Useful contacts

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Accident or Vehicle Damage

1. **Make sure everyone is safe. Call 911 if anyone is injured or in danger.**
2. Report incident to the police. Record the officer's name, department, contact number and report reference.
3. **Contact Hertz Emergency Roadside Service: 001 800 654 5060** for any accident or damage, including an undriveable vehicle or a replacement request.
4. If vehicle is driveable and you do not need a replacement, complete online accident report: dvir.hertz.com/damage-selfservice/customerLogin
5. If the vehicle is towed, tell the operator it belongs to Hertz and give Hertz the towing details.
6. **Do not authorise repairs.**
   Local contact details are also on your key fob and rental agreement.



Breakdown & Roadside Assistance

24/7 help:

001 800 654 5060

For breakdowns, mechanical problems, flat tyres and other vehicle issues.

You can also find the number on your Rental Record.



Toll charges & disputes

Contact the toll provider directly. Hertz cannot change the outcome of a toll dispute.

USA: PlatePass®
www.platepass.com
information@PlatePass.com

001 877 411 4300

Canada
canadatolls-violations@hertz.com



Traffic & Parking Violations – Verra Mobility

For notice copies, payment enquiries or questions about a violation:

USA: Verra Mobility - www.rentalcarticket.com

001 877 977 5771

Canada: canadatolls-violations@hertz.com

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Customer Service / stores
0344 472 9646
Mon–Fri 09:00–18:30
Sat 09:00–17:30
Sun 10:00–17:30

In-resort: USA & Canada
USAreps@virginholidays.com
24/7 emergencies (UK)
InResortCustomerCare@fly.virgin.com
0344 472 4920

South Africa
virginsupport@ilios.co.za
+27 82 466 7022
08:00–18:00 local time
24/7: **+27 82 619 2658**

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.