Know before you Go!

virgin atlantic holidays

Driver information

Additional Drivers: Must present a valid driving licence. Can be added at the rental counter or via the Hertz Gold booth.

Changing the Main Driver: If the named renter on booking needs to change the driver at pick-up (for example, due to a forgotten driving licence or credit card), both individuals must be present. New renter must meet all driver and licence requirements.

Driver's License Requirements

All drivers must present:

- Original driving licence
- Valid passport
- Both in the same name

Licence details must be clear and unaltered, including:

- Name and address
- Licence number and Expiry date
- Photocopies, photos and digital licenses are not accepted.

The original physical driving licence must be presented at vehicle collection.

Deposits Required

USA: $50.00 USD authorisation will be added to any estimated charges locally *(such as Tolls)*. **Canada: $350.00 CAD** plus any charges locally.

Funds are held and unavailable. If authorisation is declined, rental will not proceed. Cash deposits not accepted.

Credit Card Policy

Physical credit card in the main driver's name required at pick-up.

- Card must have funds available for security deposit.
- Credit card, driving licence and reservation must match.
- Virtual cards not accepted.
- *Debit card may be accepted. Please check your terms for full details.*

Standard Inclusions

- **Loss Damage Waiver –** covers damage to your vehicle (USA: zero excess; Canada: $500 excess).
- **Liability third-party insurance** up to USA: USD $300,000; Canada: CAD $1,000,000.
- **Premium Emergency Roadside Service –** additional cover for callout in the event of lost keys, a flat battery, or running out of fuel.
- **Additional drivers included –** up to four Additional Drivers can be added per rental.
- *Taxes & fees (excludes items purchased locally).*

Fuel

Vehicles are supplied with a full tank of fuel.
Fuel-Inclusive Packages: Return vehicle empty as possible, unused fuel is non-refundable.
Fuel Options:

- **Fuel Purchase Option (FPO):** Pay for full tank upfront and return the vehicle at any fuel level. *Included in Hertz Go Plus and Premier packages*
- **Self-Refuel:** Return with full tank to avoid refueling charges. A fuel receipt from within 10 miles of the return location may be required.
- **Hertz Refuel Service:** Return without refueling. Hertz will refill the vehicle, with fuel and service charges applied.

Hertz

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.