Digital Vehicle Inspection (DVI), powered by UVeye

virgin atlantic holidays

Digital Vehicle Inspection (DVI) uses AI-powered technology to automatically scan vehicles before and after rental, helping ensure a consistent and accurate record of vehicle condition throughout the rental process.



Same Easy Rental Experience

Your booking and rental journey remains unchanged, with a few new enhancements at pick-up and return.



Quick Vehicle Scan at Pick-Up

Before leaving location, vehicle is automatically scanned by our AI-powered inspection system to record its condition at the start of the rental.



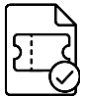
Enjoy Your Rental as Normal

If damage or an incident occurs during your rental, please follow the reporting instructions on our Contacts page or via the Emergency Roadside Service (ERS) team.



Simple Return Process

On return, drive through the scanner before parking. Leave your keys in the vehicle and we'll take care of the rest.



Clear Post-Rental Updates

You'll receive a post-rental vehicle report. If damage is identified, the report will include images, details and next steps if any.

As Loss Damage Waiver (LDW) is included for Virgin customers, **you won't be responsible for covered damage costs**, although additional information may be requested if an incident occurs.

Online support hub available with commonly asked questions on Damages and the DVI program via https://www.hertz.com/supporthub/topic/accident-and-damage

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Disclaimer: Information, pricing and terms are valid as October 2026 and subject to change. All quoted costs are plus relevant taxes and fees. Plans and protections shown are summaries only; additional terms and exclusions may apply. Protection plans are void if the Rental Agreement is violated. Optional protection plans are available for an additional charge.