

## VIRGIN- Hertz Inbound Canada:

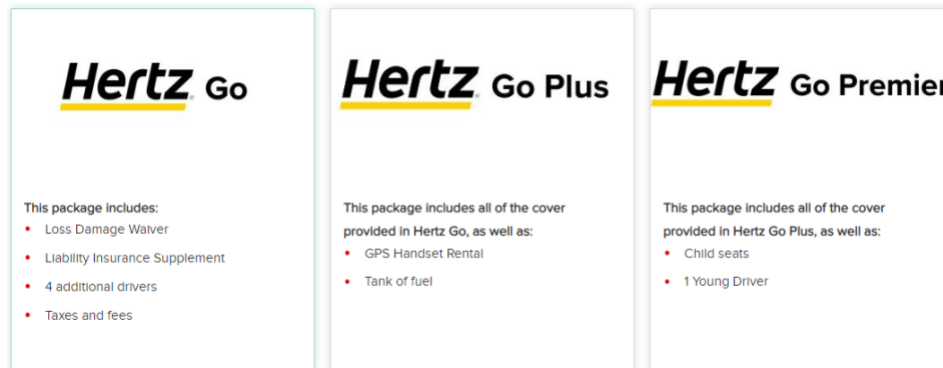
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## ALL CAR RENTALS MUST BE BOOKED IN CONJUNCTION WITH A FLIGHT OR HOTEL

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### Virgin & Hertz Package Inclusions



### Additional Authorized Operator (AAO)

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- Unless included in your Virgin Hertz package, the Additional Authorized Operators (AAO) charge is \$13.50 CAD per day, with a maximum charge of \$189.00 CAD per rental.
- Additional Authorized Operator (AAO) minimum age is 20, except in the Province of Quebec where the minimum age is 18 Young Driver charge will apply.
- Renters can be signed on as Additional Authorized Operators (AAO) at any time during the rental and at any location (including participating licensee locations) with the primary renter present.
- Additional Authorized Operators must present a valid driver's license.
- The maximum number of AAO's that may be signed on a single rental is six, or however many seats are in the rental vehicle, whichever is less.
- The Additional Authorized Operator (AAO) may not hold a Canadian driver's license.
- All AAO's must be added to the rental agreement.

### Advance Reservations

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- Reservations require a minimum 4-hour advance reservation, These reservations will be automatically confirmed by car class only. e.g Full Size/Intermediate.
- Specific vehicle models cannot be guaranteed.

### Cashless Toll Roads & Bridges

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- Customer is responsible for the charges resulting in the use of any cashless toll road or bridge (i.e. 407 ETR, or bridge i.e. Golden Ears Bridge).
- Customer is responsible for all tolls and taxes incurred and will be charged for any unpaid toll occurrence, including any toll violation charges incurred, plus a convenience fee.

- If a toll route does not accept coins or cash, customer will be charged a convenience fee of \$14.00 CAD per rental, plus incurred tolls, and taxes about one month after the rental closes.
- Some toll roads are cashless and do not accept coins or cash. Hertz is authorized to release customer’s billing and rental information regarding their rental to American Traffic Solutions, Inc. to process and bill any unpaid toll occurrences and any toll violations, fees, and taxes.

## Credit Card Policy

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- An acceptable, valid credit card in the name of the renter with enough open credit to cover the deposit must be presented at the counter at the time of the rental. See [Deposits Required](#) section below.
- The credit card, driver’s license, and reservation must all be in the same name.
- Only physical credit cards are accepted. Virtual cards are not allowed.

## Cross Border & One Way Rentals

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- In most cases, vehicles can be driven in any state in the contiguous United States and Canada.
- Vehicles are permitted to be taken onto ferries. However, if destination of ferry is to a site with gravel or unpaved roads, use of car is not permitted.
- Vehicles are not permitted to travel into Alaska, the Yukon, the Northwest Territories, Nunavut, or Mexico.
- It is recommended to have PERS cover when using vehicle in cross border rentals for the USA and Canada. See PERS Section for more information about PERS inclusions
- All other rentals will incur a one way fee as follows. Charges vary between car type.

### Drop & Intercity Policy

All one-way rentals within the continental Canada will be subject to the drop off charges listed below. **Additionally, all drop charges are subject to applicable taxes and surcharges. Amounts reflected are in CAD.**

Distance from Renting Location to Drop-Off Location: *	Drop-Off Charges	
	A, A6, B, C, D, F	B4, Q4, L, R, T
Car Class		
0 – 200 kilometers	\$50	\$75
201-500 kilometers	\$100	\$150
501-800 kilometers	\$200	\$300
801-1000 kilometers	\$350	\$500
1,001-1,301 kilometers	\$700	\$900
1,301+ kilometers	\$1200	\$1500

\* This charge is based on the distance from the renting location to drop off locations, not kilometers driven.

† All drop off charges are payable by the renter directly at the rental counter. These charges will be held against the renter’s credit card balance but will not actually be charged to the credit card until completion of the rental.

- Miles are calculated by the distance between the 2 locations using Google Maps.
- All drop off charges are payable by the renter directly at the rental counter. These charges will be held against the renter’s credit card balance but will not actually be charged to the credit card until completion of the rental.
- Any locally payable charges will be subject to local taxes and fees

## Debit Cards

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- Only debit cards issued outside of Canada with a VISA, MasterCard or Discover logos are accepted at Canadian locations. All other renters will be required to present a major credit card at time of rental.
- Canadian issued debit cards are not accepted at Canadian locations.
- Vehicle class reserved must be Compact through Full-size only.
- At Hertz airport locations, the renter is required to provide proof of a return travel ticket to coincide with the rental and present two valid forms of identification.
  - Valid forms of identification are a valid United States or Foreign Country issued Driver's License AND a Government issued ID in the same name as the driver's license such as a Passport.

## Deposits Required

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- Customers must present a valid credit card in the name of the renter.
- At the time of rental, an authorization hold will be secured on the credit card for the estimated amount of all charges plus 20% or a minimum of \$350.00 CAD. These funds will not be available for your use. If authorization for the estimated charges cannot be obtained the rental will be denied. Authorisation amount held will be released at the close of rental minus any incremental charges, taxes and fees.
- All rentals are subject to meeting license requirements.
- A major credit card in the renter's own name must be presented at the time of pick up.
- Debit cheque cards, prepaid credit cards and gift cards, and the small key ring credit cards are not accepted. Cash deposits are not accepted.

## Disabled Drivers

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- Hertz provides a variety of special services to make the rental process easier for physically challenged customers. At all corporate locations, you can reserve a car equipped with hand controls. There is no additional charge.
- Please contact our Virgin Special Assistance Team at [special.assistance@virginholidays.com](mailto:special.assistance@virginholidays.com) who will also be happy to assist.
- Hand Controls:
  - Hand Controls are devices, which attach to the gas and brake pedals of the vehicle, enabling a physically challenged person to drive the vehicle without using their legs. Select models of our vehicles can be adapted with left or right-Hand controls. These are provided free of charge.
  - Hand Controls must be requested at the time of booking, so that the mechanics at the location can fit the Hand Controls to the vehicle for the customer, as it can take up to an hour to fit these controls onto a vehicle.
  - Hand controls are available at airport locations only.
  - Hand controls may not be available for all vehicle types. Please contact our Special Assistance team on the above email if you wish to check available vehicle types before you book.
- Steering Balls / Spinner Knobs:
  - Steering Balls / Spinner Knob attaches to the steering wheel at specific clock position requested by

client (sent at time of reservation).

- Most vehicles can be adapted with Steering Balls/Spinner Knobs and these are provided free of charge.
- Must be requested at the time of booking to include the clock position for the device, so that the mechanics at the location can fit in the correct position for the customer.
- Disabled Driving Permits:
  - Customers cannot use their own UK Disabled Parking Permit in Canada.
  - Upon arrival customers should contact the applicable provincial parking authority to request a Canadian Disabled Parking Permit.
  - Customers are responsible for all fines incurred during the rental, including any fines for parking in a disabled parking area without obtaining the appropriate Disabled Parking Permit.

## Driver's License Requirements

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- All renters must present a valid issued driver's license. A valid driver's license is one that has not expired and shows no restrictions that would prevent the renter from legally driving a Hertz vehicle.
- If the driver's license is not in English, then an International Driving Permit is strongly recommended; this is required for translation purposes to confirm the validity of the driver's license for the safety of our renters and for Hertz.
- Rates are not valid for Canadian citizens or holders of a Canadian License.
- A copy of license is not accepted.
- Drivers must be at least 20 years of age. Young driver fees will apply for any driver under the age of 25 years old. Please see Young Driver Section
- There is no maximum driving age, provided a full and valid license is held.
- Digital/Mobile versions of Driver Licenses are not accepted at time of rent for Canada rental regardless of origin.

## Driving Restrictions

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- Vehicles are permitted to be taken onto ferries. However, if destination of ferry is to a site with gravel or unpaved roads, use of car is not permitted.
- Vehicles may not be driven on poorly maintained or unpaved roads.

## Early Return Fee

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- No Early Return Fee Applies
- There is no refund for unused days.

## Emergency Roadside Service (ERS)

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- 24/7 Emergency Roadside Service for Hertz is included with every rental. This covers mechanical defects or breakdowns that can occur, when they occur within the approved driving area at no additional charge.

## Extension of Rentals

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- You must make a new reservation for the extension rental period. Customer will need to return to location to renew contract.
- You can also contact your Virgin Reservation team or visit <https://www.virginholidays.co.uk/holiday-types/flydrive-holidays/car-hire> to book a new rental.

## Fuel Policy

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- If you have purchased our Virgin Hertz Go Plus or Premier packages, then 1 tank of fuel is included.
- If you have purchased our Virgin Hertz Go package, Hertz offers three Refueling Options to offer customers:
  - Fuel Purchase Option (FPO): Customers who accept FPO purchase the gas that is in the tank at the start of the rental. These FPO customers do not need to refill the tank prior to return, regardless of tank level. All FPO sales are final and there will be no refund for unused fuel. The customer must decide whether to accept FPO at the start of the rental.
  - Fuel & Service Charge (FSC): Dollar or Thrifty rental staff refuel the vehicle upon return.
  - Customer Self-Refuels: Customers have the option to fill up the tank themselves before return or the customer may return the vehicle with less fuel than rented. Dollar and Thrifty will refill the tank and charge the customer for the fuel required to fill the tank and for the service of refilling the tank.
- For packages with Fuel included renters should return vehicle empty. There is no credit for unused fuel.
- Vehicles are provided with a full tank of fuel, there is no refund for unused fuel. If client has not accepted the FPO they can return the vehicle with a full tank and must show a gas receipt within 10 miles of the return location.

## Grace Period

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- A rental day consists of 24 consecutive hours, each day starting at the time of the rental. Extra charges will apply when the rental exceeds a 24-hour period by 120 minutes. The customer will be charged at local rates for the extra time.

## GPS & Wi-Fi

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- Virgin Hertz Go Plus and Premier packages include 1 Garmin Drivesmart 66 handset.
- Hertz do not offer GPS to be purchased on arrival, so must be pre booked if required.
- Effective May 18<sup>th</sup>, 2021 - Hertz Connect and Connect + are both discontinued.

## Infant & Child Seats

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- Our Virgin Hertz Go Premier package includes unlimited child seats.
- If other packages have been purchased, The daily charge is \$13.99 CAD per day, maximum of \$98.00 CAD per rental plus taxes and fees.
- Hertz requires customers to install the child seats themselves.
- Infant Seats: Cosco Comfy Carry (Model 22036CEDR) – Rear facing: Birth and Infants 5 – 22 pounds (2.3 – 10 kg) and 19 – 29 inches (48 – 74 cm) in height.
- Toddler Seats: Cosco Scenera Next (Model 22182CCVA) – Rear facing: 5 – 35 pounds (2.3 – 16 kg), height: 19 – 40 inches (48 – 102 cm). Forward facing: 22 – 40 pounds (10 – 18.2 kg), height: 29 – 43 inches (74 – 110 cm).
- Booster Seats: Cosco Pronto (Model 22498CEKW) Forward facing: for children 40 – 100 pounds (18.2 – 45.5 kg) and 43 – 57 inches (110 – 145 cm) in height.
- In all North America markets, the ISOFIX system is known as LATCH (Lower Anchors and Tethers for Children). LATCH has been required in all passenger vehicles since 2002 and Hertz (all brands) approved child seats are LATCH equipped.
- Customers are also permitted to use their own car seats.
- Hertz voluntarily complies with any provincial law that requires a child seat for a rental.

## Late Return Fee

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- Late return or 'rental deviation' fee is incurred if a customer returns the vehicle after the scheduled drop-off time.
- The Late Return fee of \$15.50 CAD per day (max \$77.50 CAD) will be applied if the car is returned more than 12 hours after the date and time previously scheduled and the customer failed to notify the company of such change.

## Maximum Rental Duration

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- Rental periods cannot exceed 62 days. If a rental is in excess of 62 days, additional reservations are necessary to accommodate the total number of days. The number of days reserved for each reservation may be split up as necessary, as long as no one reservation exceeds 62 days.
- The rental agreement must be renewed at a participating location and therefore client must return to location to do so. For example, a 70-day rental may be booked on a reservation of 62 days and one of 8 days or may be booked on a reservation of 40 days and 30 days.
- Additional reservations/voucher are required for each rental period, which must be presented at the counter for renewal of the rental record prior to the 63rd day (or whatever day rental has been split to).
- If the vehicle is returned to a location other than the original renting location, drop off charges may apply.

## Mileage

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- Unlimited mileage applies to all vehicle rentals.

## Return Change Fee

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- If customers are expecting a late return during their rental period, they are encouraged to contact the number provided on their Rental Agreement if they have a change in their return date.
- The agents will be able to adjust the Rental Agreement and inform the client of any rate changes and applicable fees, which will be at the local daily rate.
- A Return Change Fee of \$12.99 CAD will be applied.

## Ski Racks

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- Ski Racks are no longer available for rent at Hertz Canada rental locations.

## Taxes and Fees

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- Government surcharges, taxes, tax reimbursement and optional items such as refueling or additional driver's fees are payable to Hertz at time of rental, unless specifically included and noted in the rates. All taxes and other fees are subject to change without notice.
- Extra charges including but not limited to concession recovery fee and state tax will apply on any items purchased at the counter
- Luxury Tax:
  - This tax is only applicable in British Columbia on Car Class G & I and ranges from 1-3% depending on the vehicle value.
  - This tax is included within the Virgin package rates and will only be payable if upgrading vehicle locally.
- Provincial Sales Tax (PST) & Goods and Services Tax (GST):
  - Provincial Sales Tax varies by Province. The Harmonized Sales Tax (HST) is used in certain provinces to combine the federal Goods and Services Tax (GST) and the Provincial Sales Tax (PST) into a single, blended, sales tax. See chart below. Correct at time of printing, October 01, 2016.
  - *Note: Please take into consideration the values below are for informational purposes only and they may vary by location.*
- List of Taxes, Fees and other charges consists of, but is not limited to, the following:

Tax Rates per Province/Territory				
Province/Territory	Type	GST (%)	PST (%)	HST (%)
Alberta	GST	5%	0	0
British Columbia	GST + PST	5%	7	0
Manitoba	GST + PST	5%	8	0



New Brunswick	HST	0	0	15%
Newfoundland and Labrador	HST	0	0	13%
Northwest Territories	GST	5%	0	0
Nova Scotia	HST	0	0	15%
Nunavut	GST	5%	0	0
Ontario	HST	0	0	13%
Prince Edward Island	HST	0	0	14%
Quebec	QGST + QST	5%	9.975	0
Saskatchewan	GST + PST	5%	5	0
Yukon	GST	5%	0	0

- B.C. has also added a Passenger Vehicle Rental Tax (PVRT) fee of \$1.50/day applicable on rentals more than 8 hours but less than 28 days. This is already included in your Virgin Holidays package rate.
- Concession Fee Recovery (CFR) or Concession Pass Thru Fee/Premium Location Charge (PLC):
  - This fee is to reimburse Hertz for concession fee recovery required to operate at airports and other locations. This fee varies by location and is charged for each rental.
- Vehicle Licensing Fee (VLF):
  - This fee is for Hertz's recovery of the proportionate amount of the vehicle licensing fees applicable to the rental. VLF is levied to all customers at all Canadian locations and varies by city.
- Air Conditioning Surcharge (AC Fee):
  - Vehicle manufacturers pay a federal excise tax on all Air Conditioners installed in vehicles and pass this cost on to HERTZ. The Air Conditioner Surcharge is Hertz' recovery of this fee.
- Customer Facility Charge:
  - A bylaw has been issued which states that every person that enters into a rental agreement with an on-airport operator to rent shall pay to the Calgary airport a daily 'Customer Facility Charge' Note: This fee does not apply as an extra charge to programs that are already inclusive of mandatory fees.

## Upgrades

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- Renters may upgrade to another class of vehicle at the time of rental (subject to availability).
- Upgrades are based on supply and demand and renter shall pay directly to Hertz all charges for such upgrades.

## Winterized Vehicles

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- Winter rated tires are optional subject to availability at airport counters across Canada (excluding Quebec) and are not included with a Virgin Hertz Package.
- The charge for the option is \$20.00 CAD per day on Economy to Full Size vehicles, Premium and up are \$25.00 CAD per day. No maximum limit.
- In the province of Quebec, all vehicle fleet are required to be equipped with Winter Tires by law during the period of December 15th to March 15th. All contracts originating from the province incur a daily Tire Management Fee of \$2.81 CAD per day; this is a year-round fee.
- During the winter season, all vehicles include an ice scraper/snow brush free of charge.
- Winter Tires are not required on roadways in the City of Vancouver, or on the Lower Mainland highways, but

are required on the Sea-to-Sky, as well as routes north and east of Hope, and on many major highways in the British Columbia Interior and northern regions.

- All vehicles during this period will come equipped with M+S tires as standard in this region. Only commercial vehicles greater than 27,000 GVW must carry chains along these routes, but trucks between 5,500 kg and 27,000 kg GVW may use M+S or mountain/snowflake tires in lieu of chains, if available.
- During the Winter season, all vehicles include an ice scraper/snow brush free of charge. Vehicle Availability
- Hertz reserves the right, at its own discretion, to capacity control in any location, at any time, and for specific programs, according to vehicle availability, demand levels, and/or program performance. In addition, all car classes may not be available in all locations at all times.
- Tire Chains are not offered at Canadian locations and are not permitted. Vehicles are equipped with all season tyres.

## Waivers & Insurances

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- When the rental vehicle is used in accordance with all the terms and conditions of the Rental Agreement, Hertz provides the standard provisions of a basic automobile liability insurance policy, coverage of at least minimum provincial statutory limits for bodily injury or death and property damage for the customer's legal liability to others including passengers.
- Liability Protection up to a combined single limit of \$1,000,000 CAD per accident for bodily injury or property damage is included on a primary basis (i.e. Hertz' Primary Liability Protection will respond first to claims by third parties for bodily injury and/or property damage before any applicable insurance which the customer, Authorized Operator, or Additional Authorized Operator may have). However, where permitted by applicable law, the protection described above will be secondary to the customer's insurance and the insurance of the operator of the car. This Liability protection is included in all Virgin Hertz Packages.

### Loss Damage Waiver (LDW):

- Under the Terms and Conditions of the Rental Agreement, the customer is responsible for damage or the loss of a Hertz vehicle.
- Loss Damage Waiver (LDW) is an optional service that relieves the customer of responsibility, if any, for damage to the rental car, provided the car is used in accordance with the Rental Agreement Terms and Conditions.
- Loss Damage Waiver (LDW) is not insurance. Instead, it is a contractual waiver found in the Rental Agreement and it is not a term that will normally be found in personal automobile and business automobile insurance policies.
- If LDW is included in the Tour Rate the standard deductible is \$500.00. To reduce the deductible to \$0.00, a Deductible Waiver (DDW) may then be purchased at the counter at time of rental.
- The cost of LDW may vary depending upon car type.

### Damage Deductible Waiver (DDW): \*\*Not relevant if no excess\*\*

- DDW is available on Tour rentals or LDW inclusive rates in Canada only.
- DDW removes the customer's responsibility for the deductible when renting on a tour or when an inclusive rate that includes LDW with a deductible.

- DDW only applies to the days covered by the tour or LDW inclusive rate and will terminate if the customer keeps the vehicle beyond the tour or rate period.
- DDW \$11.99 per day reduces the excess to zero.
- DDW is \$11.99 per day with a deductible. The deductible coverage is up-to \$1,000 CAD.

Premium Roadside Service (PERS):

- PERS is optional and provides roadside assistance and covers you for the following items that are not included in the standard Roadside Assistance.
- Premium Emergency Roadside Service (PERS) covers costs for services required to remedy the following customer induced problems or problems resulting from an accident / collision, or any problem occurring outside the approved driving area, however are passed on to the customer, as following: Keys locked in the Car, Lost Key Service, Left Lights On/Dead Battery, Out of Gas Service, Spare Tire Mounting Service and more. For full list of benefits please inquire at time of rental.
- PERS can be purchased at the counter for \$8.99 CAD per day plus taxes and fees.
- Covers travel interruption reimbursements up to \$1000.00 CAD for certain expenses incurred when a vehicle has been involved in collision.
- Towing and support service would only include coverage when travelling within the US or Canada.

Personal Accident Insurance:

- PAI is optional coverage that can be purchased locally, if required, as you may already be covered with your travel insurance policy (please check your travel insurance policy for inclusions)
- Allows customer to elect accidental death and injury benefit coverage for renter and passengers during the rental period of the vehicle. If this coverage is accepted at a price of approximately \$7.95 CAD per day, the benefits for the renter will apply to all accidental injuries during the rental period, the renter is covered in or out of the rental vehicle. Passenger(s) are covered while entering, exiting, or occupying the rental vehicle.
- Total Benefit for any one accident is limited to \$250,000 CAD, regardless of number of persons involved.

**PAI Coverage**

<b>Benefits Schedule</b>	<b>Renter</b>	<b>Each Passenger</b>
Accidental Death	\$100,000 CAD	\$10,000 CAD

Personal Effects Coverage (P&C):

PEC is an option that insures against risk of loss or damage to help protect customer’s personal belongings while renting from Dollar / Thrifty. PEC insurance coverage includes those personal effects owned by customer and those members of his or her immediate family traveling with customer during the rental who are permanent residents of the customer’s household. PEC does not extend to non-family members traveling with customer.

- PEC Coverage Limits:
  - The maximum coverage for each covered individual during the rental period is \$500 after a

deductible of \$25 is applied. The maximum coverage for all individuals during the rental period is \$1,500 involving a maximum of 3 occupants of the car after application of the deductible.

- In the event any claims are made under the Policy, coverage for succeeding claims during the same rental will be reduced by the amount of the claim paid.
- *Personal Accident Insurance (PAI) & Personal Effects Coverage (PEC) – Must be purchased together*
- Please Note: PAI & PEC is not available in the province of Quebec or British Columbia.

## Young Renter's Policy

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- The Virgin Hertz Premier package includes the Young Driver fee for 1 young driver.
- The minimum age for all renters is 20. An Age Differential charge of \$15.00 CAD per day applies for ages 20 – 24.
- Note: Some vehicle class restrictions on tour rates may apply - Please check with reservations.
- In the Province of Quebec, the minimum rental age is 18 with an age differential charge of \$15.00 CAD per day.
  - In the province of Quebec, 18 to 19-year-old renters are restricted to car groups Economy up to Full-size only (A – F).
- The minimum age is 25 for Prestige, Adrenaline, and select specialty vehicle classes. The minimum age for Dream Cars is 25, no exceptions.

**Please Note:** Information provided in this document correct at time of issue, includes overview of the Hertz optional services. Cost and conditions of all options/taxes/fees/surcharges are subject to change without notice. Optional items are plus taxes and fees relevant to location/province.