



Coronavirus Q&A

The safety and wellbeing of our customers and employees is always our top priority.

We are closely monitoring the spread of the Coronavirus (COVID-19) and following the advice of government and health authorities to make sure we are taking the right actions to protect our customers, employees and the communities where we operate.

It is our mission to maintain the high standards for safety and cleanliness that customers expect of our brands. In addition to practicing preventative measures to reduce the spread of germs within our facilities, all our vehicles go through a rigorous, multi-step cleaning process for each rental. We remain vigilant in upholding these practices and will take additional precautions as recommended by the [Centres for Disease Control & Prevention \(CDC\)](#), [World Health Organization \(WHO\)](#) and local governments to minimize the risk to our customers and employees.

Are Hertz offering any concessions or waiving any fees for customers whose travel plans have changed due to concerns over the coronavirus?

During this time, we recognize that travellers may prefer renting a car because of the high degree of convenience and flexibility it offers.

What about prepaid reservations?

Customers who have made a reservation that is affected by travel restrictions in that region can cancel the reservation at any time or rebook to a later date, free of charge.

For those not in a travel restricted region, if the prepaid reservation was **booked prior to March 13, 2020**, we are offering flexibility to extend the pre-paid rental out to a fixed date. The customer must rebook within 12 months, and then will have an additional 12 months to pick up – this offers a total of 24 months to use the prepaid reservation without penalty.

Customers who wish to proceed with cancelling the prepaid reservation will incur the applicable fee.

As always, there is never a fee for cancelling within 24 hours of booking.

What about those booked with points?

Customers who booked prior to March 13, 2020 will be refunded the entirety of the points balance.

What happens if a customer self-isolates or is quarantined and cannot return the car?

If this happens, the customer should contact us and avoid contact with the car and the car keys for 12 hours. We will ask the customer to place the keys in a sealed envelope and we will arrange to pick up the vehicle from the customer's address after this time.

What happens if a customer finds themselves in a confinement area and cannot return the car?

The customer should avoid contact with the car and the car keys and contact us. We will arrange for the car to be picked up once the confinement has been lifted, or the customer can choose to return the vehicle to us at that stage.

What happens if you need to close a building or rental location?

We have robust business contingency plans in place to protect our business, customers and colleagues in the event of a location closure, including working from home or redistributing work to other locations. We will contact customers with information if any of these possibilities affect their rental.



Are you cleaning your cars any differently? Have any of our operational protocols changed?

We have a high standard for cleanliness and safety and are committed to upholding those standards with our rigorous, multi-step vehicle-cleaning process. Enhanced cleaning protocols have been put in place as a result of COVID-19. These protocols apply to our cars, customer areas and buses, and are based on current local health and government guidelines.

Additionally, we are advising our employees to take simple hygiene steps to help prevent the spread of the virus, including regular hand washing and the use of alcohol-based hand sanitizer, which we are providing at our locations.

We are also recommending that employees avoid handshakes or making any other welcoming gestures that require personal touch, and like always, they should not come to work if they feel unwell. They should stay at home and contact their local health provider. This is also the advice if they have recently been to a high-risk area or have been in contact with someone who has.