

HERTZ URP TERMS

BASICS

DEFINITIONS

We have agreed a collaboration with Uber where we will supply Hertz vehicles to eligible Uber drivers who wish to rent a vehicle to use when providing Uber trips. This collaboration is called the “Uber Rental Programme” or “URP”.

The terms and conditions set out in this document are the **Hertz URP Terms**. These Hertz URP Terms are split into three sections and govern your application to join the URP with Hertz (“Application Terms”), your reservation of any vehicle (“Reservation Terms”) and your rental of any vehicle (“Rental Terms”). When applying to join the URP with Hertz and making a provisional booking we will ask you to accept these Hertz URP Terms.

The [Country Specific Terms](#) are local variations and additions to the Rental Terms. The Country Specific Terms for the location where you are collecting the vehicle will apply to your rental.

The **Rental Agreement** is the document you sign either when you pick up the vehicle (generally headed “Rental Agreement” or “Rental Record”) or when you enter into a new Rental Period for the same vehicle. The Rental Agreement will be signed digitally by you via the Hertz App. It includes a summary of your rental (e.g. length, services taken and an estimate of charges to be paid) and a QR code and link which directs you to the full Hertz URP Terms with the applicable Country Specific Terms.

When we refer to the Rental Agreement, we mean:

1. the signed document;
2. the Hertz URP Terms; and
3. the applicable Country Specific Terms.

By signing/accepting the Rental Agreement, you indicate that the summary details are correct as well as your acceptance of these terms, particularly that we may take payment from the credit/debit card you have provided us with for any charges incurred during your Rental Period without further authorisation from you. The Rental Agreement begins at the agreed start of your Rental Period or the date when accepted/signed, whichever is earlier.

The Rental Agreement is made with the Hertz company or franchisee named on it and all references to “Hertz”, “we”, “us” and “our” are to that company.

All references to “the vehicle” in these Hertz URP Terms are to the vehicle we supply to you for your rental, including any replacements supplied by us following any mechanical or operational issue, plus all parts and accessories belonging to the vehicle. In the event that our third party supplier provides a replacement vehicle to you following any damage, accident or theft, you may be required to sign a separate rental agreement with that third party and, if so, those terms will apply in respect of that replacement vehicle in addition to the Rental Agreement.

RESPONSIBILITY

We are responsible to you for providing the vehicle in good overall and operating condition and for replacing the vehicle in the event of mechanical breakdown. Our responsibility covers death or

personal injury resulting from our acts or omissions. It does not extend to other losses arising from your rental unless they are a direct and foreseeable result of our negligence or breach of the Rental Agreement. In this case our responsibility to you will not cover loss of profits or loss of opportunity.

You must care for, use and return the vehicle in accordance with the Rental Agreement.

Please read the Rental Agreement carefully to understand your obligations in full.

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

DISPUTES

We aim to resolve all disputes amicably. For contact details and information about any available independent dispute resolution services, please [click here](#).

If we are unable to resolve a dispute, the law of the country where you applied to join the URP will apply, or the law of the country where you signed the Rental Agreement, if different. Any part of the Rental Agreement which is held to be illegal or unenforceable under applicable law shall be considered to have been deleted, leaving the remainder in full force and effect.

PRIVACY

When you apply to join the URP, reserve a vehicle and rent with us, you consent to us processing your personal information in accordance with our URP Privacy Policy. Please [click here](#) to see our Privacy Policy or [here](#) for a summary.

We are not responsible for and have no control over how vehicle manufacturers process your personal data during your operation of the vehicle. To know how vehicle manufacturers collect and use your personal data including telematic data, please see the privacy policy maintained by each vehicle manufacturer on its official websites. ([Tesla](#), [Polestar](#), [Lynk&Co](#), [Stellantis](#), [Renault](#), [Kia](#), [Maxus](#), [Hyundai](#), [BMW](#), [Mercedes](#), [VW](#), etc. These links are provided for reference only, we do not guarantee the accuracy of their content or URLs utilised.)

APPLICATION TERMS

If you are an Uber driver you will be shown the Hertz Offer in the Uber Vehicle Marketplace and can search through the list of available vehicles, dates and locations. You can select a vehicle to suit your needs and make a reservation and submit your application information, as specified in the application and reservation process.

In order to be accepted to the Hertz URP you must meet the Eligibility Criteria specified in the Hertz Offer on the Uber Vehicle Marketplace at the time of the application. We will use a trusted third party provider to check you against certain additional criteria to ensure that you fit within our insurance and risk margins. They will also:

1. verify the “selfie” which provide against your driving licence;

2. run a check on your credit or debit card to check that the credit card details provided links to an active account. This may show as a debit of £0.50/€0.50 in your account;
3. run an address verification check;

By applying for the Hertz URP you understand that we will pass your personal information to our trusted third party supplier to perform these checks and inform us of the result.

If you **do not** meet our criteria we will notify you. Our decision is final.

If you **do** meet our criteria your reservation will be confirmed and you will receive a notification via the Hertz App. If there is no vehicle available to meet your needs then we will ask if you wish to be added to our waiting list and we will then let you know when vehicles become available.

RESERVATION TERMS

PRICING AND CHARGES

When your reservation is confirmed we will deduct the first week's Rental Rate from the credit/debit card provided during the application process.

Although we try to ensure that all prices quoted on the Uber Vehicle Marketplace and reservation platform are accurate, errors may sometimes occur. We will inform you as soon as possible if we discover an error in the price of your reservation and give you the opportunity to confirm your booking at the correct price or cancel. Our usual cancellation charges will **not** apply if you choose to cancel. If we are unable to contact you then we will treat your reservation as cancelled.

The estimated total weekly rental price shown is based on the available information at the time of the reservation. This does not include any additional fees or charges incurred during your rental, such as fines, tolls and late fees which are chargeable in addition. Please see [More Information... Charges](#) for more information.

CHOICE OF VEHICLE

IMPORTANT: You must ensure that you are comfortable with the capabilities and any limitations associated with the vehicle. It is your sole responsibility to ensure that it is appropriate for your needs.

RENTAL PERIOD

The Rental Period is the period of time you select during the reservation and booking process. The minimum Rental Period under the URP is one (1) week, starting on the scheduled pick up date. Where you book a Rental Period longer than 4 weeks then you will be required to sign a new Rental Agreement, via the Hertz App, for each new 4 week period you enter into. This does not affect the Rental Period booked. We will let you know if any of the terms of the Rental Agreement have changed before asking you to sign.

Before the end of your Rental Period we will contact you via the Hertz App to remind you that your Rental Period is coming to an end. It may be possible to renew the rental, subject to availability.

Please see the [Renewal](#) section in the Rental Terms for more information. We recommend that you consider renewing your rental in advance of the end of your Rental Period to increase your chances of the vehicle being available. Vehicles are allocated on a first come first serve basis.

CHANGES TO YOUR RESERVATION

If you want to make any changes to your reservation before the pick up date please contact us to see if we can accommodate these changes. We cannot guarantee that we will accept changes,

We are unable to accept changes to the renter or the pick up location. If you want to change these you will need to cancel the reservation and make a new reservation. If the renter is changing then they will have to apply for the URP.

We cannot add discount codes to your reservation and your reservation does not qualify for Hertz Gold Plus Rewards points even if you are a Gold member.

CANCELLATION AND NO SHOW

You may cancel your reservation any time **up to seven days before** the scheduled pick up time by contacting the Hertz location. No charges will be applied.

If you cancel your reservation after this time or you do not collect the vehicle at the scheduled pick up time or within 48 hours then we will charge the credit/debit card you used during the application process with the **No Show Fee** (please see [More Information... Charges](#)) which contributes towards our administration costs and compensates us for our inability to rent the vehicle when it was prepared and reserved for your use. Please note that this No Show Fee is higher than our standard short term rental No Show Fee due to the additional complexities of preparing and renting Private Hire Vehicles.

CHECKLIST

When you collect the vehicle you will need to provide a selfie through the Hertz App.

The name and details of the driver must be the same as the person who applied for the URP and made the reservation and the selfie needs to match. We will take the deposit referenced in the application process 24 hours before the scheduled pick up time (or earlier if you are collecting the vehicle sooner). See the [Deposit](#) section for more information.

RENTAL TERMS

PICK UP

CHARGES

We will bill the credit or debit card that you used to register for the URP on a weekly basis for the Rental Rate for the next week as well as any other charges you have incurred in the previous week, such as fines and tolls (please note that other charges may be billed separately from the Rental Rate).

If the payment does not complete for any reason we will attempt to contact you but we reserve the right to ground the vehicle remotely. This means you will not be able to operate the vehicle until we reinstate your access rights.

Please see [More Information... Charges](#) for an explanation of the main charges and potential additional charges that may arise from your rental. We will provide you with a final Statement of Charges when you return the vehicle at the end of your Rental Period.

Where your Rental Period is more than four weeks, we may change the Rental Rate or any other charges at any time by giving you at least four (4) weeks' prior notice. Any such change will take effect at the start of the next Rental Agreement (signed on a 4 week basis) after the notice period. If you do not agree to the change then you may refuse to sign a new Rental Agreement and return the vehicle at the end of the current 4 week period and Early Return charges will not apply. This section does not apply where the Rental Period is less than four weeks.

DEPOSIT

We will take a refundable deposit of the amount specified in the Hertz Offer and application process from your credit or debit card (this will be the one you provided during the application process) 24 hours before the scheduled collection time (or earlier if the scheduled pick up is sooner).

This deposit will be held until the vehicle is returned at the end of your Rental Period(s). Following the end of your Rental Period we will deduct any accrued charges and fees from this deposit and then will release the balance, if any. If the balance of accrued charges and fees exceeds the deposit amount, we will take payment from the payment card registered with your Hertz App account.

Please be aware that we release the deposit within 14 days of the closure of your Rental Agreement but it may take up to a further 30 days for the deposit to appear in your account due to banking processes.

VEHICLE

Condition: We will provide a summary of any pre-existing damage in the Hertz App at the start of your rental. It is important that you check the condition of the vehicle and compare its actual condition with the summary before leaving the location. Any differences must be reported in the Hertz App so that our records can be updated before you leave the location premises. Please [click here](#) to understand how we will process damage caused during your rental.

Care: You are responsible for looking after the vehicle and reducing the risk of breakdown and damage by complying with our Rental Restrictions (below). You must also make sure you check the tyres regularly.

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

IMPORTANT: You must not allow the battery charge to fall below 10% as this significantly impairs the battery life and may damage the battery. In the event that the vehicle suffers a breakdown as a result of low or flat battery then the Flat Battery Charge will apply.

It is your responsibility to drive and park the vehicle carefully and in accordance with local traffic regulations and in a manner appropriate to the road conditions at the time. You should not rely on any GPS device as they do not always show the current speed limit or road configuration for any area.

IMPORTANT: You are responsible for returning the vehicle in the condition we provided it in, subject to fair wear and tear. You will be responsible to us, to the extent allowed under applicable law, for any additional damage found on return unless an excess applies.

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

Battery Status: When you collect the vehicle we will try to ensure that it has a charge status of at least **95%**. The battery status will be recorded on your Rental Agreement.

RENTAL RESTRICTIONS

Use: The vehicle belongs to us and you may not sub-rent, transfer or sell it. You may not use the vehicle:

- Off road or on roads unsuitable for the vehicle (including racetracks).
- When it is overloaded with passengers and/ or baggage.
- To tow or push any vehicle, trailer or other object (without our express permission).
- To carry anything which may harm the vehicle (including explosive or combustible materials) or delay our ability to rent the vehicle again (e.g. because of its condition or smell).
- To take part in any race, rally or other contest.
- In restricted areas, including airport service roads and associated areas.
- In contravention of any traffic or other regulations.
- For any illegal purpose.

You are permitted to use the vehicle for your own reasonable leisure purposes during the Rental Period provided you comply with the Rental Restrictions above, the Rental Terms and, if applicable, the Private Hire Vehicle licences (vehicle and drivers). When driving the vehicle for leisure purposes you must not remove the PHV licence plates.

You may also use the vehicle as a private hire vehicle to carry passengers and goods. The primary use must be to carry passengers. You may not use the vehicle **only** to carry goods – for example you cannot only be an Uber Eats driver, you must also be authorised and perform passenger rides.

The [Country Specific Terms](#) may include additional Rental Restrictions which apply to the location where you are collecting and driving the vehicle.

Authorised drivers:

- Only the individual named on the Rental Agreement may drive the vehicle. We do not permit additional drivers.

- Authorised drivers may not drive if they are over-tired or under the influence of any substance that may impair their consciousness or ability to react, such as alcohol, drugs or certain medication.

Territory: You may drive the vehicle in the area permitted by Uber when providing rides to passengers or carrying goods. When using the vehicle for your own leisure purposes you may drive within the country of rental. At no time are you permitted to drive the vehicle abroad.

Locations: For the avoidance of any doubt, you are not permitted to use any Hertz rental location as a pick up/drop off point for your passengers when providing rides or as an idle or base location at any time.

Multiple rentals: You may only rent one vehicle under the URP at any one time. You may enter into a separate agreement with us for a Hertz vehicle which is not connected to Uber.

IMPORTANT: If you do not comply with these Rental Restrictions:

- You will be responsible for any damage, losses and expenses we suffer as a result.
- You may lose the benefit of breakdown products or insurance included in the rental rate.
- You may be required to pay additional charges.
- We may terminate the Rental Agreement and take the vehicle back at any time at your expense, and you will not be entitled to a refund for any unused portion of the rental rate charged and will be liable to pay the rental rate for the remainder of the Rental Period.

DURING YOUR RENTAL

REPORTING

During your rental, when requested by Hertz through the Hertz App, you must confirm the vehicle condition and provide photographs where required.

COOPERATION

Private Hire Vehicles may be required to undergo more frequent MOTs than other vehicles. We will notify you via the Hertz App when an MOT is required. You must book and attend the MOT and inspection appointment within the time period we specify at a MOT centre approved by Hertz. Hertz is responsible for paying for the MOT fee so please ensure you use an approved centre to facilitate this.

Private Hire Vehicles are also required to undergo periodic inspections. We will arrange this when it becomes due for the vehicle you have rented and will notify you via the Hertz App. If you are unable to attend the time or date arranged you must contact us in advance to rearrange the appointment. Hertz is responsible for paying for the inspection fee.

If you fail to make or miss any MOT or inspection appointment for any reason:

1. you will be liable to pay us the cost of reinspection/retest and any other fines, costs or expenses that we have to pay as a result of your failure; and
2. we may ground the vehicle meaning that you will not have access to the vehicle until we have reinstated your access rights.

We will not provide a replacement vehicle during any MOT or inspection period. If the vehicle fails the inspection or MOT this will be considered a breakdown and a replacement vehicle may be provided in accordance with the breakdown section below.

If the vehicle is supplied with a dashcam then we use the data derived from this in accordance with our [Privacy Policy](#). You are prohibited from removing any dashcam supplied by Hertz at any time or intentionally obscuring its cameras.

CHARGING

You are responsible for charging the vehicle during your Rental Period.

The following bullet points apply only where the vehicle is provided with a charging fob or card ("Charging Fob") or you have rented a Tesla.

- We have partnered with Shell Recharge to create an **approved network** of charging stations (each a **Network Charging Station**). We recommend that you use Network Charging Stations to charge the vehicle during your rental to remove the need for you to register with a charging provider and to streamline your charging experience. If the vehicle you have rented is a Tesla then Tesla Superchargers are also part of the approved network.
- When using a Network Charging Station with the Charging Fob or a Tesla Supercharger, you will not have to pay at that time, instead, for your convenience and at no extra cost, we will pass on the total cost of your use of Network Charging Stations/Tesla Supercharger when we bill you for the next Rental Rate or at the end of your rental period – this includes the electricity consumed and, where charged by the supplier, a per transaction fee.
- We may invoice you separately for the cost of your use of Network Charging Stations/Tesla Superchargers and charge the cost against your payment card without further authorisation from you. This charge may be applied several days after the Rental Period has ended.
- You can find more information about our Network Charging Stations [here](#). However, you can charge the vehicle at any public or private charging station at your sole discretion
- You will be responsible for returning the Charging Fob in the same condition at the end of your final Rental Period. This will be part of the checking process at the end of the rental. If you do not return the Charging Fob then **charges** will apply.
- The Charging Fob must only be used to charge the vehicle that you have rented. Hertz monitors use across the Network Charging Points. Any **misuse** of the Charging Fob is a breach of these Rental Terms and will result in you being liable for any costs incurred with the Charging Fob together with applicable Additional Usage Charges set out below.

If the vehicle is not provided with a Charging Fob, you have not rented a Tesla or you use any other third party charging station, you will be required to register with the provider/s of the charging

station/s you use, comply with their terms of service and pay the applicable recharging fees at the time of use.

We are not responsible or liable for any failures or delays in any third party networks or systems.

IMPORTANT: When using a public charging station, at the end of your charging session you must move the vehicle. If you do not then you may be subject to Idle Fees or a parking fine. If we receive these we will pass them on to you together with the Fines Administration Fee where applicable (see [More Information... Charges](#)).

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

IMPORTANT: It is your responsibility to ensure that the vehicle has sufficient remaining battery to complete your journey or get you to a charging station. A Flat Battery Charge will be applied where you run out of battery and have to call out breakdown (please see [More Information... Charges](#)).

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

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

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

Charging cables are to be used with care and attention and in accordance with user manuals. If you use a cable other than in a vehicle charging socket then you are responsible for any loss or damage caused.

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

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

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

If you **misuse or damage** a charging station we may receive a fine or a claim for damages. If this happens we will pass that fine or damages on to you together with an administration fee (see [More Information... Charges](#) below).

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

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

MILEAGE

Your rental is subject to a maximum number of miles included in the Rental Rate. If you exceed this mileage then additional fees will apply. See the [More Information... Charges](#). We will calculate the mileage at the end of your final Rental Period on a pro rated basis and will deduct this from your deposit and/or charge your payment card for any applicable excess mileage charge.

FINES, TOLLS AND OTHER CHARGES

You are responsible for all fines, road tolls, congestion charges and other similar charges (including parking fines or charges) incurred in relation to the vehicle during your rental. Some of these will be sent to us for payment, which we will pay and recover from you by way of reimbursement. Alternatively, we may be required to provide your details to the relevant authority or other third party, who will contact you directly. Where we pass your details to a third party this will be in accordance with our [Privacy Policy](#).

IMPORTANT: In addition to any fine or charge you incur, we may also apply an Administration Fee to contribute towards the time and costs we incur in dealing with these matters.

BREAKDOWN

Assistance: If you experience any problem with the vehicle due to mechanical failure you should first use the chat function in the Hertz App. If additional support is needed you should call Breakdown Assistance (please see the [Country Specific Terms](#) for contact details or check your Rental Agreement) and they will arrange help. Where the breakdown is your fault (including, but not limited to running out of battery charge, lost or locked-in keys) you will be responsible to us for any breakdown call out costs that we incur and the Flat Battery Charge may be applied where relevant. Please note that you must not allow anyone to service or repair the vehicle without our permission.

ACCIDENTS

If you have an accident (which, in this Agreement, includes damage due to fire and flooding) you agree to co-operate with us and our insurers in any investigation or subsequent legal proceedings.

You must also take the following steps:

1. Always:
 - a. Inform us **immediately** using the accident reporting number or webform in the Hertz App;
 - b. Complete a European Accident Statement (you will find these or a similar document in the glove compartment of the vehicle) and **immediately** send a copy to the rental location (the email address is on the Rental Agreement);
 - c. Check the [Country Specific Terms](#) for any additional requirements and variations that apply in that location; and
 - d. Do not admit fault.
2. Also, if anyone is injured:
 - a. Report the accident to the local police;
 - b. Take a note of the names and addresses of everyone involved, including witnesses.
3. Also, if the vehicle is not driveable contact Accident Assistance ([click here](#) for contact details).

DAMAGE AND THEFT

Damage: In the event of any damage to the vehicle during your Rental Period which is not the result of a road traffic accident, you must notify us immediately via the Hertz App and include photographs of damage. Please see [More Information... Damage](#) for more information on related charges.

Theft: If the vehicle is stolen, you must:

Immediately:

1. inform the local police;
2. call Accident Assistance; and
3. report the theft via the Hertz App

As soon as you can, you must also:

4. complete the Theft Report at the renting location.

We will check that you have taken appropriate care by locking the vehicle via the Hertz App. You must provide a copy and/or reference of the police report.

Security: You are responsible for the security of the vehicle and should try to minimise the risk of theft or vandalism by parking in a safe place. Always remove valuable items from sight and make sure the vehicle is locked. You must also comply with our return instructions (see the [Return](#) section below).

Responsibility: If the vehicle is lost, stolen or damaged during your rental, you are responsible for all losses we suffer and costs we incur, up to the amount of the applicable excess stated on your Rental Agreement per incident, unless the loss or damage is directly due to us or we have been reimbursed by a third party or their insurers. If you are in breach of the Rental Agreement this may invalidate the insurance protection. Then you are liable up to the full replacement value of the vehicle plus all costs we incur, unless the loss or damage is directly due to us or we have been reimbursed by a third party or their insurers.

IMPORTANT: Your liability to us may include (amongst others):

- Cost of repairs
- Replacement cost of missing or damaged accessories or parts
- Loss of rental income
- Towing and storage charges
- Loss in value of the vehicle and/or
- An administration charge to recover our costs for dealing with these issues and any related claim.

Insurance: Your Rental Rate automatically includes certain insurance. This will depend on the rental location. Please see the [Country Specific Terms](#) for more information.

Third party insurance: If you have purchased excess waiver insurance or similar from a third party to cover your liability to us for the excess under our insurance cover, you will remain liable to us for any amount due up to the excess and must seek reimbursement from your insurer.

IMPORTANT: To the extent allowed under applicable law, the insurance included in your rental rate will be void if you breach the Rental Agreement, or if the loss or damage is caused intentionally.

PASSENGERS AND GOODS

When using the vehicle to provide rides to passengers or goods, you are responsible for ensuring their safety and security. Any passenger complaints relating to rides are your responsibility and we have no liability towards your customers in connection with your service.

REPLACEMENT

If the vehicle suffers a mechanical or operation issue that means it is potentially unsafe or unreliable then, unless the issue is due to your error, intentional or grossly negligent act or omission, then you can return the vehicle to the location notified by us and we will provide a replacement vehicle as soon as reasonably practicable. We will try to provide an equivalent vehicle or offer a suitable alternative (i.e. a vehicle of either a lower tier at a reduced Rental Rate or a higher tier at an increased Rental Rate). We will ensure that it may be used for private vehicle hire trips.

You may reject the proposed replacement vehicle in which case we shall terminate the Rental Agreement and you will be liable to pay for the Rental Rate up to the date of notification of mechanical/operational issue plus other accrued charges only. You will not have to pay for the remainder of the Rental Period.

If you require a replacement vehicle because of your error, intentional or grossly negligent act or omission then we cannot guarantee that we will provide a replacement vehicle. If we are unable or unwilling, then the Rental Agreement will be terminated but you will be liable to pay the Rental Rate and other accrued charges for the remainder of the Rental Period. If we do agree to supply a replacement vehicle then we reserve the right to apply an additional service fee in connection with preparing another suitable vehicle for you and we cannot guarantee that it will be the same make or model as the original vehicle.

Following an accident or damage to the vehicle (fault or non fault) or its theft, our insurers will assess the need for a replacement vehicle and provide one where appropriate. Please see the [Country Specific Terms](#) for more details.

SOFTWARE UPDATES

The vehicle may contain an onboard computer which periodically suggests software updates/upgrades. If a software update/upgrade notification is received during your Rental Period you should promptly accept the update/upgrade. We accept not responsibility or liability for any failure or delay to accept any update.

You must ensure that you accept updates/upgrades only when you have sufficient time to fully complete the update/upgrade. The vehicle may not be operational during the update/upgrade process and we accept no responsibility or liability for and loss of use or interruption of service caused by accepting any update. Some vehicles require a WIFI connection for this and you are responsible for any associated cost.

RENEWAL

The minimum Rental Period for a renewal under the URP is one (1) week *, starting the end of the existing Rental Period. *In exceptional circumstances we reserve the right to agree to a shorter renewal Rental Period.

Before the end of your current Rental Period we will contact you via the Hertz App to remind you that your rental is coming to an end.

Subject to availability, if you wish to renew then you will need to digitally sign a new Rental Agreement via the Hertz App and will enter a new Rental Period (one week minimum duration*). You will not need to go through the application process again but we will repeat the validation against the Eligibility Criteria. We will make it clear if any of the terms have changed before to complete the new Rental Agreement. We reserve the right to refuse to renew your rental at our discretion.

Where we have agreed a renewal, you will not need to return the vehicle to us, unless otherwise notified by us, but will keep the same vehicle for the new Rental Period. If we do request that you return the vehicle and exchange it for a different vehicle for the new Rental Period, you must cooperate with us and return it by the time and date stated. We will provide an equivalent vehicle unless we agree a different make or model with you.

We will retain your deposit until the vehicle is returned at the end of the final Rental Period.

If the renewal is not processed at least one week before the end of your current Rental Period we cannot guarantee availability of the vehicle or a suitable substitute.

If you renew your Rental Agreement whilst you are in a replacement vehicle (provided because the rental vehicle was involved in an accident) you will remain in that replacement vehicle until your entitlement to that replacement vehicle ends, after which point you will return to a Hertz rental vehicle. You will not be entitled to receive a vehicle from Hertz whilst you are entitled to a replacement vehicle. Please see [here](#) for more information about replacement vehicles.

RETURN

If a renewal is not agreed then you must return the vehicle at the end of the Rental Period by the time stated on the Rental Agreement. We shall deduct any outstanding sums owed by you from the deposit and shall then return the balance, if any, to you within 14 days from the end of the final Rental Period. If the deposit is not sufficient to cover the accrued charges and fees owed by you we will take payment from your payment card. We will provide you with a breakdown of all of the fees and charges.

RETURN PROCEDURE

Requirements: You need to return the vehicle to the return location and by the time stated on your Rental Agreement, or as otherwise agreed with us, otherwise additional charges may apply.

Vehicles may only be returned during the opening hours of the location

IMPORTANT: If you return the vehicle out of hours you will remain fully responsible for the vehicle, including any damage, until we are able to locate it during opening hours. The Rental Rate will be calculated up to the time when the location reopens.

VARIATIONS

Change to time or location: If you want to make changes you should contact us via the Hertz App see if we can accommodate any change. Any amendment is at our discretion and may involve additional charges. You cannot return the vehicle to a different location.

Early return: Your Rental Period is the period agreed in the Rental Agreement (a minimum of 1 week). If your Rental Period is more than four weeks then you can terminate the Rental Agreement for convenience by giving us four weeks' notice and will be liable to pay the Rental Rates and other applicable fees and charges accrued during this time. In addition, if you were offered a discounted Rental Rate for booking a long Rental Period, you will lose the benefit of that discount if you return the vehicle before the agreed Rental Period and the Rental Rate payable will be increased to the non-discounted rate for each of the on-rent weeks plus the four weeks' notice period. If your Rental Period is less than four weeks then early return does not apply and you will keep the vehicle and be liable for the Rental Rate and other charges for the entire Rental Period.

Late return: If you return the vehicle late we will charge you an Additional Rental Days charge for each 24 hour period entered into after the scheduled return time.

To help you, we typically allow a short 'grace period' to return the vehicle without being charged an extra day. Please [click here](#) or ask at the rental location for details.

We may also apply a Late Return Charge towards costs we incur if you return the vehicle other than at the agreed time. For details, please see [More Information... Charges](#).

In the event that you have not returned the vehicle on time and we have been unable to contact you or received an unsatisfactory response, we also reserve the right to ground the vehicle (meaning you cannot access and use it) and recover it.

Termination by Us: We may terminate the Rental Agreement with immediate effect if you are in breach of any of the terms of the Rental Agreement. Alternatively, where your Rental Period is more than four weeks, we may terminate the Rental Agreement for convenience at any time by giving you not less than four weeks' notice. You will be required to return the Vehicle at the end of the notice period and will only be charged the Rental Rates and other accrued fees and charges up to the time of return. We cannot terminate your Rental Agreement for convenience if your Rental Period is less than four weeks.

BATTERY STATUS

We will record the vehicle's battery status before you collect the vehicle and measure it again on your return. The outgoing battery status will be recorded on the Rental Agreement.

We ask you to return the vehicle with at least the same level of charge or 95% (whichever is lower). If you return the vehicle with a level of charge lower than this then we will recharge the vehicle for you. **Recharging Fees** will apply and may be added to your invoice or billed separately. Please see [More Information... Charges](#) below. If the battery is less than 20% then, in addition to the Recharging Fees, we will also charge a Service Fee to contribute to the cost of increased staffing and turnaround times.

If the vehicle is returned with a **critically low battery** and cannot therefore be unlocked we will charge you for the costs involved in gaining access to the vehicle and any damage caused to the vehicle as a result of this.

CHARGES

Notification: We will check the vehicle on your return and add any additional charges arising from your use of the vehicle, such as vehicle condition/damage/missing accessories or parts, Additional Rental Days and early/ late return charges, to your invoice. Please [click here](#) for a detailed list of potential charges.

IMPORTANT: Some charges can't be finally determined on return, such as for major or hidden damage or any fines we later receive relating to your rental. We will charge you for these and will notify you of these amounts, by email using the address we hold for you.

Invoice and payment: We will provide an invoice or Statement of Charges after the vehicle is returned by email.

Deposit: We will release any balance of the deposit we hold for you within 14 days after the final Rental Agreement is closed. Please see the [Deposit](#) section for more information.

Interest: If we are unable to collect the charges from you we will contact you to request payment. Where payment is not made when due we may charge you the applicable statutory commercial interest on the outstanding charges.

IMPORTANT: As agreed in the Rental Agreement, we may take any charges owed by you from the credit or debit card provided during the application process, without any further authorisation from you.

[More information... CHARGES](#)

(A) YOUR ESTIMATE OF CHARGES (SEE YOUR RENTAL AGREEMENT)

Your Rental Agreement provides an estimate of the charges applicable to your rental. These charges may typically include the following:

COMPULSORY CHARGES	
Rental Rate	The rental rate is shown as a per week amount, includes insurance as specified in the Country Specific Terms and Breakdown and Accident Assistance, tax and fair wear and tear.
Excess Mileage	The Rental Rate includes the mileage allowance stated on the Rental Agreement. If you exceed this allowance an additional per mile (UK) or kilometre (Europe) fee will be charged at the rate stated on the Rental Agreement.
TOTAL	
Estimated Rental Charges	Your total estimated charges at the start of the rental including tax. Charges are 'estimated' because they exclude any other charges you may incur through your use of the vehicle during your rental.

(B) POTENTIAL ADDITIONAL CHARGES

You may incur additional charges as a result of your use of the vehicle or other incidents that occur during the rental. These include the following:

CHARGING	
Network Charging Station usage	When you use a Network Charging Station using the Charging Fob provided with the vehicle or a Tesla Supercharger, we will pass on the total cost of this use – this includes the electricity consumed and, where charged by the supplier, a per transaction fee. This means you do not have to pay for charging the vehicle when you plug it in to a Network Charging Station/Tesla Supercharger, we'll charge you in line with your billing cycle. If you use other third party charging stations you'll have to register and pay for electricity charges at the point of use.
Recharging Fee/Service Fee	We will record the vehicle's battery status before you collect the vehicle and measure it again on your return. We ask you to return the vehicle with at least the same level of charge or 95% (whichever is lower). If you return the vehicle with a level of charge lower than this then we will recharge the vehicle for you. We will pass on the cost of electricity to you plus a reasonable service charge ("Recharging Fee"). If the battery status is below 20% on return an additional Service Fee will apply in addition to the Recharging Fee because this increases our turn around times and involves staff time. Service Fee = +€25 (inc VAT)/sterling equivalent

Charging Fob	If the Charging Fob is lost or damaged (other than fair wear and tear) then you will be charged €20 (or sterling equivalent) (inc VAT) so that we can replace it.																														
Additional Usage Costs	If the Charging Fob is misused (whether with or without your authority) then you are responsible and liable for any loss or damage caused to the charging station used and any fines or charges that we incur will be passed on to you, plus the Damage/Fines Administration Fee .																														
Charging station fines/damage	If you cause any damage to a charging station we will pass on any fine or other charge that we receive. This may be a significant amount depending on the amount/type of damage caused. You will be responsible for the entire amount. We will also charge the Damage Administration Fee for dealing with this.																														
Idle Fees/Charging station parking Fines	If you are using a public charging station and you do not move the vehicle when the charging session has ended then you may prevent others from charging their vehicles. You may be liable for an Idle Fee or other parking fine. The amount of fee or fine will be shown at the charging station or in its terms and conditions and/or on the vehicle's onboard display. We will pass this on to you and may also charge the Fines Administration Fee. Please be aware of parking regulations (as is normal practice) at any site you visit. Separate parking fees may apply.																														
VEHICLE CONDITION																															
Damage/Loss Charges	If the vehicle is stolen, lost or damaged you are liable for each incident up to the full value of the vehicle or the excess amount (unless you have breached the Rental Agreement in which case you are liable to the full reinstatement amount)																														
Missing Accessories/parts Charges	Apply if any parts or accessories are not returned with the vehicle or are damaged and need to be replaced.																														
Charging cable replacement charge	If a cable is lost or damaged (other than fair wear and tear) you will be charged the replacement cost. Replacement cost depends on cable type and location: <table><tr><th>COUNTRY</th><th>Mode 2 Cable (EV-to-Domestic)(inc VAT)</th><th>Mode 3 Cable (EV-to-Charging Station) (inc VAT)</th></tr><tr><td>UK</td><td>£432</td><td>£432</td></tr><tr><td>FR</td><td>500€</td><td>500€</td></tr><tr><td>DE</td><td>560€</td><td>360€</td></tr><tr><td>NL</td><td>400€</td><td>400€</td></tr><tr><td>BE</td><td>400€</td><td>400€</td></tr><tr><td>Lux</td><td>400€</td><td>400€</td></tr><tr><td>IT</td><td>530€</td><td>390€</td></tr><tr><td>ES</td><td>450€</td><td>450€</td></tr><tr><td>Other</td><td colspan="2">400€ unless otherwise stated in Country Specific Terms.</td></tr></table>	COUNTRY	Mode 2 Cable (EV-to-Domestic)(inc VAT)	Mode 3 Cable (EV-to-Charging Station) (inc VAT)	UK	£432	£432	FR	500€	500€	DE	560€	360€	NL	400€	400€	BE	400€	400€	Lux	400€	400€	IT	530€	390€	ES	450€	450€	Other	400€ unless otherwise stated in Country Specific Terms.	
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Other	400€ unless otherwise stated in Country Specific Terms.																														

Damage Administration Charge	Fixed charge to recover our costs for dealing with damage caused to the vehicle.
Extra Cleaning Charge	Applies if you return the vehicle needing more than our standard cleaning to make it ready for its next rental.
Smoking Charge	Smoking is prohibited in all vehicles. This covers our costs of preparing the vehicle for the next rental.
VEHICLE USE	
Flat Battery Charge	If the vehicle breaks down or cannot be accessed as a result of a low level of battery then we will arrange recovery of the vehicle and a service charge will apply for this.
Local Road and Toll Charges	You are responsible for paying all local road and toll charges applicable to your rental.
Traffic Fines and Penalties	You are responsible for paying the full penalty for any parking fine or charge, traffic fine or other penalty you incur during your rental.
Fines Administration Charge	Standard charge to recover our costs of dealing with any road charge, parking fine or charge, traffic fine or other penalty you incur during your rental.
OTHER	
Cancellation/No Show Fee	50% of weekly Rental Rate where cancellation is between 2 and 6 days before scheduled pick up time/agreed renewal date. 100% of weekly Rental Rate where cancellation is 48 hours or less before scheduled pick up time/agreed renewal date. Where a vehicle is not collected within 48 hours of scheduled pick up time or an agreed renewal is cancelled the booking/renewal will be cancelled. No refund for the first week's Rental Rates will be given.
Early Return charge	If your Rental Period is more than four weeks, you must give four week's advance notice if you wish to return the vehicle before the end of the agreed Rental Period for any reason (other than <u>our</u> breach of the Rental Agreement) you will be charged the Rental Rate for the four week notice period (even if you return the vehicle before the notice period expires) plus any other accrued charges and fees. If you were offered a discounted Rental Rate for a longer Rental Period, you will lose the benefit of this discount if you return the vehicle before the agreed Rental Period and the Rental Rate will be increased to the non-discounted rate for the on-rent weeks plus the notice period. If your Rental Period is less than four weeks then early return does not apply and you will keep the vehicle and be liable for the Rental Rate and other charges for the entire Rental Period.

Additional Rental Days	You may be charged an extra day's rental for the vehicle for each 24 hour period entered into following the return time at the rate of one 7 th of your weekly Rental Rate, although you are allowed a 'grace period' of 29 minutes to return the vehicle after the agreed return time before we will apply this charge.
Late Return Charge	In addition to charging Additional Rental Days for late return, we reserve the right to make a Late Return Charge to compensate us in part for the costs we incur in finding an alternative vehicle to satisfy our next booking for your vehicle plus our administration costs in contacting you to return the vehicle.
Debt Recovery	In the event that you do not pay any amounts when due we will pass on the costs of recovering these amounts from you.
All charges are calculated in accordance with our current URP rates and subject to final calculation at the end of the rental.	

More information... **DAMAGE**

Your responsibility for damage to the vehicle is set out at the [Damage and Theft section](#) of these Rental Terms. This section covers how we assess and charge for damage and how we deal with any disputes relating to damage assessed.

CHECKING THE VEHICLE

We will provide a summary of any pre-existing damage on the Hertz App at the start of the rental. Please check to make sure it is correct before you leave the rental location. We will also inspect the vehicle following your return and record any new damage (excluding fair wear and tear) and will report that to you.

Fair wear and tear

This means "ordinary wear due to reasonable use" and includes minor scratches and chips, small dents and normal wear on tyre treads and wiper blades as set out in the [Country Specific Terms](#).

When you return the vehicle, you will be asked to provide photographs of the vehicle to evidence any new damage. We will verify the vehicle condition and any damage that you report and will contact you with supporting evidence and charge you for any unbilled damage.

Hidden damage

Some damage will not be apparent on post-rental inspection, such as damage caused to inaccessible parts of the vehicle (e.g. the electric motor, battery or clutch) or hidden by adverse light or weather conditions. If we find any such damage we will charge you for this and will notify you using the email address we hold on record for you, with evidence.

DAMAGE ASSESSMENT AND CHARGING

Your rental rate includes insurance with an excess so we will charge you for the damage up to the value of the excess that applies unless the insurance has been invalidated.

There are two common scenarios for damage assessment and charging:

i. Damage covered in our matrix

We aim to deal with damage in a quick and practical way by using our damage repair matrix. This contains the average cost of repairing the most common and minor damage based on the costs of body repair shops for parts and labour. The damage matrix is audited by impartial third party auditors on an annual basis.

Where possible we will charge for the damage in line with our matrix. We will email you explaining the details of the damage charges, including pictures, and applicable admin fee, after return.

ii. Damage not covered in our matrix

We will refer your case to our damage assessor for evaluation. We aim to complete this assessment within 20 days. However, it can take up to 90 days if a third party or the police are involved. We will email you listing the damage, including the pictures, following return and charge you separately for these amounts, plus any applicable admin fee.

Notification and evidence

We will provide evidence of any damage charge we make, which should include (i) the Rental Agreement number, date and return location, (ii) a damage appraisal from a repair body shop and/or the invoice for the repairs, and (iii) any Accident Report Form, photographs of the damage in situ and of the odometer.

DISPUTES

1. If you dispute a damage charge we will send full information, including any arguments and supporting evidence you provide, to our Collections Department, who will re-evaluate the case. If they agree with you a revised charge will be invoiced and where payment has been taken you will be refunded in whole or in part. If they do not agree, they will proceed to collect the sum invoiced.
2. If you are not satisfied with our assessment, you can contact our Customer Services Department, who will review the matter in full, refunding you as appropriate if they disagree with any charge made. Customer Services aim to deal with all customer contacts within 14 days.
3. If we are still unable to resolve the matter to your satisfaction we will refer you, where possible, to an independent adjudicator, whose decision will be binding on us. For full details and contact information, please [click here](#).

More information... PRIVACY SUMMARY

We need to collect and store personal information about you to provide the services you request.

When you rent with us, you consent to us processing your personal information in accordance with our Privacy Policy.

The key points about our use of personal information are set out below. For full details see our [Privacy Policy](#).

OPERATIONAL USES

We use your personal information for our legitimate interests, including statistical analysis, credit control and protection of our assets. This may include disclosing your personal information to insurers and other organisations to assist in recovery procedures and counter fraudulent claims and for operational communications via email, Hertz App notifications and SMS.

As you have been referred to us by Uber we may share your personal information with Uber in relation to your eligibility to take part in the URP.

We track the location of certain vehicles via GPS technology for security reasons and may retain such information as necessary for those purposes.

MARKETING USES

We will only use your personal information for marketing purposes with your consent and where you have been given the opportunity to decline. You can unsubscribe at any time by clicking the unsubscribe link in any email or by emailing euprivacy@hertz.com.

ACCESS TO YOUR PERSONAL DATA

You have the right to access, correct and/or request deletion of the personal information we hold about you – see our [Privacy Policy](#) for details.

More information... CONTACTS

If you need to discuss any aspect of your rental or, ultimately, are not happy with your rental experience, you have the following options:

ASK US...	INDEPENDENT ADVICE
DURING YOUR RENTAL If you have any questions or problems during your rental (e.g. to change the return time or date) you should use the Livechat function in the Hertz App.	If your issue concerns the UK or a European country, you can seek online dispute resolution (ODR) through http://ec.europa.eu/odr or contact the European Consumer Centres Network (www.ECC-Net) to get more information about your rights.

If you have an accident or breakdown you should contact the relevant assistance number ([click here](#)).

You are, of course, free to continue to seek redress through any other means, such as through the courts, if you remain unsatisfied.

AFTER YOUR RENTAL

If you disagree with any charges on your return, or have a complaint relating to your rental experience, you should use the Livechat function in the Hertz App to resolve any issues.

Country Specific Terms – London

PART A: This section applies to rentals in LONDON

Private Vehicle Hire (PHV)

PVH Vehicle Licence - We will arrange the PVH Vehicle Licence for the vehicle we rent to you (this is included in the Rental Rate) and will prepare the vehicle in accordance with the licensing requirements. You must not remove the PVH plates, stickers or other TFL documentation at any time. You are also prohibited from affixing any advertising materials to the vehicle.

PVH Drivers Licence - You must hold a valid Private Vehicle Hire Drivers Licence for the duration of your Rental Period and must comply with its terms. If you breach the terms of, lose or do not renew your PVH Drivers Licence when due during your Rental Period you must notify us immediately and the Rental Agreement will be terminated. This will amount to a breach of the Rental Agreement and Early Return charges will apply.

Each year the vehicle will need to undergo a relicensing inspection by TFL. We will notify you of when this needs to be arranged and you must ensure that you attend this inspection with TFL otherwise we reserve the right to ground the vehicle. In the event that TFL require Hertz to take the vehicle for inspection you will be required to surrender the vehicle to us by the time stated by us and we will provide a replacement vehicle for your use whilst the vehicle is being inspected.

Working hours legislation

When using the vehicle in the course of your trade of business you are responsible for ensuring that you comply with legislation relating to working hours. Hertz accepts no responsibility or liability in connection with this legislation by virtue of the rental of the vehicle to you.

PART B: This section applies to all rentals in the UK

Travel Restrictions

You may only drive the Vehicle in the UK – whether for business or leisure purposes.

When using the vehicle for Uber rides you may only use the vehicle in the territory allocated to you by Uber.

If you do not comply with these driving restrictions your Rental Agreement will be invalid and you will lose the benefit of all insurance and breakdown coverage. You will also be responsible to us for any additional costs we may incur as a result of your breach of the Rental Agreement and driving abroad. If we have to recover the vehicle you will be charged £1,980 to recover the costs generated by the repatriation of the vehicle.

Insurance

We provide insurance to cover the principal risks you incur when driving the vehicle. This is included in your rate.

Key benefits, limitations and exclusions for these products are summarised below:

What is included:

- ✓ Comprehensive cover for Hire & Reward: covers the vehicle for damage caused by accident, fire, theft and vandalism and for any injury and damage you cause to a third party (person including passengers and/or their property).
- ✓ Use for Social, Domestic and Pleasure and for the carriage of passengers or goods (including food and parcel delivery) for private hire as permitted under the conditions of the licence issued by the relevant local authority as displayed on the insured vehicle.
- ✓ Public Liability: includes £10m Public Liability cover.
- ✓ Excesses:
 - Own Damage: £1,000
 - Windscreen Replace: £120
- ✓ Replacement vehicle in the event of a fault (up to 21 calendar days) or non-fault accident

What is not covered:

- ✗ Licence: you will not be covered if you drive without a licence or not in accordance with your licence.
- ✗ Hire and Reward: you will not be covered to carry fare paying passengers if you do not have a private hire licence.
- ✗ Intentional or reckless damage or gross negligence: you will not be covered for damage or injuries caused intentionally or through reckless or grossly negligent actions or omissions.
- ✗ Unauthorised use: you will not be covered if your vehicle is taken without your consent by any member of your family or partner, or anyone living in your home or known to you. You are also not covered for loss or damage to the vehicle if you leave fare paying passengers alone in your vehicle.
- ✗ Goods and belongings: you are not covered for any goods or samples carried in relation to business. You are also not covered for any loss or damage to your own or any third-parties belongings if the loss or damage is not caused by an accident, fire or theft.

Full coverage and exclusions can be found in the Policy Document.

Replacement vehicles

Following an accident or damage to the vehicle (fault or non fault) or its theft, our insurers will assess the need for a replacement vehicle and provide one where appropriate.

Non Fault Incidents: If you are unable to use the vehicle because of an accident caused by a third party and you are entitled to a replacement vehicle ("Replacement Hire Car"):

1. Hertz will **not** supply you with a replacement vehicle;
2. the Replacement Hire Car will be provided by our insurance partner;
3. Your use of the Replacement Hire Car will be subject to the terms of a separate agreement with the provider;
4. the Rental Agreement will be suspended during the period of your use of the Replacement Hire Car except that the Rental Period term period will continue to count down and you will remain liable to Hertz for the Rental Rates and other charges such as use of the Hertz charging fob;
5. Once you cease to be entitled to a Replacement Hire Car Hertz will provide the original vehicle or a replacement for the remainder of the Rental Period, if any, and the terms of the Rental Agreement will apply to the use of that vehicle.

Fault Incident: If you are unable to use the vehicle as a result an accident or other incident which is your fault and you are entitled to a Replacement Hire Car:

1. Hertz will **not** supply you with a replacement vehicle;
2. the Replacement Hire Car will be provided by our insurance partner;
3. Your use of the Replacement Hire Car will be subject to the terms of a separate agreement with the provider and such use shall not exceed 21 calendar days;
4. the Rental Agreement will be suspended during the period of your use of the Replacement Hire Car except that you will remain liable to Hertz for the Rental Rates and other charges such as use of the Hertz charging fob;
5. If the vehicle is repaired within 21 calendar days of you commencing use of the Replacement Hire Car, your agreement to use the Replacement Hire Car will be terminated and Hertz will provide the repaired vehicle for your use for the remainder of your Rental Period in accordance with the Rental Agreement.
6. If the vehicle cannot be reasonably repaired within 21 calendar days of you commencing use of the Replacement Hire Car, at the end of that 21 day period the agreement to use the Replacement Hire Car and the Rental Agreement will each terminate. If you wish to enter into a new Rental Agreement with Hertz you will have to apply via the Uber Market Place.

In all cases, if a replacement vehicle is provided by our trusted third party you must upload the vehicle documentation (V5C, PHV licence and insurance document) to the Uber Platform.

24 hour Breakdown and Accident Assistance

If you **breakdown** call 01206 714715.

If you are involved in a road traffic **accident** call 020 8370 4999 where the vehicle is not driveable and requires recovery. You **must** report any accident via this number or the Hertz App.

Please note that you are responsible for an excess in the event of damage or theft.

Failure to report an incident may result in additional charges.

Damage

To maintain complete transparency we have listed below what is classified as damage which will be charged for when the vehicle is returned. Where a measurement is given below, any damage smaller than the measurement is considered to be fair wear and tear and will not be charged.

Vehicle bodywork:

- **Scratches and scuffs:** Greater than 10mm or less than 10mm if the bare metal is showing
- **Dents:** Diameter greater than 10mm

Glass: Any chips or cracks

Tyres: Any damage to the tyre, including damage to the sidewall of the type, punctures and where the vehicle has been driven on a flat tyre.

Vehicle interior:

- **Trim:** Any damage to the internal trim
- **Upholstery:** Any stains or burns to seats or carpets

Additional items:

- **Mirrors:** Any cracks to mirror or glasses
- **Light Clusters:** Any cracks to light clusters
- **Alloy Wheels:** Scratches greater than 10mm
- **Wheel Trims:** Any damage greater than 10mm
- **Parts:** Any broken or missing original equipment as noted
- **Light Clusters:** Any cracks to light clusters
- **Locks:** Any damage
- **Fuel contamination/running out of battery**
- Any damage that is caused intentionally or by gross negligence of you or an authorised driver.

Additional charges

- In addition to the charges arising from your Rental Agreement set out in "[More Information... CHARGES](#)", you will reimburse us for our reasonable administration and recovery costs which we may incur in collecting payment of outstanding charges, including the use of third parties and litigation.