

## **HERTZ BUSINESS FIRST – TERMS AND CONDITIONS**

### **Regional Pricing**

Hertz Business First rates are divided into three price bands determined by the geographical location of the renting branch, we recognise that it is cheaper for us to offer car rental in certain parts of the country and in turn, we pass that saving onto you. All UK rates are subject to change without notice.

### **Transparent Charges**

Prices include Collision Damage Waiver and Theft Protection (where requested), location service charge (where applicable), vehicle licence fee, unlimited mileage and 24 hour breakdown cover. The only charges not included are for optional services and VAT.

### **Vehicle Licensing Fee**

A daily vehicle licensing fee is included in all Hertz Business First pricing. This charge normally applies to all groups and is charged on the first 21 days in every 28 day period.

### **Location Service Charge**

When renting through UK airports and selected city locations, a 13% location service charge is included in the Hertz Business First daily rates.

### **Taxes**

All pricing and charges are subject to VAT at the prevailing rate.

### **Rental Day**

The rental period runs for a minimum of one rental day (i.e. the 24 hour period starting from the time the rental agreement commences). The daily rates are based upon each 24 hour period or part thereof.

### **Grace Period**

In the event that a vehicle is returned late a grace period of 29 minutes will apply before charges for an additional day are incurred.

### **Roadside Assistance**

Included within the daily rate is 24 hour emergency roadside assistance and recovery in the UK. In the event of a call-out as a result of driver negligence a £45 +VAT service fee will be charged to the Company.

### **Standard Operating Hours**

Our standard hours of operation are Monday to Friday 0800 – 1800 and Saturday 0900-1300 excluding Bank Holidays. Airports and city centre locations have extended opening hours, please check at time of reservation or at [www.hertz.co.uk](http://www.hertz.co.uk)

### **Minimum Age Restrictions**

The minimum age for renting cars in the UK is 21 and the renter must have held a full licence for 12 months. Van rentals are only available to renters age 25 years and over.

### **Worldwide Rental Discounts**

For business rates and discounts outside the UK, please quote your CDP number at the time of reservation.

### **Method of Payment**

You can pay by Credit Card – Hertz accepts all major Credit Cards or alternatively a Company Direct Debit Account is available (subject to eligibility). For rentals that are delivered the renter must have their credit card ready for inspection.

## **OPTIONAL SERVICES**

### **Delivery and Collection**

Hertz will provide a delivery and collection service within standard operating hours. Where a vehicle requires delivery, the renter shall be responsible for damage to or loss of the vehicle from the time of delivery. If the vehicle requires collection the renter shall remain fully responsible for the vehicle, including any damage to or loss of the vehicle, until the vehicle is collected by Hertz.

Please note that all vehicles must be signed for by the renter at time of delivery and a valid driving licence must be presented for inspection.

### **Out of Hours Delivery/Collection**

An out of hours charge will apply to any delivery or collection rental that commences or terminates outside of our standard operating hours. This is regardless of when the vehicle is actually delivered or collected.

### **Cancellation**

A minimum of 4 working hours notice is required for cancellation of a vehicle delivery otherwise a charge will apply. In the event that a vehicle has already been delivered, the delivery and collection charges will be applied in addition to one day's rental charges.

### **Refuelling**

All vehicles are provided with a full tank of fuel, less any amount used in the delivery of the vehicle. All vehicles will be refuelled to capacity upon return to the Hertz location and any refuelling charge will be calculated in accordance with the prevailing refuelling rate and applied to the rental agreement. The fuel used for the delivery and collection of the vehicle is the responsibility of the renter.

### **Driving Abroad Fee**

The driving abroad fee provides emergency roadside and recovery assistance whilst you are driving outside of the UK together with a VE103 Vehicle on Hire Certificate which is required by the authorities at your chosen exit port.

If you wish to take the Hertz vehicle overseas then you must obtain authorisation from Hertz and provide at least 48 hours notice. Please note that some vehicle types are restricted from leaving the UK and are fitted with security devices which provide alerts when these vehicles are within proximity of an exit point of the UK.

## **INSURANCE AND DAMAGE**

### **Damage**

All vehicles will be supplied with a Vehicle Pre-Inspection report which will detail any damage already identified on the vehicle. Any existing damage will be cosmetic only and will not affect the safety of the vehicle.

The renter is responsible for verifying the physical condition of the vehicle upon receipt and must notify Hertz of any discrepancies relating to damage before driving the vehicle.

When the vehicle is returned to Hertz, or at time of vehicle collection, the vehicle will be inspected for damage. In the event that additional damage is present which is not stated on the Vehicle Pre-inspection report, then this will automatically be attributed to the renter.

### **Light Damage**

Costs of up to £250 for 'Light damage' (or the excess amount where Hertz insurance is taken) such as scratches, dents, tyre and replacement glass, glass damage, upholstery etc will be charged to each individual rental agreement. The charges are based on an independent industry matrix of costs for each car model. This matrix will be updated annually by Hertz and reflects the repair/replacement costs including any discounts negotiated by Hertz.

### **Replacement Tyres**

In the event that the tyre is deemed irreparable, the renter will be liable for the full cost of the replacement tyre. This cost will reflect the charges incurred by Hertz and has no additional service charge incorporated. Where costs are less than £250 they will be applied to the individual rental agreement.

### **Loss of Use**

In the event that the vehicle has been rented on 'Company Own Insurance' and is damaged or stolen, Hertz will charge the Company's contracted daily rate for the period the vehicle is not available to rent. This applies only where the vehicle must be taken off the road for repair or in the event that the vehicle is stolen Hertz will charge the Company's contracted rate until the vehicle is subsequently recovered or until Hertz have received settlement, whichever is the sooner.

### **Fuel Contamination**

In the event of fuel contamination the renter will be liable for the full cost of repair. Please contact the roadside emergency service who will arrange for the vehicle to be taken to a suitable agent for repair.

### **Lost Keys**

A set charge is levied against renters who lose their vehicle keys. This charge covers both the cost of replacement keys and the loss of use of the vehicle. Hertz reserves the right to charge the full cost of replacement locks should it be deemed necessary on security grounds.

## Hertz Claims Administration

Any claims over £250.00 or claims that are processed outside of the rental agreement where 'Company Own Insurance' has been used, will be subject to a claims administration charge as detailed in Schedule 2. Hertz Business First.

<b>Hertz Link Programme - Additional Charges</b>	
Delivery and Collection Business addresses up to 5 miles Business addresses 5-10 miles Business addresses over 10 miles Home / other addresses	£ 2.50 £10.00 £1 per mile £1 per mile, minimum charge of £10.00
Out of hours delivery Out of hours collection	£20.00 £20.00
Cancellation Charge (pre-booked deliveries)	One day's rental
Failed collection charge	£25.00
One Way Rental (mainland UK)	£10.00 groups B-J only. An additional surcharge applies to vans, which can be obtained at time of reservation.
Mileage Allowance  Excess mileage – car groups Excess mileage – minibuses	Unlimited mileage up to 27 days 2000 miles per 28 days £0.10 per mile £0.15 per mile
Location Service Charge	<b>13% included within Hertz Business First pricing</b>
Vehicle Licensing Fee	£1.09 per day – <b>included within Hertz Business First pricing</b>
Refuelling Service Charge	£1.64 per litre
Where accepting Hertz Collision Damage Waiver / Theft Protection, a Non-Waivable Excess per incident will apply Groups A, B, C, E, Q, R, U, Z Groups D, F, I, X Groups G, J, L, M, T, V, W, Y Group H Prestige Car Groups Vans	£ 550 £ 650 £ 800 £1100 £1100 to £1400 depending on car group £550 to £1100 depending on van group
Additional Driver surcharge (only if accepting Hertz Insurance)	£9 per driver per day up to a maximum of £90 per rental
Young Driver surcharge 21-25 (only if accepting Hertz Insurance)	£15.00 per driver per day up to a maximum of £150.00
Personal Accident Insurance (cars only)	£6.00 per day
Lost Keys	£100.00
Parking Fines / Fixed Penalty Administration Fee	£30.00
Driving Abroad Fee (applies when taking UK vehicles out of the UK) 1-2 days 3-5 days 6-7 days 8-13 days 14-20 days 21 days +	£ 45.00 £ 55.00 £ 75.00 £100.00 £125.00 £125 + £30 per week
Hertz Claims Administration Charge	£30.00
4 <sup>th</sup> EU reporting (optional)	£35.00 per month
DVLA Licence check where necessary	£ 5.00

**HERTZ STANDARD TERMS & CONDITIONS OF RENTAL APPLY**