



## IMPORTANT TRAVEL INFORMATION – Hertz Heathrow Airport

We would like to inform you that during the Olympic period (**18th June 2012 – 30th September 2012**) there are some changes to the courtesy shuttle service that may add additional journey times.

In order to expedite your journey during the Olympic period you will find our new guide to accessing the courtesy shuttle for each terminal as follows:

### Terminal 1

When this desk is unmanned please follow to the **car rental sign**. From the Hertz desk, go to level 1 Departures, cross two lanes and turn left. Journey time from the terminal to the Hertz facility is 10 minutes on average.

The Courtesy Service Shuttle is operational between **05.00hrs – 22.30hrs**. For rentals outside of these hours, please dial **5024** or **0781 8156 485** from your mobile for assistance.

### Terminal 3

When this desk is unmanned please proceed to **Courtesy Bus Stop 21**. From the Hertz desk, please turn to your right and walk along until you see the exit door on your left. Cross over 2 lanes of traffic to Bus Stop number 21. Journey time from the terminal to the Hertz facility is 13 minutes on average.

The Courtesy Service Shuttle is operational between **05.00hrs – 22.30hrs**. For rentals outside of these hours, please dial **5024** or **0781 8156 485** from your mobile for assistance.

### Terminal 4

When this desk is unmanned please proceed to **Courtesy Bus Stop 21**. Facing the Hertz desk turn to your left and exit the terminal through the doors. Please cross two roads and turn to your left to reach Bus Stop 2.

The Courtesy Service Shuttle is operational between **05.00hrs – 22.30hrs**. For rentals outside of these hours, please dial **0781 8156 485** for assistance.

### Terminal 5

When this desk is unmanned please proceed to **Courtesy Bus Stop 21**. Facing the phone hub, turn to your right and go towards the end of the terminal. Exit the building at the last set of doors, cross the road and on your right is Bus Stop 21. Transfer time to the Hertz facility from this terminal is 5 minutes on average.

Courtesy Service Shuttle is operational between **05.00hrs – 22.30hrs**. For rentals outside of these hours, please dial **0781 8156 485** for assistance.

**Thank you for renting from Hertz Heathrow. We look forward to serving you!**