



Driver's Guide

Europe. Your Way.



Contacting Hertz

When you're renting a car in a place you're not familiar with, a Hertz location is one sight you'll be really happy to see. It's not just the most trusted name in the industry, it's got the kind of fleet you can feel really good about. What's more, we're just a phone call away 24 hours a day, seven days a week. That's exactly the kind of support you need in a place that's foreign to you.

Visit our website at
hertz.com

Toll-free number in U.S.:
1 800 654 3001

At your service, 24 hours a day,
or contact your travel agency.

**Affordable help-line number
in Europe:**
00 800 11 911 911

Emergency Roadside Assistance
24 hours / 7 days

Phone numbers vary by country.
A country-specific phone number
is listed for your information in
your rental agreement.

Table of Contents

Hertz at your Service	
Welcome to Hertz	4
Before you get on the road	5
The Hertz fleet	6
Making a reservation	8
Optional coverages	9
Mandatory tax and fees – explaining the charges	10
The rental process	11
Driving in Europe	
What to expect when driving in Europe	12
European driving tips	13
European traffic and road signs	14
European map	16
European mileage charts	18
U.S. Embassies in Europe	20



Welcome to Hertz.

What makes Hertz the perfect traveling companion? English-speaking personnel and, of course, Hertz #1 Club Gold®, with benefits that include automatic processing and fast pickup.

But that's not all. With Hertz partner programs worldwide, you can earn points, miles or credits whenever you rent from Hertz. What's more, we offer free unlimited mileage, there's no charge for cancellations and perhaps most importantly, we give you the sense of security that comes with 24-hour Emergency Roadside Assistance.

Hertz NeverLost®

Hertz NeverLost eliminates the worry of getting lost as you travel from one city or country to another. The NeverLost in-car satellite navigation system will guide you with clear voice prompts in your choice of 13 languages. With mapping for 27 European countries, NeverLost provides you with turn-by-turn directions. It can be fitted to any Hertz vehicle and installs in less than a minute. It is also portable

for use while walking through major cities. And with Intercity rentals, you can pick up your NeverLost unit in one location and return it to another within the same country (participating locations and drop fees apply).

Hertz Prestige Collection

Travel throughout France, Germany, Ireland, Sweden, Switzerland and the United Kingdom in the car of your dreams with a luxury or high-performance coupe, sedan, wagon or convertible from Hertz.

Hertz Green Collection

With the Hertz Green Collection, you can reserve fuel-efficient, environmentally-friendly cars that are both easy on the wallet and suitable for families and small groups traveling together. These cars can achieve between 42 and 65 miles per gallon. Green Collection cars are available at major locations throughout Europe. They are clearly identified and presented first in the list of vehicles available for your chosen location when booking on hertz.com.



Before you get on the road.

Rent-It-Here and Leave-It-There

It is the ultimate convenience. Pick up a car at one location and return it in a different city or country. Fees may apply, so please check with Hertz at time of reservation for details.

Additional Drivers

For a small daily fee, additional drivers other than the primary renter can be added at any Hertz counter. The additional driver must be physically present at the counter along with the primary driver, and must also produce his/her own driver's license as well as meet the minimum age requirements for the rented car group. There is no coverage for damages caused by drivers not registered.

Supplementary Equipment


Hertz offers the kind of equipment that makes traveling easy. Cell phones, ski racks, luggage racks, child seats and hand controls are available at participating locations for an additional fee.




Hertz prides itself on the quality and maintenance of its fleet.

The finest fleet in Europe. Designed for people who put a high value on comfort and quality.


Vehicles shown are examples only. Specific models may vary in availability, capacity and features. Cars will be confirmed only by car group, and not by car model within a class. Luggage capacity may decrease with maximum number of passengers. Features apply to car shown.




Comfortable number of passengers




Hatchback




Large suitcase




Maximum number of passengers



Sedan (trunk)



Medium suitcase



Number of doors

Mercedes C-Class



Full-Size



Comfortable/Maximum



 4

Jaguar S-Type



Premium



Comfortable/Maximum



 4

Mercedes E-Class



Premium



Comfortable/Maximum



 4

Ford Focus



Compact



Comfortable/Maximum



 4

Ford Focus Estate



Compact Wagon



Comfortable/Maximum



 4

Ford Mondeo



Intermediate



Comfortable/Maximum



 4

Renault Espace



Full-Size Van



Comfortable/Maximum



 4

6

7

Making a reservation.

There are three simple ways to make a reservation with Hertz. You can either call your travel agent, the Hertz international reservations hotline at **1-800-654-3001**, or book online at **hertz.com**.

Hertz will need to know your basic travel information. You may be asked to provide:

- Location, date and time you plan to pick up and return the car
- Flight information if flying into an airport (we can hold your car if your flight is delayed).
- The vehicle type of your preference (size, transmission, etc.)
- Credit card information.
- If you are a member of Hertz #1 Club.
- Phone number.
- If you'll be receiving a special discount, the code should be provided at time of reservation.

Restrictions can vary by location. Some restrictions that may apply are:

- Minimum/Maximum age.
- Credit card requirement.
- International Driver's Permit may be required.
- Flight information may be mandatory.
- Theft protection may be required.
- Driving from one country into certain other countries may not be allowed.

Online Check-In

Hertz now offers online check-in on **hertz.com**. Providing a few details now, such as driver's license and date of birth, will save you time in line. To check in online, simply go to "Online Check-In" located in the navigation of **hertz.com**. Print your confirmation and bring it with you to the Hertz Express counter at major airport locations.



Optional coverages.

Hertz takes the worry out of renting.

Theft Protection (TP)

TP is generally an optional service, which, if accepted, limits your liability in the event of damage to the Hertz vehicle (including parts and accessories). Deductibles may apply and vary by country and car group. TP is mandatory in some European countries. Acceptance/Non-acceptance of TP cannot be changed at the end of the rental.

Collision Damage Waiver (CDW)

CDW is not insurance. It is an optional service which, if accepted, limits your financial responsibility for damage to the Hertz vehicle other than by theft or vandalism. CDW also covers damage to the vehicle resulting from accidental fire. Deductibles may apply and vary by country and car group. Acceptance/Non-acceptance of CDW cannot be changed at the end of the rental.

Super Cover (SC)

Super Cover is an extra optional service that waives your already limited liability in case of damage to, or theft of, the Hertz vehicle or its parts or accessories, including those losses resulting from collision, vandalism, theft or attempted theft.

Personal Insurance

Personal Insurance is optional coverage for any accident providing compensation to the driver/passenger for loss of life and medical expenses. In some countries, it also covers personal belongings of driver and passengers.

Please note that some of these coverages may be included in our rental rates. Always consult your travel agent or contact Hertz directly for best alternatives for your coverage needs.

Mandatory tax and fees – explaining the charges.

Different countries charge different taxes and fees. Here are some of the phrases you'll hear and need to be familiar with as you travel through Europe.

Service Charge

This is a charge levied at certain airport, downtown and railroad locations for use of their facilities.

Value Added Tax (VAT)

VAT is a country-specific consumption tax.

The Service Charge and Value Added Tax amounts or percentages vary by location and will be quoted at time of reservation. These will be automatically added into your rental agreement. *Some fees and taxes may be included in your rental rate.*

Fuel

All Hertz rentals come with a full tank of gas. If you do not return the car with a full tank, Hertz will charge you for the fuel and service charge at the applicable per-mile or per-gallon rate specified on the rental record. You can also purchase fuel from Hertz at the beginning of your rental by selecting the Fuel Purchase Option. With this option, you prepay the full tank of gas; prices are based on local self-service. There is no refund for unused fuel at the end of the rental.



The rental process.

If you are picking up your car at European airports, simply head to the baggage claim and look for the car rental area or directions to the Hertz Bus. The bus will take you to the Hertz counters or Gold Service area.

There are different types of options when returning your vehicle:

Normal Return

You can head to the regular rental counter during normal business hours. The counter rep will check the charges, give you a receipt and you are off.

Instant Return

A Hertz representative meets you in the return area and processes the return information using a hand-held computer and provides a receipt instantly.

Express Return

Just fill in your mileage, return date and time, fuel level and whether fuel was purchased on the rental agreement. The rental agreement and the keys should be dropped in the Hertz Express Return box. A computed copy of the rental agreement will be mailed to you.

Drop-Off Box Return

Some locations offer after hours Drop-Off Boxes. You just fill in your mileage, return date and time, fuel level and whether fuel was purchased on the rental agreement. The rental agreement and the keys can be dropped in these Hertz Drop-Off Boxes.

The type of return varies by location. Please discuss the options available for your destination at the time of reservation or pickup.

What to expect when driving in Europe.

There are as many differences as there are languages.

- High fuel prices.
Fuel is purchased at “Petrol” stations. Many of these stations are not operated around the clock.
- Different units of measure than in the United States (kilometers, liters).
- Different traffic regulations by European country.
- There are many toll roads. Bring plenty of change.
- You may be asked to produce your driver’s license, vehicle registration document and passport.

Safety Tips for Europe

- Don’t leave money or items of value in an unattended vehicle, and remove all other property whenever possible.
- Make a couple of copies of your passport and keep them in separate places.
- When entering your vehicle, be aware of your surroundings.

Conversion Table

1 km = 0.621 mile

1 liter = 0.264 US gallon

0° Celsius = 32° Fahrenheit



European driving tips.

- Drinking and driving is prohibited and penalties are severe.
- Pay attention to which side of the road you should drive on. Britain, Ireland, Malta and Cyprus all require driving on the left-hand side of the road. It may be prudent to practice driving in a less populated area before attempting to drive during a heavy traffic part of the day.
- Don’t cross a continuous white line to change lanes or overtake. The fine could be heavy.
- Heavy fines are imposed for illegal parking. Speeding and other traffic offenses can be subject to on-the-spot fines.
- Most countries recognize a valid U.S. driver’s license; however, some countries require an International Driving Permit (IDP). It functions as a legal identification document that translates U.S. driver’s license information into 11 foreign languages. An IDP should be used as a supplement to a valid U.S. license. You can obtain an IDP before your departure at local offices of the American Automobile Association (AAA) or the American Automobile Touring Alliance.
- Always use the seatbelt. Most countries have seatbelt laws and penalties can be severe.
- Call your travel agent or the Hertz Reservation Center for infant, baby or child-seat local regulations.



European traffic and road signs.

Here's the good news:

These are some standardized road signs used all over Europe.

Diamond signs indicate priority.

Red triangles are warnings.

Red circles are restrictions.

Blue circles are requirements.

Squares and rectangles give guidance.

The color red on a European road sign signals negative information such as a warning or prohibition.

The color blue is positive in that it signals an obligatory action or some feature that you can take advantage of – such as a bicycle lane, a rest stop or a parking garage; simply put, it says *do* rather than *don't*.

As in North America, dashed center lines mark passing zones while solid center lines denote no-passing zones. But while in North America yellow markings separate opposing traffic flows and white lines separate traffic moving in the same direction, in Europe white lines are used in both cases.



Priority road



End of priority road



Beware of pedestrians



Entering a two-way street



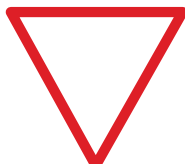
Priority road



Traffic signals ahead



Crossroads



Yield



Roundabout



Road narrows



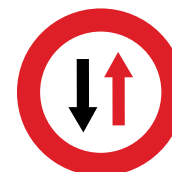
Train crossing without barrier



Customs: Stop



Speed limit



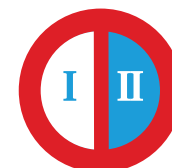
Yield to oncoming traffic



No entry



No stopping



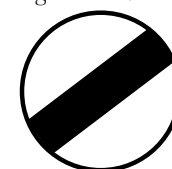
No parking on side 1 on odd days;
no parking on side 2 on even days



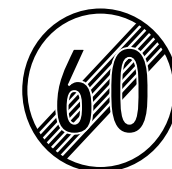
No parking



No passing



Open road: National
speed limit applies



End of speed limit



End of no passing



Bicycle lane/path



Go to the right



Parking with meters



Distance and direction of car park



Parking area/ Rest stop



Superhighway exit



Camping



HI hostel*



Dead end



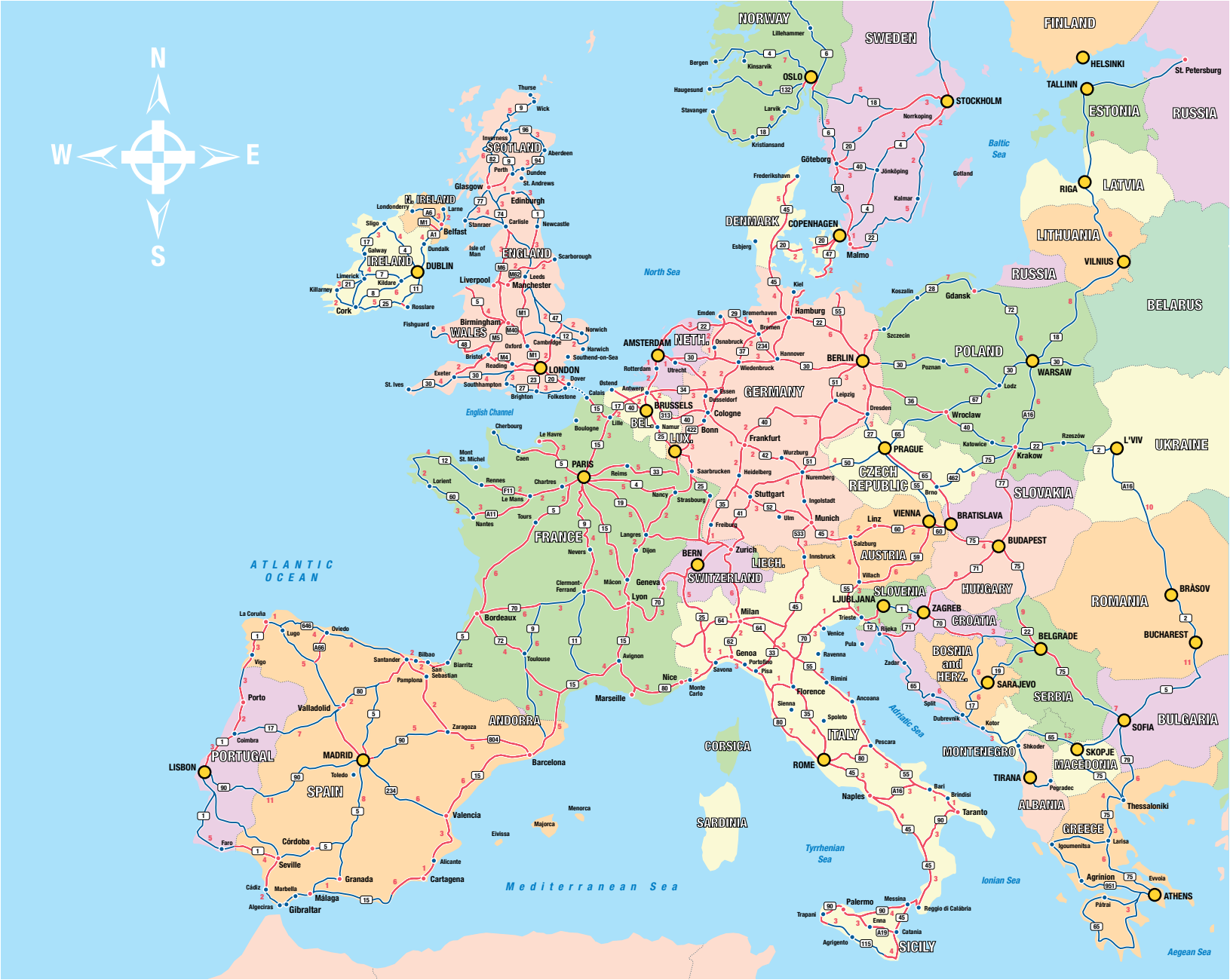
Expressway



End of expressway

European Map

Plot your path through Europe



Legend

● Capitals

● Major Cities

▬ Eurotunnel

European Mileage Charts

Here's how far it is between here and there.

Highway Driving Between Cities (In Miles)

	AMSTERDAM	ATHENS	BARCELONA	BELGRADE	BERLIN	BERN	BRUSSELS	BUDAPEST	COPENHAGEN	DUBLIN	FRANKFURT	HELSINKI	ISTANBUL
ZAGREB	684	670	4367	217	487	417	642	192	699	1128	457	1072	721
VIENNA	730	1122	849	409	398	558	700	155	645	1277	464	1303	973
STOCKHOLM	881	2151	1437	1438	637	1153	980	1190	404	1544	906	273	2046
ROME	1062	1519	546	794	955	583	950	775	1240	1463	802	1903	1401
PRAGUE	440	174	843	461	161	381	435	292	388	907	254	822	943
PARIS	315	1823	530	1104	665	366	186	905	762	620	264	1432	1705
OSLO	850	2145	1335	1426	637	1116	949	1178	373	1531	875	608	2034
MONTÉ CARLO	927	1566	319	840	809	412	797	822	1138	1225	642	1801	1448
MILAN	495	909	460	541	525	105	437	496	719	888	304	1214	1031
MADRID	1102	2406	300	1680	1451	949	973	1624	1549	1376	1152	2194	2288
LUXEMBOURG	250	1612	604	887	487	262	135	744	606	696	152	1246	1500
LONDON	329	1984	734	1271	691	595	230	1091	807	341	474	1450	1866
LISBON	1437	2809	611	2058	1860	1364	1302	2008	1885	1779	1531	2542	2691
ISTANBUL	1724	701	1389	620	1438	1420	1643	818	1662	2207	1438	2319	
HELSINKI	1117	2424	1634	1730	905	1426	1216	1463	642	1814	1166		
FRANKFURT	267	1569	678	837	348	254	243	601	501	843			
DUBLIN	682	2325	922	1600	1066	942	583	1432	1153				
COPENHAGEN	475	1786	1098	1042	242	963	574	799					
BUDAPEST	874	973	946	248	564	701	849						
BRUSSELS	126	1742	671	1035	460	416							
BERN	521	1562	469	825	590								
BERLIN	410	1531	933	812									
BELGRADE	1141	725	951										
BARCELONA	769	1175											

LISBON	LONDON	LUXEMBOURG	MADRID	MILAN	MONTÉ CARLO	OSLO	PARIS	PRAGUE	ROME	STOCKHOLM	VIENNA
1362	832	533	1053	330	447	1005	675	312	321	963	162
1854	931	604	1476	390	722	1035	744	174	716	1067	
2288	1212	980	1951	1045	1543	341	1166	675	1631		
1668	1122	816	1265	326	462	1618	899	580			
1377	629	364	1088	397	546	694	531				
1110	279	212	787	395	647	1135					
2257	1181	978	1922	1001	1512						
1237	884	642	934	149							
1038	595	299	733								
402	1035	986									
1336	364										
1438											



U.S. Embassies in Europe

BELGIUM
City: Brussels
Phone number: (32) 2 508 2111

CZECH REPUBLIC
City: Prague
Phone number: (420) 2 57 022 000

DENMARK
City: Copenhagen
Phone number: (45) 33 41 7100

FINLAND
City: Helsinki
Phone number: (358) 9 616 250

FRANCE
City: Paris
Phone number: (33) 1 43 12 22 22

GERMANY
City: Berlin
Phone number: (030) 2385 174
City: Dusseldorf
Phone number: (021) 788 8927
City: Frankfurt
Phone number: (069) 75350
City: Hamburg
Phone number: (040) 411 71 100
City: Leipzig
Phone number: 0341 213 840
City: Munich
Phone number: (089) 2888 0

ICELAND
City: Reykjavik
Phone number: (354) 562 9100

IRELAND
City: Dublin
Phone number: (353) 1 688

ITALY
City: Florence
Phone number: (39) 055 266 951
City: Milan
Phone number: (39) 02 290 351
City: Naples
Phone number: (39) 081 583 8111
City: Rome
Phone number: (39) 06 46 741

LUXEMBOURG
City: Luxembourg
Phone number: (352) 46 01 23

NETHERLANDS
City: Amsterdam
Phone number: (31) 20 575 5309
City: The Hague
Phone number: (31) 70 310 2209

NORWAY
City: Oslo
Phone number: (22) 44 85 50

POLAND
City: Krakow
Phone number: (48) 12 424 5100
City: Warsaw
Phone number: (48) 22 504 2000

PORTUGAL
City: Lisbon
Phone number: (351) 21 727 3300

ROMANIA
City: Bucharest
Phone number: (4021) 200 3300

RUSSIA
City: Moscow
Phone number: (7) 495 728 5000

SLOVAKIA
City: Bratislava
Phone number: (421) 2 5443 3338

SLOVENIA
City: Ljubljana
Phone number: (386) 1 200 5500

SPAIN
City: Madrid
Phone number: (34) 91 587 2200

SWEDEN
City: Stockholm
Phone number: (46) 8 783 5300

SWITZERLAND
City: Bern
Phone number: (41) 31 357 7011
City: Geneva
Phone number: (41) 22 840 5160
City: Zurich
Phone number: (043) 499 29 60

UNITED KINGDOM
City: London
Phone number: (44) 20 7499 9000

Numbers in parentheses are the country codes.
Information is accurate as of August 2008.

INFORMATION CONTAINED IN HERTZ DRIVER'S GUIDE IS SUBJECT TO CHANGE.

hertz.com

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