



Hertz Questions and Answers | COVID-19

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 the Australian Government to minimise the risk to our customers and employees.

Cancellations

Is Hertz offering a refund if customer's booking is affected by COVID-19?

Although a refund is not available for pre-paid bookings, important updates have been made due to the current climate and the need for flexibility in the marketplace. Customers with pre-paid rentals booked prior to March 13th can cancel their reservation for no fee and transfer their balance for use towards a future booking to be used within 24 months. Customers who have made a reservation that is affected by government travel restrictions can also cancel the reservation at any time or rebook to a later date, free of charge.

More information can be found here:

https://www.hertz.com/rentacar/misc/index.jsp?targetPage=travel_advisory.jsp

For non-pre-paid bookings:

Hertz allows customers to pay for rental at the time of pick-up. Should plans change, adjusting existing reservations is easy on Hertz.com or email ausres@hertz.com with no cancellation fees incurred.





Customers with COVID-19 and vehicles

Customer has contracted COVID-19 and must return the vehicle earlier than planned.

The customer should inform Hertz ASAP if they've tested positive for COVID-19 since renting a vehicle. In this event, Hertz follows specific measures in place to decontaminate the vehicle.

Hertz staff will advise customers of what to do when returning a vehicle.

If a customer has returned a prepaid vehicle earlier than planned, they will be refunded for the days not used. This will be processed via Customer Care, who can be contacted by ausres@hertz.com

If the customer has not pre-paid, they will only be charged for the days used.

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

Customers can extend their rental by managing their booking online. However, if the customer is self-isolating / quarantining and cannot return the vehicle, the customer should contact Hertz and all people should 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.

In situations like these, the customer should speak directly with Hertz to determine the next course of action.

Please note, the customer is responsible for the vehicle until it has been returned or retrieved. They should ensure it is parked in a safe environment and not violating road rules.

As per rental terms and conditions, failure to notify us about returning a vehicle will result in customers being charged the full amount and expenses incurred until the vehicle is returned.

What are the steps in place for decontaminating vehicles? / What happens if a customer with COVID-19 has used the vehicle?

In response to COVID-19, Hertz is thoroughly cleaning and sanitising vehicles after every rental.

If Hertz knows a customer with COVID-19 has used a vehicle, the following process for cleaning is observed to protect staff and customers. For this process, Hertz has utilised the expertise of Australian and state health organisations.

- The car is isolated and not moved or touched for 60+ hrs. Health authorities claim the virus will die within 1-8hrs subject to UV exposure
- Keys are secured and then sanitized before car is moved
- The car is recovered by Hertz staff wearing applicable protective equipment
- The car is then disinfected via a specialised clean
- The car is then put through a secondary clean and sanitisation process

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.





Cleaning and preventive measure

What measures do you have in place to prevent COVID-19?

It is the mission of Hertz to maintain high standards for safety and cleanliness that customers expect. 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 are remaining vigilant in upholding these practices and are taking additional precautions as recommended by the Centers for Disease Control & Prevention (CDC), World Health Organization (WHO) and the Australian / New Zealand Government to minimise the risk to our customers and employees.

We would advise all customers travelling to undertake their own information gathering and to consider their personal circumstances before deciding to travel.

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.

How is Hertz cleaning vehicles to protect customers and employees?

Vehicles are cleaned and now sanitised after every rental and Hertz has put in place extra cleaning measures for the protection of our customers and staff.

In addition to our standard cleaning service, we are disinfecting the following hard surfaces:

- Door handles (inside and out)
- Steering wheel
- Key area
- Handbrake
- Seat belt fittings/clips
- Entire console area
- Any hard surface areas previously cleaned will now be cleaned with disinfectant

Maintenance teams have also been trained in the new procedures and have also been instructed to sanitise and wash their hands before and after each service of our vehicles.

In addition to vehicles, Hertz is actively promoting to employees and customers the importance of good hand hygiene to minimise the spread of the disease.



Do we sanitise every vehicle?

Yes. In addition, 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, if we know for certain a vehicle was used by a driver/passenger confirmed positive for COVID-19, then a full decontamination occurs, and the vehicle is sanitised.

What extra precautions is Hertz taking to reduce the spread of COVID-19?

In addition to all staff observing good hygiene practises and following the recommendations of the government to minimise the spread, we've implemented stricter measures around cleaning vehicles and branches:

These include:

- The introduction of sanitising cleaning
- Locations are being sanitised regularly in customer pick up/return areas
- All locations carry hand sanitisers for staff and customers
- Counters are being cleaned regularly with wipes
- Disposable pens are being used to sign paperwork
- Safe distancing line markings have been put in place





Hertz and impact of COVID-19

Have any Hertz staff tested positive for COVID-19?

Currently, no Hertz staff have been infected or needed to go into self-isolation.

Has Hertz been directly or indirectly impacted by the COVID-19 outbreak to date?

There's a downturn in travel and Hertz is experiencing the impact of COVID-19. However, Hertz has business continuity procedures in place to protect the company's future.

Do you anticipate that you will be impacted by the outbreak and if you foresee any risks in being able to meet your contractual obligations?

All appropriate procedures are being undertaken for both our staff and customer safety. Hertz does not foresee any concerns around meeting its contractual obligations.

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.

Do you have an up-to-date pandemic plan?

Yes, Hertz does have a pandemic plan in place to help the business continue to operate and deliver its services during these turbulent times.

To what extent have you activated your pandemic plan?

- We have appointed a pandemic manager and business continuity team
- We have published Disease Control and Prevention collateral and communications to customers and employees such as "cover your cough", "wash your hands" etc.
- We have introduced social distancing measures
- We have communicated to stakeholders the measures we have in place
- We have ceased company international travel
- We have ceased external meetings
- Where possible, staff can work from home

Can you provide services in a pandemic situation?

Hertz will follow the directives of the Government regarding its services for the public. Depending on this, Hertz can continue to provide its services during a pandemic situation.

For background, Hertz monitors rental patterns to ensure customer demand is met. Considering this current scenario, we have bought in more vehicles to meet anticipated demand, even though these vehicles have not been required yet.





What is the current position on car hire demand and meeting this demand?

There is currently a downturn in travel and Hertz has vehicles available. We understand that the public may look to use rental vehicles more as they look for an alternative travel option to avoid public transport and crowds. Even in this scenario there is no shortage of vehicles and Hertz can meet high demands with our supply.

Furthermore, Hertz is deemed as an essential service and we also provide vehicles for Government and insurance companies.

How will Hertz manage fuel during a pandemic?

Hertz has a wholesale direct fuel supplier and does not purchase from the browser. Hertz will manage its fuel supply accordingly.





Ride sharing - Uber

Have you implemented any specific policies for rideshare rentals to address the challenges faced by the Coronavirus (e.g. additional vehicle cleaning procedures on hand-back?)

As has always been the case, Hertz has high standards for safety and cleanliness that customers expect. 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 are remaining vigilant in upholding these practices and are taking additional precautions as recommended by the [Centers for Disease Control & Prevention \(CDC\)](#), [World Health Organization \(WHO\)](#) and the Australian Government to minimise the risk to our customers and employees.

What would you do if a rental driver-partner was either diagnosed with the Coronavirus or had been forced into quarantine by a public health authority - would you allow them to return their vehicle without incurring exit fees if they haven't given the required notice or if they are still within the minimum term?

Hertz is not charging driver partners fees for returning a vehicle early, due to COVID-19.

In the event a rental driver-partner is diagnosed with Coronavirus, Hertz follows the same procedures as if a customer had contracted the virus.

This is as follows:

- The driver should contact Hertz, and all people should avoid contact with the car and the car keys for 12 hours. We will ask the driver to place the keys in a sealed envelope, and we will arrange to pick up/return of the vehicle after this time.
- In situations like these, the customer should speak directly with the location manager to determine the next course of action. Hertz will do its very best to ensure customer satisfaction, but the car does need to be isolated for 60 before Hertz comes in direct contact with it.
- Please note, the driver/customer is responsible for the vehicle until it has been returned or retrieved. They should ensure it is parked in a safe environment and not violating road rules.





For Flexi-Car

As a 'share' service, what measures do Hertz have in place to minimise the spread of COVID-19 amongst customers?

Considering the current COVID-19 situation, we can reassure you that in addition to our standard cleaning service, we are disinfecting the following hard surfaces in vehicles:

- Door handles (inside and out)
- Steering wheel
- Key area
- Handbrake
- Seat belt fittings/clips
- Entire console area
- Any hard surface areas previously cleaned will now be cleaned with disinfectant

As a sharing community, it is equally as important that members observe official advice on personal hand hygiene, measures to protect yourself and others. Australian Government guidelines on these measures, and the latest updates on the virus, are available here <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>.

