# Hertz Gold Plus Rewards - No Wait Guarantee

**FAQs:**

Q: Why do I need to be a Gold member to qualify for this benefit?
A: This is a Gold Plus Rewards benefit. Gold Plus Rewards points are reserved for Gold members only.

Q: When does this benefit begin?
A: This benefit will start for rental picked up on or after November 1, 2013.

Q: What locations are participating in the benefit?
A: U.S. Airports which have counter bypass: Albuquerque, Atlanta, Austin, Baltimore, Boston Logan, Charlotte, Chicago Midway, Chicago O'Hare, Cincinnati, Cleveland, Dallas Love, Dallas/Ft Worth, Denver, Detroit, Ft. Lauderdale, Ft. Myers, Hartford, Hilo, Houston Bush, Houston Hobby, JFK, Kansas City, Kauai, Honolulu, Kona, LaGuardia, Las Vegas, LAX, Maui, Miami, Milwaukee, Minneapolis, Nashville, Newark, Oakland, Ontario, Orange County, Orlando, Philadelphia, Phoenix, Portland/OR, Raleigh, Sacramento, Salt Lake City, San Antonio, San Diego, San Jose, Seattle, SFO, St. Louis, Washington Dulles, Washington Reagan, West Palm and Pearson International Airport in Toronto.

Q: Who do I contact if my car isn't ready?
A: See a Hertz Agent at the Gold Counter at the time of rental to claim your points. You can't request the points by calling Customer Service or after the car has left the facility.

Q: If the Bonus Points are awarded, does the Five Start & President's Circle tier bonus apply too?
A: No, only 550 points will be deposited into the account regardless of tier status.

Q: Are advance reservations required?
A: Yes.

Q: Is there a minimum age for participation in the Gold Plus Rewards program?
A: Minimum age for Gold renters is 21.

Q: When will members receive their 550 points?
A: Points will be posted to the member's account, once the member goes to the Gold counter and notifies an Agent.

Q: How do members' redeem their Hertz Gold Plus Rewards Points?
A: They can redeem their Hertz Gold Plus Rewards Points online while making a reservation on hertz.com.

Q: Where should customers be directed if they want more information on any aspect of this Gold Plus Rewards benefit?
A: Hertz.com/guarantee

Q: What are the exclusions?
A: To qualify for the No Wait Guarantee the following are excluded: Walkup reservations, Dream Cars, Points cannot be claimed by calling Customer Service, does not apply to first-time Gold rental, does not apply to Gold Choice exchanges, if a member's driver's license or credit card is expired and flight delays. Only one bonus is permitted per 24 hour period.

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