keys, contamination of fuel and NeverLost navigational units.
Personal Insurance (PI)	Covers renter, passengers and personal effects. Detailed terms and conditions available at the rental counter. Excess applies.

# Netherlands Fleet Guide

All Hertz Cars are fully equipped with air-conditioning/warmer. All vehicles are subjected to availability and may be substituted with a similar model in the same class at time of rental.

Fleet and vehicle specifications are subjected to change without notice.

 Passengers
  Luggage
  Small Luggage
  Door
  Automatic
  Manual

## Cars/Sedans



Group A • 1.4L • Ford Ka or Similar



Group A6 • 2.5L • Volvo S80 or Similar



Group B • 1.4L • Fiesta Manual or Similar



Group B6 • 2.0L • Audi A5 or Similar



Group C • 1.4L • Volkswagen Golf or Similar



Group D • 1.4L • Ford Mondeo or Similar



Group E • 1.2L • Volkswagen Polo or Similar



Group F • 1.4L • Volkswagen Golf or Similar



Group G • 2.0L • Peugeot 3008 or Similar



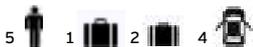
Group H • 1.6L • Volvo S60 or Similar



Group I • 1.8L • Volvo S60 or Similar



Group X6 • 1.2L • Alfa Romeo MiTo or Similar



Group U • 1.4L • Alfa Romeo Giuletta or Similar



To see the rest of the Netherlands Fleet Collection, visit [hertz.com](http://hertz.com)

4WD/Minivan/SUVs



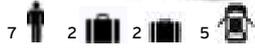
Group G6 • 2.0L • BMW X1 or Similar **A**



Group H6 • 2.0L • Volvo XC60 or Similar **A**



Group M • 2.0L • Mercedes Benz Vito or Similar **M**



Group P • 2.0L • Ford Galaxy or Similar **M**



Group X • 1.6L • Renault Scenic or Similar **M**



Group X6 • 1.2L • Alfa Romeo MiTo or Similar **M**

Wagons



Group J • 2.5L • Volvo V70 or Similar **A**



Group K • 1.4L • Ford Focus SW or Similar **M**



Group W • 1.8L • Ford Mondeo SW or Similar **M**



Group T • 1.4L • VW Golf SW or Similar **M**

## Country: NETHERLANDS

### Useful Information For Travellers

Minimum Driver's Age	25 years old for all car groups.
Young Driver's surcharge	20 euros per day, maximum charge 200 euros per rental. Young driver's surcharge applies for 23 - 24 years old (retail and tour rates), or 21 - 24 years old (contract rates only).
VAT/GST	19%
Currency	Euro
Driving Licence	Valid National Licence which has been held for at least 1 year and International Driving Permit (IDP).
Additional Driver	35 euros per rental irrespective of number of additional drivers per car
Passport information	Valid International Passport (in roman alphabet) will be required at the rental counter as proof of identity.
Driving Restrictions	May not drive into or drop car in the following: Africa, Asia, Albania, Czech Republic, Bosnia, Bulgaria, Estonia, Middle East, Macedonia, Slovakia, Slovenia, Hungary, Poland, Turkey, Kazakhstan, Russia, Greece, C.I.S, Serbia and Montenegro, Romania, Croatia. May drive into the following but must drive back out again: Portugal. Must not drive into Norway, Sweden and Finland from 01 Oct until 01 Apr as cars are not winterised for extreme weather conditions.

### Hertz Services

#### Services

NeverLost	Available at major cities. Fees applicable. One-way rental return within Netherlands will incur an extra 50 euros. One-way rental return to participating NeverLost location in France, Germany, Italy, United Kingdom, Belgium, Luxembourg, Spain and Switzerland will incur an extra 100 euros.
Infant Seat	Up to 13 kg from birth (12 - 15 months). Fees apply.
Child Seat	9 kg - 25 kg (9 months - 6 years old). Fees apply.
Booster seat	22 kg - 36 kg (6 - 11 years old). Fees apply.
Snow chains/Skierized Equipment	There is no snow chain available in the Netherlands, and it is illegal to drive with snow chains in the Netherlands.

#### Insurance

Collision Damage Waiver (CDW)	Included in affordable rates. Reduces driver's financial responsibility for damage to the Hertz vehicle. Excess applies.
Theft Protection (TP)	Included in affordable rates. Reduces driver's financial responsibility to the Hertz vehicle due to theft, attempted theft or vandalism. Excess applies.
Super Cover (SUP)	Optional. Supplement to CDW and TP to reduce the excess to zero.
Personal Insurance (PI)	Optional. Covers driver, passengers and driver's personal effects. Terms and conditions may apply.

# Spain Fleet Guide

All Hertz Cars are fully equipped with air-conditioning/warmer. All vehicles are subjected to availability and may be substituted with a similar model in the same class at time of rental.

Fleet and vehicle specifications are subjected to change without notice.

Passengers 
 Luggage 
 Small Luggage 
 Door 
 Automatic 
 Manual

## Cars/Sedans

<p>4  2  3  </p> <p><b>Group A</b> • 1.1L • Hyundai i10 or Similar </p>	<p>4  1  2  5 </p> <p><b>Group B</b> • 1.2L • Seat Ibiza Style or Similar </p>	<p>5  2  1  5 </p> <p><b>Group C</b> • 1.6L • Seat Leon TDI or Similar </p>
<p>5  2  1  5 </p> <p><b>Group D</b> • 1.6L • Ford C-Max or Similar </p>	<p>5  2  1  5 </p> <p><b>Group E</b> • 1.6L • Hyundai i30 or Similar </p>	<p>5  2  2  5 </p> <p><b>Group F</b> • 2.0L • Opel Insignia or Similar </p>
<p>5  2  2  5 </p> <p><b>Group I</b> • 2.0L • BMW 3 Series or Similar </p>	<p>5  2  2  5 </p> <p><b>Group I6</b> • 1.9L • BMW 320d or Similar </p>	<p>5  2  2  5 </p> <p><b>Group K</b> • 2.1L • Mercedes E220 CDI or Similar </p>
<p>5  1  5 </p> <p><b>Group M</b> • 1.8L • Mercedes B180 or Similar </p>	<p>4  1  2  3 </p> <p><b>Group O</b> • 1.6L • Mini One or Similar </p>	<p>5  2  1  4 </p> <p><b>Group W</b> • 1.5L • BMW 1 Series or Similar </p>

## 4WD/Minivan/SUVs/Wagons

<p>7  2  2  5 </p> <p><b>Group J</b> • 1.8L • Ssangyong Rodius or Similar </p>	<p>7  2  2  5 </p> <p><b>Group J6</b> • 1.8L • Ssangyong Rodius or Similar </p>	<p>9  3  2  5 </p> <p><b>Group Z</b> • 2.0L • Peugeot Export or Similar </p>
<p>5  2  2  5 </p> <p><b>Group D6</b> • 1.8L • Peugeot 3008 or Similar </p>	<p>7  2  2  5 </p> <p><b>Group H</b> • 1.6L • Kia Ceed SW or Similar </p>	

To see the rest of the Spain Fleet Collection, visit [hertz.com](http://hertz.com)

## Country: SPAIN

### Useful Information For Travellers

Minimum Driver's Age	25 years old for all car groups except luxury and Hertz Prestige collection.
Young Driver's surcharge	15 euros per day, maximum charge 200 euros per rental. Young driver's surcharge applies for 23 - 24 years old (retail and tour rates), or 21 - 24 years old (contract rates only).
VAT/ GST	18%
Currency	Euro
Driving Licence	Valid National Licence which has been held for at least 1 year and International Driving Permit (IDP).
Passport Information	Valid International Passport (in roman alphabet) will be required at the rental counter as proof of identity.
Driving Restrictions	Customers may only drive into the following countries: Andorra, Austria, Belgium, Denmark, Finland, France, Germany, Gibraltar, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Portugal, San Marino, Sweden, United Kingdom and Switzerland. Vehicles can be dropped off at these countries as long as they have a Hertz location.
Fuel Information	If the customer does not return the car with a full fuel tank, he/she will be charged a refuelling service charge of 15 euros in addition to the cost of the fuel.

### Hertz Services

Services	
NeverLost	Available at major cities. Fees applicable. One-way rental return within Spain will incur an extra 50 euros. One-way rental return to participating NeverLost location in France, Germany, Italy, United Kingdom, Belgium, Luxembourg, Spain and Switzerland will incur an extra 100 euros.
Infant Seat	Maximum weight 10 kg (0 - 6 months). Fees apply.
Child Seat	10 kg - 22 kg (6 months - 3 years old). Fees apply.
Booster Seat	22 kg - 36 kg (3 - 7 years old). Fees apply.
Skierized Equipment	Snow chains and ski racks are available (on request with 48 hours advance notice) from the following cities: Barcelona, Granada, Lerida and Reus. Snow chains only available in Bilbao. Fees apply.
Insurance	
Collision Damage Waiver (CDW)	Included in affordable rates. Reduces driver's financial responsibility for damage to the Hertz vehicle. Excess applies.
Theft Protection (TP)	Included in affordable rates. Reduces driver's financial responsibility to the Hertz vehicle due to theft, attempted theft or vandalism. Excess applies.
Super Cover (SUP)	Optional. Supplement to CDW and TP to reduce the excess to zero.
Personal Insurance (PI)	Optional. Covers driver, passengers and driver's personal effects. Terms and conditions may apply.

# Switzerland Fleet Guide

All Hertz Cars are fully equipped with air-conditioning/warmer. All vehicles are subjected to availability and may be substituted with a similar model in the same class at time of rental.

Fleet and vehicle specifications are subjected to change without notice.

Passengers 
 Luggage 
 Small Luggage 
 Door 
 Automatic 
 Manual

## Cars/Sedans

  <b>Group A • 1.0L • VW Up or Similar</b> 	  <b>Group B • 1.2L • Ford Fiesta or Similar</b> 	  <b>Group C • 1.6L • Alfa Romeo Giulietta or Similar</b> 
  <b>Group D • 1.6L • Toyota Verso or Similar</b> 	  <b>Group H • 2.0L • BMW 3 Series or Similar</b> 	  <b>Group K • 2.0L • Toyota Avensis or Similar</b> 
  <b>Group R • 2.0L • VW Golf VII or Similar</b> 	  <b>Group V • 1.6L • Volvo V40 or Similar</b> 	  <b>Group S • 2.2L • Mercedes E-Class or Similar</b> 
  <b>Group U • 2.0L • Volvo C30 or Similar</b> 	  <b>Group W • 2.0L • Ford Focus Diesel SW or Similar</b> 	

To see the rest of the Switzerland Fleet Collection, visit [hertz.com](http://hertz.com)

## 4WD/Minivan/SUVs



**Group F** • 2.0L • Citroen C8 or Similar



**Group L** • 2.0L • Mercedes Benz Vito or Similar



**Group Q** • 2.0L • Ford Kuga or Similar



**Group I** • 2.0L • Volvo XC60 or Similar



## Wagons



**Group J** • 2.0L • Ford Focus SW or Similar



**Group E** • 2.0L • Hyundai i30 SW or Similar



**Group O** • 2.0L • Citroen DS5 or Similar



**Group M** • 2.0L • Ford Mondeo SW or Similar



**Group N** • 2.0L • Volvo V70 Diesel or Similar



**Group X** • 2.0L • Volvo XC70 D5 AWD or Similar



## Country: SWITZERLAND

### Useful Information For Travellers

Minimum Driver's Age	25 years old for all car types including Hertz Prestige Collection.
Young Driver's Surcharge	19 - 24 years old with surcharges apply.
VAT/ GST	8%
Currency	Swiss Franc - CHF
Driving Licence	Valid National Licence, which has been held for at least 1 year and written in English. International Driving Permit (IDP) highly recommended for Non-European Union Renters.
Driving Restrictions	May not drive into following countries : Albaina, Algeria, Bosnia-Herzegovina, Bulgaria, C.I.S, Cyrus, Egypt ,Estonia, Greece, Iceland ,Israel, Kazakhstan, Latvia, Lithuania, Macedonia, Middle East, Morocco, Romania, Russia, Serbia & Montenegro, Tunisia Turkey.

### Hertz Services

#### Services

NeverLost	Available at major rental locations with various languages. Fees apply. Additional intercity fees apply if return at different location. After hours & Delivery/Collections are not allowed.
Infant Seat	From birth to 9 months or up to 13 kg. Fees apply.
Child Seat	From 9 months to 4 years or 15 - 22 kg. Fees apply.
Booster Seat	From 4 to 12 years or 15 - 36 kg. Fees apply. Children above 150 cm are not required to be in a car seat.
Ski Racks & Chains	Available on all car groups except L, some Prestige cars. Snow board racks on request only. Fees apply. Winterised equipment includes snow tyres, snow chains & ice scraper from Nov 15 to Mar 31.

#### Insurance

Collision Damage Waiver (CDW)	An optional insurance which, if accepted, reduces the renter's responsibility for damage to the Hertz vehicle other than by theft or vandalism. Excess applies.
Theft Protection (TP)	An optional service which, if accepted, relieves the renter from all financial responsibility for loss or damage to the Hertz vehicle (including parts and accessories) by or following theft, attempt or vandalism. Excess applies.
Super Cover (SUP)	If you have opted for OR if your car rental rate includes Collision Damage Waiver (CDW) and Theft Protection (TP), you may also wish to purchase an additional protection "Super Cover" to waive your already limited liability in case of damage to, or theft of the Hertz vehicle, its parts and accessories, including those losses resulting from collision, vandalism, theft or attempted theft, provided the vehicle is used in accordance with the terms and conditions of the rental agreement. Super Cover does not cover lost/broken keys, contamination of fuel and NeverLost navigational units.
Personal Insurance (PI)	Covers renter, passengers and personal effects. Detailed terms and conditions available at the rental counter. Excess applies.

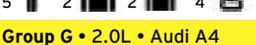
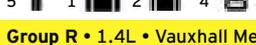
# UK Fleet Guide

All Hertz Cars are fully equipped with air-conditioning/warmer. All vehicles are subjected to availability and may be substituted with a similar model in the same class at time of rental.

Fleet and vehicle specifications are subjected to change without notice.

 Passengers
  Luggage
  Small Luggage
  Door
  Automatic
  Manual

## Cars/Sedans

  <b>Group A • 1.1L • Kia Picanto or Similar</b> 	  <b>Group B • 1.2L • Vauxhall Corsa or Similar</b> 	  <b>Group C • 1.6L • Ford Focus or Similar</b> 
  <b>Group D • 1.6L • Skoda Octavia or Similar</b> 	  <b>Group E • 1.6L • Kia Cee'd or Similar</b> 	  <b>Group F • 1.6L • VW Jetta or Similar</b> 
  <b>Group G • 2.0L • Audi A4 or Similar</b> 	  <b>Group H • 2.2L • Mercedes E-Class or Similar</b> 	  <b>Group R • 1.4L • Vauxhall Meriva or Similar</b> 
  <b>Group X • 2.0L • Ford Mondeo or Similar</b> 	  <b>Group S • 1.4L • Ford Fiesta or Similar</b> 	

To see the rest of the United Kingdom Fleet Collection, visit [hertz.com](http://hertz.com)

### 4WD/Minivan/SUVs



**Group W** • 2.0L • Nissan X-Trail or Similar



**Group T** • 2.0L • Ford S-Max or Similar



**Group K4** • 1.6L • Transit - UK Gov Contract or Similar



**Group L4** • 1.6L • Transit - UK Gov Contract or Similar



**Group M4** • 1.6L • Transit - UK Gov Contract or Similar



**Group M3** • 1.6L • VW Caravelle or Similar



**Group T3** • 2.0L • VW Caravelle or Similar



**Group Z6** • 1.6L • Land Rover Discovery or Similar



### Wagons



**Group Z** • 1.6L • Kia Cee'd SW or Similar



**Group I** • 2.0L • VW Passat Estate or Similar



**Group J** • 2.0L • Audi A4 Avant or Similar



## Country: UK

### Useful Information For Travellers

Minimum Driver's Age	Minimum age 25 years for all car groups except Hertz Prestige collection. Minimum age 30 years for Hertz Prestige collection.
VAT	20%
Currency	Great British Pounds
Young Driver's Surcharge	23 - 24 years old on Car Group A, B & C only. Fees apply.
Right/Left Side drive	Left
Driving Licence	Valid National Licence, which has been held for at least 1 year and written in English. International Driving Permit (IDP) highly recommended for Non-European Union renters.
Additional Driver	Allowed up to the maximum number of passenger in the vehicle. Fee applies.
Driving Restrictions	It is possible for one way rentals and roundtrip rentals to the Continent Europe and Ireland. Additional driving aboard fees apply.  Customers are allowed to take cars from the mainland UK to Scottish islands. One way travels though are not permitted. The cars have to be returned to the mainland.
Congestion Charge	Transport for London (TFL) applies a Levy (Congestion Charge) of GBP10 +VAT per day for driving in central London, Mon - Fri : 7am - 6pm excluding public holidays. Hired cars are not exempt from the congestion charge and it is the responsibility of all customers, including visitors from overseas, Not Hertz, to register the vehicle the customer is driving on a central database and to pay the charge each day customer travels within the charging zone. For rentals starting at Hertz locations (Russell Square & St Pancras station, inside the zone, Hertz will pay for the 1st day charge and bill it in the rental agreement. Extra days are the customer's responsibility.  Full details including charges and Maps can be found on the TFL Congestion Charging Website at <a href="http://www.cclondon.com">www.cclondon.com</a> .

### Hertz Services

Services	
NeverLost	Available at major rental locations with various languages. Fees apply. Additional intercity fees apply if car is returned at different location.
Infant Seat	From birth to 12 - 15 months. Fees apply.
Child Seat	From 9 months to 6 years or 9 - 36 kg. Fees apply.
Booster Seat	From 6 - 11 years old or 15 - 36 kg. Fees apply.
Insurance	
Collision damage waiver (CDW)	An optional insurance which, if accepted, reduces the renter's responsibility for damage to the Hertz vehicle other than by theft or vandalism. Excess applies.
Theft Protection (TP)	An optional service which, if accepted, relieves the renter from all financial responsibility for loss or damage to the Hertz vehicle (including parts and accessories) by or following theft, attempt or vandalism. Excess applies.
Super Cover (SUP)	If you have opted for OR if your car rental rate includes Collision Damage Waiver (CDW) and Theft Protection (TP), you may also wish to purchase an additional protection "Super Cover" to waive your already limited liability in case of damage to, or theft of the Hertz vehicle, its parts and accessories, including those losses resulting from collision, vandalism, theft or attempted theft, provided the vehicle is used in accordance with the terms and conditions of the rental agreement. Super Cover does not cover lost/broken keys, contamination of fuel and NeverLost Navigational units.
Personal Insurance (PI)	Covers renter, passengers and personal effects. Detailed terms and conditions available at the rental counter. Excess applies.

# USA Fleet Guide

All Hertz Cars are fully equipped with air-conditioning/warmer. All vehicles are subjected to availability and may be substituted with a similar model in the same class at time of rental.

Fleet and vehicle specifications are subjected to change without notice.

Passengers 
 Luggage 
 Small Luggage 
 Door 
 Automatic 
 Manual

## Cars/Sedans

<p>5  1  1  4 </p> <p><b>Group B</b> • 1.4L • Chevrolet Aveo or Similar </p>	<p>5  2  3  4 </p> <p><b>Group F</b> • 2.2L • Chevrolet Malibu or Similar </p>	<p>4  2  4 </p> <p><b>Group A</b> • 1.3L • Kia Rio or Similar </p>
<p>5  2  1  4 </p> <p><b>Group C</b> • 1.8L • Toyota Corolla or Similar </p>	<p>5  1  1  4 </p> <p><b>Group I</b> • 1.0L • Ford Focus or Similar </p>	<p>5  2  1  2 </p> <p><b>Group D</b> • 2.5L • Nissan Altima or Similar </p>
<p>5  2  2  4 </p> <p><b>Group G</b> • 3.0L • Nissan Maxima or Similar </p>	<p>5  2  2  4 </p> <p><b>Group F6</b> • 3.0L • Toyota Camry or Nissan Altima or Similar </p>	<p>5  3  2  4 </p> <p><b>Group I</b> • 2.5L • Chrysler 300 or Similar </p>

## 4WD/Minivan/SUVs

<p>5  3  2  4 </p> <p><b>Group L</b> • 3.6L • Chevrolet Equinox or Similar </p>	<p>8  2  2  4 </p> <p><b>Group T</b> • 5.3L • Chevrolet Tahoe or Similar </p>	<p>7  2  2  4 </p> <p><b>Group L4</b> • 3.6L • Chevy Traverse or Similar </p>
<p>7  3  2  4 </p> <p><b>Group R</b> • 3.6L • Dodge Grand Caravan or Similar </p>	<p>12  3  2  4 </p> <p><b>Group M</b> • 5.4L • Ford Super Clubwagon or Similar </p>	<p>8  3  3  4 </p> <p><b>Group T6</b> • 5.3L • GMC Yukon XL or Similar </p>
<p>5  2  2  5 </p> <p><b>Group Q4</b> • 2.4L • Toyota RAV4 or Similar </p>		

USA

To see the rest of the USA Fleet Collection, visit [hertz.com](http://hertz.com)

## Country: USA

### Useful Information For Travellers

Minimum Driver's Age	The minimum age for a Hertz rental is 20 yrs of age with an age differential.
VAT/GST	Varies depending on States.
Currency	USD
Driving into Canada	Must have a valid driver's license and rental record. Some states may require Hertz Certificate of Liability Protection/Vehicle Damage - either a letter issued at the counter or a sticker (on the car or in the glove box). Check the renting city for any exceptions.
Driving Licence	A valid country or state driver's licence MUST be presented. The renter might also present an International Driving Permit (IDP). The IDP is not acceptable without the country license.
Right/Left Side Drive	Left
Additional Driver	Maximum 4 additional drivers allowed. Fees applies and varies depending on States.
PlatePass/EZ Toll	Hertz, in conjunction with American Traffic Solutions, has registered all Hertz vehicles in the PlatePass Electronic Toll Payment Service. This allows our customers the convenience of utilizing the high speed, cashless toll lanes without incurring any toll road fines or penalties. With the exception of the E-Z Pass toll roads, PlatePass is available to all Hertz & ADVANTAGE rental car customers without the use of a transponder in the vehicle. To use the E-Z Pass toll system in the Mid-Atlantic & Northeastern U.S., the vehicle MUST have the 'EZShield' transponder device in the vehicle.

### Hertz Services

#### Services

NeverLost	"NeverLost" is an on-board navigational system. It is a route guidance system that provides turn-by-turn driving directions. Available on selected car groups and fees applies.
Satellite Radio	Sirius XM Satellite Radio is the premier satellite radio broadcaster - digital, uninterrupted, commercial free, entertainment - broadcast from satellites so there is no signal loss as our renters travel around the country.
Infant Seat	Always rear facing installation. For infants weighing 5 through 20 pounds, length 26 inches or less. Fees apply.
Child seat	Front or rear facing installation. For children weighing 20 through 40 pounds, length 40 inches or less. Fees apply.
Booster Seat	Weighing between 40 - 100 pounds up to 35 - 54 inches tall. Fees applies.

#### Insurance

Loss Damage Waiver (LDW)	A waiver which relieves the customer of any responsibility for the loss of or damage to the rental car resulting from any cause provided the car is used in accordance with the terms & conditions of the Rental Agreement.
Liability Insurance Supplement (LIS)	Liability Insurance Supplement which increases the limits of liability protection.
Personal Accident Insurance (PAI) & Personal Effect Coverage (PEC)	Personal Accident Insurance is optional coverage for any accident involving death or bodily injury during the rental period for the renter and passengers. Personal Effects Coverage is optional insurance for the loss of or damage to personal effects of the renter and immediate family traveling with the renter & residing with the renter. PEC applies for personal effects only and not to car equipment.

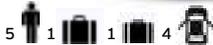
# Australia Fleet Guide

All Hertz Cars are fully equipped with air-conditioning/warmer. All vehicles are subjected to availability and may be substituted with a similar model in the same class at time of rental.

Fleet and vehicle specifications are subjected to change without notice.

Passengers 
 Luggage 
 Small Luggage 
 Door 
 Automatic 
 Manual

## Cars/Sedans

  <b>Group A • 1.3L • Toyota Yaris or Similar</b> 	  <b>Group H • 1.8L • Toyota Corolla Compact or Similar</b> 	  <b>Group B • 1.8L • Toyota Corolla or Similar</b> 
  <b>Group S • 2.4L • Hyundai Elantra or Similar</b> 	  <b>Group C • 1.8L • Toyota Corolla or Similar</b> 	  <b>Group D • 2.4L • Toyota Camry or Similar</b> 
  <b>Group P • 3.5L • Holden SV6 or Similar</b> 		

## 4WD/Minivan/SUVs/Wagons

  <b>Group E • 3.5L • Ford Territory or Similar</b> 	  <b>Group M • 2.8L • Toyota Hiace or Similar</b> 	  <b>Group T • 2.4L • Kia Grand Carnival or Similar</b> 
  <b>Group V • 2.0L • Toyota RAV4 or Similar</b> 	  <b>Group R • 3.0L • Toyota Prado or Similar</b> 	  <b>Group H • 4.0L • Nissan Dualis or Similar</b> 
  <b>Group E • 4.0L • Toyota Kluger or Similar</b> 		

Australia

To see the rest of the Australia Fleet Collection, visit [hertz.com](http://hertz.com)

## Country: AUSTRALIA

### Useful Information For Travellers

Minimum Driver's Age	Minimum 21 years old on selected car groups. All other car groups minimum age 25 years old. Drivers over the age of 75 years must drive regularly and requires letter from his doctor to state client is in good health for the last 12 months.
Young Driver Surcharge	Applies to renters aged 21 - 24 years old.
VAT/GST	10%
Currency	Australia Dollars (AUD)
Right/Left Side Drive	Left
Additional Drivers	Other persons wishing to drive must produce their licence in the presence of the renter at any Hertz office at any time during the rental, and sign a separate 'ADDITIONAL DRIVER' form to be attached to the rental agreement. Fees apply.
Driving Licence	Drivers must have held a valid drivers licence from country of residence (in English) for at least one year. If not in English, a valid licence accompanied with an International licence is required.
Toll Services	Hertz currently have toll roads in NSW, Victoria and Queensland. When on the road, a rental e-PASS will be activated and a one off start-up fee is applied by Roam Express to the customer, after which tolls and a video matching fee is charged. The rental e-PASS is valid for the term of the rental agreement. Each time a customer rents with Hertz and uses a toll road, an e-Pass will be created when they agree to these terms and conditions. Fees applies.
Street Directory	Street Directory is available for rent with a fee.
Driving Restriction	Due to extremely bad road conditions in the Mount Isa region, conventional vehicles are not allowed to travel to mining sites out of Mount Isa city. 4-wheel drive vehicles are available for this type of travel and also to tourist areas that are off sealed roads. Fraser Island, Queensland is deemed a 'Full responsibility' destination. Fraser Island is only accessible by 4 Wheel Drive. Vehicles are not permitted to travel to Magnetic Island.
Kangaroo Island Restriction	Vehicles may be taken on the ferry to Kangaroo Island. Vehicles rented from Kangaroo Island cannot be driven off the island. Collision Damage Waiver (CDW) is included on all rentals. Subject to an Accident Damages Excess (ADE). No vehicles are to be driven onto beaches, bush tracks or paddocks/fields. An Additional Single Vehicle Accident (SVA) excess applies when rented from Kangaroo Island.
Alpine Rentals	Alpine resort or any other area where snow chains are required unless Snow cover accepted. Snow cover removes Full Responsibility Uses and limits liability to Accident Damages Excess. Only selected car groups are allowed to be driven to the Alpine area from Hertz Corporate locations, and selected car Groups from Licensee Locations are permitted to drive to any area where a reasonable person would use snow chains. These are regarded as "Full Responsibility" areas. Snow Option is available at Corporate & Licensee locations with an additional fee. This provides Collision Damage Waiver cover above the snow line. Damage caused to the Hertz vehicle as a result of fitting snow chains and/or ski racks is the renter's responsibility.
Driving restrictions in Tasmania	Cars cannot be driven into or out of Tasmania. The following roads are prohibited from use: The unsealed roads connecting Smithton and Zeehan: (a) On the west coast, any further south than the Arthur River township; and (b) Inland any further south than where the Kanunnah Bridge crosses the Arthur River The back roads between Oxford and Copping on the south east coast. The Ben Lomond Road above the bottom of Jacob's Ladder.

### Hertz Services

#### Services

NeverLost	Available for all car groups. Portable unit provides full touch screen functionality. Provides safety camera alerts. Available in various language including English, Traditional Arabic and Chinese. Fees Apply. One way rental fees apply for different city return.
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Infant Seat	Available to children weighing up to 9 kg/19.8LBS (Generally from birth to 6 months). Fees apply.
Child Seat	Available to children weighing 8 - 18 kg/17.6LBS - 39.6LBS (Generally 6 months - 2 years). Fees apply.
Booster Seat	Available to children weighing up to 25 kg/55LBS (Generally 2 - 8 years). Fees apply.

\*A maximum of 2 childseats or 1 seat and a booster can be fitted to any vehicle.

#### Insurance

Accident Damage Excess (ADE)	Rates includes Damage Cover for the Hertz vehicle and Third Party Property and is subject to an Accident Damages Excess (ADE) of A\$3300. An additional excess of A\$2200 will apply for Single Vehicle Accident (SVA) damage. Tasmania has a non-waivable A\$9900 excess on unseal roads.
Accident Excess Reduction (AER)	Reduce Accident Damage Excess to a lower amount. Fees vary depending on car group. Single Vehicle Accident (SVA) still applies.
Maximum Coverage (MAX)	Reduces Accident Damage Excess (ADE) and Single Vehicle Accident (SVA) excess to ZERO. Provides Tyre and Windscreen coverage. Fees vary depending on car group.
Theft (TP)	Customer is liable for full or reduced excess should the vehicle be stolen. If an optional service is accepted then a reduced excess applies subject to terms and conditions.

# New Zealand Fleet Guide

All Hertz Cars are fully equipped with air-conditioning/warmer. All vehicles are subjected to availability and may be substituted with a similar model in the same class at time of rental.

Fleet and vehicle specifications are subjected to change without notice.

 Passengers
  Luggage
  Small Luggage
  Door
  Automatic
  Manual

## Cars/Sedans



5  1  1  5 

**Group B • 1.2L • Holden Barina or Similar**



5  2  1  4 

**Group D • 1.6L • Mazda 3 or Similar**



5  2  1  4 

**Group C • 1.6L • Toyota Corolla or Similar**



5  2  2  4 

**Group E • 2.2L • Toyota Camry or Similar**



5  3  2  4 

**Group F • 4.0L • Ford Falcon or Similar**



## 4WD/Minivan/SUVs



5  2  2  5 

**Group J • 2.4L • Toyota RAV4 or Similar**



8  2  2  5 

**Group K • 2.4L • Toyota Previa or Similar**



7  2  2  5 

**Group M • 3.0L • Toyota Prado GX or Similar**



12  2  2  4 

**Group X • 3.5L • Toyota Hiace or Similar**



## Wagons



5  4  2  5 

**Group H • 3.5L • Ford Territory or Similar**



To see the rest of the New Zealand Fleet Collection, visit [hertz.com](http://hertz.com)

## Country: NEW ZEALAND

### Useful Information For Travellers

Minimum Driver's Age	Minimum 21 years old on most car groups. Minimum 25 years old on large SUV. No maximum age.
VAT/GST	15%
Currency	New Zealand Dollars
Driving Licence	Valid full license from country of residence and have held for more than 1 year. If the license is not in English, the renter will be required to present an International Driving Permit together with their national license. NZ law requires the driver to carry their licence at all time.
Driving Restriction	Vehicles are not permitted to travel inter-island. Vehicles are insured on all existing formed public roadways with the exclusions of (but not limited to) skippers road Macetown access road, Tasman Valley road and 90 mile beach.
Multi-island	Multi-island involves a new hire and vehicle on each island. <ul style="list-style-type: none"><li>- Cross between the islands is available via ferry or flight</li><li>- Minimum 3 Full days on the first sector</li><li>- The second part of the multi-island must be collected within 5 hours of the first returning in order to be eligible for multi-island rental</li><li>- MPVs and Large SUVs not available for multi-island rentals</li><li>- Crossover dates is required between islands. If flyting, then the drop off and pickup airport locations will be required as well</li><li>- Vehicles are not permitted on any of the ferry services</li><li>- An additional Ferry/Airport terminal fees will be charged for second rental</li></ul>
Toll Service	There is only one toll road in NZ, located North of Auckland between Silverdale and Puhoi, called the northern gateway toll road. <ul style="list-style-type: none"><li>- Charges apply each time the road is used</li><li>- It can be paid by cash at either one of the payment points. One located at the north end and the other at the south end of the toll road</li><li>- It can also be paid by credit card by calling 0800 40 20 20 (Free Phone call within NZ)</li></ul> <p>If the toll is not paid within 3days of using the road, an infringement notice will be issued to Hertz. Hertz will supply the name &amp; address of the renter to the Toll Road Authority. Hertz will charge the renter an administration fee + GST for this process.</p>
Smoking in the car	Hertz NZ is 100% smoke free in our entire fleet. A cleaning fee of up to NZ\$250 may apply if vehicle is returned smelling of smoke.

### Hertz Services

Services	
NEVERLOST	Portable units. Not permitted to cross between the islands. A different unit will be provided for each segment for multi-island reservation. Additional fees will be charged for different island return. Rental Fees apply.
Infant seat	Approved by NZ Safety Standards for ages 6 months - 4 years. Infant seats are use in the rear seats of the vehicles only. Seats are usually installed prior to renter's arrival, but it is the renters' responsibility to check installation. Fees Apply.
Child seat	Approved by NZ Safety Standards for ages birth - 6 months. Child seats are use in the rear seats of the vehicles only. Seats are usually installed prior to renter's arrival, but it is the renters' responsibility to check installation. Rear seats have 3 shoulder belts. Legally in NZ, child seats do not have to be bolted. Hertz offer both bolted and seats held by seat belts. Fees Apply.
Booster seat	Approved by NZ Safety Standards for ages 5 years - 7 years. Booster seats are use in the rear seats of the vehicles only. Seats are usually installed prior to renter's arrival, but it is the renters' responsibility to check installation. Fees Apply.
Snow Chain & Ski/ Snowboard Racks	Available on request basis. Fees apply.
NZ Law requires all children under 5 years be restrained by an approved child restraint.	

## Insurance

Accident Damage Excess (ADE)	Rates includes Loss Damage Waiver, which provides cover for Accident Damage to Hertz vehicles and 3rd party property. In the event of any damage, an accident Damage Excess (ADE) will apply. Excess amount varies depending on vehicle size.
Accident Excess Reduction (AER)	Reduce Accident Damage Excess (ADE) to zero. Fees varies depending only vehicle size reserved.
Personal Accident Insurance (PAI)	Max Coverage available for either death, loss of limb(s), sight or permanent quadriplegia/ paraplegis for the authorise driver and or passengers. The maximum amount payable for a passenger shall be 10% of the compensation and the balance payable to the authorised driver. Does not apply to renter aged 80 years old and above. Fees apply.
Personal Effect Coverage (PEC)	Available in conjunction with PAI. Covers loss of or damage to baggage & personal items. Coverage amount varies. Fees Apply.
Package (PKG)	Includes Accident Excess Reduction (AER), Personal Accident Insurance (PAI) and Personal Effect Coverage (PEC) . Fees vary depending only vehicle size reserve.

# Asia Fleet Guide

All Hertz Cars are fully equipped with air-conditioning/warmer. All vehicles are subjected to availability and may be substituted with a similar model in the same class at time of rental.

Fleet and vehicle specifications are subjected to change without notice.

Passengers 
 Luggage 
 Small Luggage 
 Door 
 Automatic 
 Manual



5 1 1 4

1.5L • Honda City or Similar



4 2 4

1.5L • Nissan Almera or Similar



5 1 2 4

2.0L • Ford Focus or Similar



5 2 2 4

2.4L • Toyota Camry or Similar



5 1 2 4

2.5L • BMW 520i or Similar



5 2 2 4

5.0L • BMW 750 or Similar



7 2 2 4

5.0L • Hyundai Grand Starex or Similar



7 2 2 4

2.7L • Toyota Fortuner or Similar



5 2 2 5

2.5L • Nissan X-Trail or Similar



12 4 2 5

2.5L • Toyota Communter or Similar



# Travel Agent Guide

Thank you for booking  
**Hertz!**

