

VIRGIN - Hertz Inbound USA

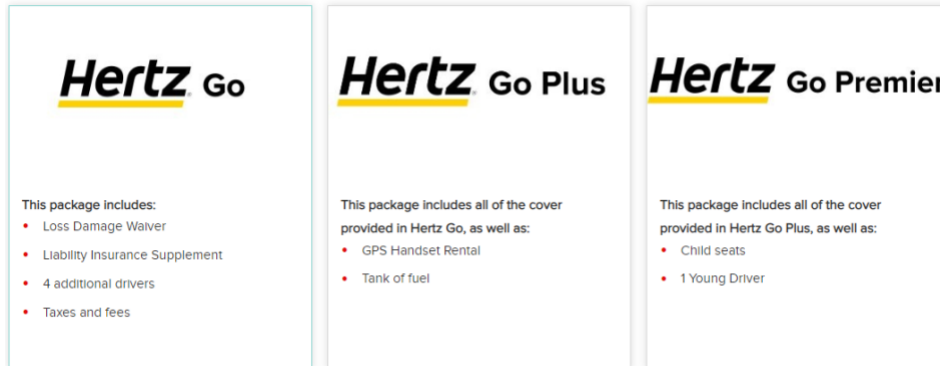
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ALL CAR RENTALS MUST BE BOOKED IN CONJUNCTION WITH A FLIGHT OR HOTEL

Virgin & Hertz Package Inclusions



Authorisation amount held will be released at the close of rental minus any incremental charges, taxes and fees.

ADDITIONAL AUTHORIZED OPERATOR (AAO)

- Unless included in your Virgin Hertz package, the Additional Authorized Operator (AAO) charge is \$13.50 USD per day with a maximum charge of \$189.00 USD per rental for all States except New York, which is \$3.00 USD per day with a maximum charge of \$189.00 USD per rental; and Nevada \$12.80 USD per day with a maximum charge of \$189.00 USD per rental. These charges are per day per driver, plus taxes and fees.
- **For rentals originating in California:** Unless included in your Virgin Hertz package, an Additional Authorized Operator (AAO) charge of \$13.50 USD per day with a maximum charge of \$189.00 USD per rental has been implemented. These charges are per day per driver, plus taxes and fees.
 - The following are considered an Authorized Operator for rentals originating in California: a renter’s spouse, child, or person of whom is a legal guardian, sibling, parent or grandparent; therefore, these Authorized Operators will not be charged an Additional Authorized Operator (AAO) fee.
- Additional Authorized Operators must present a valid driver’s license.
- The minimum age for all Additional Authorized Operators (AAO) is 20 years of age ([Young Renter’s fee applies for age 20 – 24](#)).
- The minimum rental age is 18 in New York and Michigan ([Young Renter’s fee applies](#)).
- Only one young driver (ages 20-24) can be added as a primary driver, or as an AAO per rental contract.
 - In New York, a renter must be 20 years and older to be added as an additional driver; but young renters ages 18 – 19 can rent as a primary driver only ([Young Renter Fee Applies](#)).
 - In Michigan, where the minimum rental age is 18, young renters ages 18 – 24 may be signed on as an additional driver on Michigan rentals only ([Refer to Young Renter’s Policy for more details](#)).
 - In Alabama and Nebraska, where the minimum rental age is 19 ([Young Renter Fee Applies](#)), only one young driver can be added as a primary driver, or as an additional driver per rental contract.
- Renters can be signed on as Additional Authorized Operators (AAO) at any time during the rental and at any USA location (including participating licensee locations) with the primary renter present. All AAO’s must be added to the rental agreement.
- If an AAO is added in a state other than where the rental originated, the AAO fee is based on the original renting

location’s policy.

- The maximum number of Additional Authorized Operators that may be signed on a single rental is four.
- Additional Authorized Operators (AAO) cannot be added at a Canadian location for rentals that originated in the United States.

ADVANCED RESERVATIONS

- 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.

CREDIT CARD POLICY

- 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

- One-way rentals within Florida, within California and between California and to/from Las Vegas locations (airports, hotels and neighbourhood locations) at no additional charge.
- No drop charge for all core & special car classes when picked-up at Chicago locations and dropped to San Francisco Airport, Las Vegas Airport, Phoenix Airport, Los Angeles Airport, or San Diego Airport.
- No drop charge for all core & special car classes when picked-up at San Francisco Airport, Las Vegas Airport, Phoenix Airport, Los Angeles Airport, or San Diego Airport, and dropped to Chicago locations.
- 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 USA will be subject to the drop off charges listed below. **Additionally, all drop charges are subject to applicable taxes and surcharges.**

Distance from Renting Location to Drop Off Location: *	Drop Off Charges	
Car Class	A, A6, B, C, D, F	G, I, L, L4, M, P6, Q4, R, S, T, T6, U
0 – 250 miles	\$75	\$150
251-350 miles	\$100	\$200
351-500 miles	\$150	\$325
501-900 miles	\$250	\$450
901+ miles	\$400	\$500

* This charge is based on the distance from the renting location to drop off locations, not miles 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, all drop charges are subject to applicable taxes and surcharges.

Canada:

- Vehicles can be driven across the Canadian border with no additional fee if returned to the same USA location. If returning to a different USA location, the one way fee between the two USA depots will apply as above.
- If collecting a vehicle in the USA dropping off a Canadian location, then Cross Border one way rental fees will apply only for those locations listed.

United States to Canada

- Car classes B, C, D, F may intercity from the following US airports to Canada airports locations at the drop charges (USD) listed below:

Source/Destination	Toronto (YYZ)	Montreal (YUL)	Vancouver (YVR)	Calgary (YYC)
Boston (BOS)	350	350		
Buffalo (BUF)	300			
New York (EWR, LGA, JFK)	300	300		
Detroit (DTW)	250			
Seattle (SEA)			300	

- Intercity drops between locations without specified drop fees are not permitted.
- It is recommended to have PERS cover when using vehicle in cross border rentals for the US and Canada. See PERS Section for more information about PERS inclusions

Mexico:

- Vehicles may be driven into Mexico with prior authorization from the pick-up depot and from any locations in California, Arizona, New Mexico and Texas.
- An additional Mexican insurance must be purchased locally to do so. The cost of Mexican insurance is between \$38.00 - \$48.00 USD per calendar day plus taxes and fees, which will assist with breakdown issues. The insurance is only chargeable on the days the vehicle is being driven in Mexico.
- PERS is not available in Mexico.
- Due to Mexican Law, Mexican citizens are not permitted to drive U.S. owned vehicles in Mexico. Any attempts to do so will result in fines and penalties.

DEBIT CARD POLICY

- Debit Cards are accepted at many locations to qualify the rentals when other requirements are met:
 - Vehicle car class reserved must be Economy Car/Compact Car/ Intermediate Car/ Full Size Car/ Intermediate SUV
 - Effective August 15, 2022: 7 Seat Minivan/Standard SUV/ and 7 seat Ford Explorer can be rented using debit cards in the state of Florida only.

- At Airport locations, the renter is required to provide proof of a return travel ticket to coincide with the rental and present two (2) valid forms of identification.
- At Off-Airport locations, the renter has a reservation made at least (1) one day in advance, must be at least 25 years old, must present two (2) valid forms of identification and proof of a return travel ticket to coincide with the rental (airline or cruise).
- When a debit card is presented as form of payment, at the start of the rental, two (2) forms of identification must be presented:
 - A valid issued Driver's License.
 - Plus, One (1) of the following forms:
 1. An alternative credit or debit card with the same name as the driver's license. The card is for identification purposes only.
 2. A Government issued ID in the same name as the driver's license such as a Passport.
- Debit cards will be accepted due to travel interruption as a form of payment if the renter provides proof of cancelled flight/cruise/train, etc., along with two (2) valid forms of identification.
- A credit card will be required for vehicle upgrades above a full-size car class. Debit card can be used at the conclusion of the rental.
- Please note: to qualify the rentals with a debit card, renters must meet the [deposit requirements](#), in addition to the [driver's license requirements](#).

DEPOSITS REQUIRED

- An authorization amount of \$200 will be added to the estimated rental charges, depending on the rental locations and card used.
- For customers renting with a [debit card](#), the incremental authorization will increase from \$200.00 USD to \$500.00 USD.
- Authorisation amount held will be released at the close of rental minus any incremental charges, taxes and fees. Cash deposits are not permitted.

DISABLED DRIVERS

- 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 who will 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.
 - 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 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 another country's Disabled Parking Permit in the USA. Only USA Disabled Parking permits are permitted. Florida is exempt- see below
 - Upon arrival customers should contact the DMV (Department of Motor Vehicles) to request a USA Disabled Parking Permit. They will be advised as to the location of the nearest DMV office and they will be required to visit this office in person to apply for a Disabled Parking Permit.
 - The cost of this is approx. \$15.00 USD for 90 days, plus local taxes and fees.
 - They need to bring proof of ID plus their country of origin disabled parking permit.
 - Florida Department of Highway Safety & Motor Vehicles link confirms that visitors can use their own UK disability badges providing it has the internationally recognised wheelchair symbol. – <https://www.flhsmv.gov/motorvehicles-tags-titles/disabled-person-parking-permits/disabled-person-parkingpermits-for-florida-visitors/>

DRIVER'S LICENSE REQUIREMENTS

- All renters must present a valid driver's license when collecting the rental, along with a valid passport in the same name as a second form of identification
- Drivers must be at least 20 years of age in all states except for New York and Michigan, where the minimum rental age is 18. 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.
- Rates are not valid for U.S. or Canadian citizens or holders of a U.S. or Canadian 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.
- We do not accept a copy of a driver's license (must be original).
- Renters, including Additional Authorized Operators, must present a valid national driver's license and a return airline ticket.
- 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.
- Change of Driver locally: should for any reason for the renter needing to change the driver's name at the counter, for reasons such as forgotten license or credit card, they must both be present, and the new renter must meet license requirements.
- Digital/Mobile versions of Driver Licenses are not accepted at time of rent for USA rentals regardless of origin.

DRIVING RESTRICTIONS

- In most cases, vehicles can be driven in any state in the continental United States.

- Vehicles may not be driven on poorly maintained or unpaved roads.
- Vehicles are permitted to be transported on ferry boats (exception below). However, if the destination of the ferry is to a site with gravel or unpaved roads, use of car is not permitted.
- In the cities of Fairbanks, Alaska and Juneau, Alaska, vehicles cannot be transported on ferry boats.
- In the State of Alaska, the following highways are restricted to rental cars, but are not limited to: The Dalton, Steese, Dempster, Elliott, Denali & Taylor Highways. In case of violation, customers are responsible for all damage and for the cost of returning the vehicle to the rental location.

EMERGENCY ROADSIDE SERVICE (ERS)

- 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

- 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

- If you have purchased our Virgin Hertz Go Plus or Premier packages, 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): Hertz 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. Hertz 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.
- For rentals in Hawaii:
 - If FPO is purchased at time of rent, and the vehicle is returned with a full tank, the customer will receive credit for the amount previously charged for the FPO.
 - Or, regardless of whether FPO was purchased, if the vehicle is returned with more fuel in it than when it was rented, the renter will receive credit for the additional gallons/liters.
- When picking up/dropping off in Manhattan, a tank of fuel is excluded. Even when a Virgin Hertz package including fuel has been purchased.

GPS & WI-FI

- 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.

GRACE PERIOD

- 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.
- Rentals returned 121 minutes or more after the return due time will be charged an extra day.
- There are no refunds for unused days

INFANT & CHILD SEATS

- Our Virgin Hertz Go Premier package includes unlimited child seats.
- If other packages have been purchased, the daily charge is \$13.99 USD per day, maximum of \$98.00 USD per rental plus taxes and fees.
- Infant seats: Cosco Light & Comfy (Model #IC206CHZ) - 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 #CC123FSM) – Rear facing: 5 – 40 pounds (2.3 – 18 kg), height: 19 – 40 inches (48 – 91 cm). Forward facing: 22 – 40 pounds (10 – 18.2 kg), height: 29 – 43 inches (86 – 109 cm).
 - Note: The Cosco Scenera Next rear facing may be provided as Birth and Infant seat).
- Booster seats: Cosco Pronto (Model #22-491FSM) – Forward facing: for children 40 – 100 pounds (18.1 – 45.4 kg) and 43 – 57 inches (110 – 145 cm) in height.
- Hertz requires customers to install the child seats themselves.
- 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 may use their own car seats.
- Customers should be aware that use of a non-U.S. federally approved child seat in a rental vehicle in the U.S. does not meet the statutory requirements for a child seat in the U.S. and would be a violation of the Terms and Conditions of the rental agreement and could compromise any Loss Damage Waiver or optional insurance product.
- Hertz voluntarily complies with any state law that requires a child seat for a rental.

LATE RETURN FEE

- Late return or 'rental deviation' fee of \$12.00 per day is incurred if a customer returns the vehicle after the scheduled drop-off time.
- The Late Return Fee 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.

- This fee will be applied in addition to any change in rental rate that occurs as a result of extending the rental.

MAXIMUM RENTAL DURATION

- 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

- Unlimited mileage applies to all vehicle rentals.

PICK-UP & DROP-OFF SERVICE

- We operate a pick-up and drop-off service within a 5-mile (8-km) radius of the Hertz/Disney & Kissimmee location (ORLR19): 7471 W IRLO BRONSON MEM HWY.
- Please note, this pick-up and drop-off service is not a standard or regular service. The pick-up service is complimentary and dependent on availability of the staff on an as needed basis.
- Customers must call the location to schedule a pick-up time prior to actual rental time. Please take into consideration, at times customers may face a small wait time.
 - The number for customers to call requesting the shuttle service is: (001) 407-396-2800.
- This service is available Monday to Friday, from 09:00 – 16:00, pending staff availability.

PLATEPASS

- Hertz offers the PlatePass® electronic toll payment system, which is operated by PlatePass® LLC, a division of Verra Mobility to provide customers the convenience of utilizing electronic toll lanes without incurring any toll road fines or penalties.
- Platepass uses a toll transponder-a small electronic device that is read by equipment operated by the toll authority on toll roads in the states or areas with a transponder indicator. The transponder is installed affixed to the windshield under the rear-view mirror.
- Customers can opt into the optional PlatePass® service in 3 ways:
 - At the commencement of the rental with an All-Inclusive rate per day or per week that covers the cost of the tolls (see PlatePass® All-Inclusive Tolling below).
 - At return

- By opening the transponder shield box (E-Z pass transponder region only) when applicable.
- PlatePass® All-Inclusive Tolling:
 - Effective November 15, 2022: Hertz launched All-Inclusive PlatePass® providing customers the ability to opt-in for all-inclusive tolling at time of rent. All-Inclusive tolling allows renters unlimited use of all electronic tollways and bridges for a per day fee (varies by state).
 - The All-Inclusive daily rate varies by state/region and ranges from \$9.99 per day - \$27.99 per day. E.g. Florida is \$13.99 plus taxes and fees.
 - All-Inclusive model will automatically be added to the Hertz Rental Agreement. No invoice will be issued after the rental is closed.
 - Customers must opt-in at the time of rent, either at the counter or exit gate. Customers may also opt-in at the time of return.
- If a customer does not choose to elect the All-Inclusive tolling product and drives through a toll, they will be charged a \$9.99 per usage day fee, plus the cost of the toll (at the toll authority's highest undiscounted rate). Chargeable only on days tolls are driven through.
- If at the end of the rental, tolls have been driven through on more days than anticipated, the All Inclusive option detailed above can be added at the time of return.

RETURN CHANGE FEE

- 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 you of any rate changes and applicable fees, which will be at the local daily rate.
- A Return Change Fee of \$10.00 USD will be applied.

SATELLITE RADIO (SIRIUS XM)

- SiriusXM is the country's premier satellite radio entertainment provider. SiriusXM delivers over 130 channels of satellite radio throughout the North America. There are 60 original channels of commercial free music, 60 channels of news, sports, entertainment and 11 channels of live traffic and weather (20 major metro areas).
- A daily charge of \$4.99 USD per full or partial day.

SKI RACKS

- Ski racks are subject to availability upon request in ski areas of Denver, CO, Colorado Springs, CO, Reno NV, Sacramento, CA, Vermont, Maine, Syracuse, NY, and Portland, OR. Please check with reservations on availability.
- Payable locally from \$18.00 USD per day, maximum of \$126.00 USD per rental plus local taxes and fees.

SPECIAL INSTRUCTIONS AT ORLANDO INTERNATIONAL AIRPORT (MCO)

- There are 3 terminals at MCO airport: **Terminal A, Terminal B and Terminal C.**
- All Virgin customers will need to proceed to the rental area at Terminal A
- If the customers are a walk-in, or they do not enter a flight number into the reservation, customers should

proceed to **Terminal A**.

If the customers are arriving by airplane and a flight number is included in the reservation, customers should proceed to the designated terminal their flight arrives at. Example: **Terminal A**: Virgin Atlantic.

TAXES & FEES

- Optional items such as child seats, one-way rental fees, GPS plus items not included in your pre booked package are subject to local taxes and fees.
- Products purchased at the rental counter e.g. upgrades, are subject to all applicable federal, state and local taxes, fees, charges and surcharges.
- If any additional federal, state, local taxes, fees, charges or surcharges are imposed during the term of this contract, or, if there is a modification to these, such additions or modifications will be charged to the client at the counter. Applicable to locally purchased items only.
- Even if stated as included in your Virgin Hertz Package, extra charges including but not limited to concession recovery fee and state tax may apply to any additional items purchased at the counter or any extra charges incurred by the rental at time of drop off.
- List of Taxes, Fees and other charges consists of, but is not limited to, the following:
 - Sales taxes: sales taxes vary between cities and states ranging from approximately 0% to 30%.
 - Surcharges: surcharges vary by state, city and location.
 - Concession recovery fee: concession recovery fees are charged unless prohibited by law. These fees assist in covering all or part of the average concession fees plus the additional cost of doing business. Concession recovery fees can apply to but are not limited to airports, hotels, fbo's and train station locations. They apply on the prepaid portion of the rental and on any and all products purchased at the rental counter.
 - Vehicle license fees: vehicle license fees vary by state and vehicle type.
 - Customer facility charges (cfc): this is an additional charge by the airports to offset the operation of a consolidated car rental facility or bus system at the airport. Varies by location between **\$0.31 - \$10.00 USD** per day / **\$0.30 - \$19.00 USD** per rental
 - Busing fee: is a charge imposed by the company to recover amounts paid towards the operation of a consolidated car rental bus system at the airport. These are above the costs paid through the cfc and is not government mandated. Varies by location **\$3.40 - \$4.49 USD** per rental.

UPGRADE POLICY

- 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.

VEHICLE AVAILABILITY

- If the vehicle type you have pre booked is not available at the time of pick-up, Hertz will provide a free upgrade to the next available category.

WAIVERS & INSURANCES

DAMAGE LIABILITY-THEFT LIABILITY EXCESS

No Excess - If Loss Damage Waiver (LDW) is included on the rental the renter is not responsible for loss of or damage to the rental vehicle provided there is no violation of the Rental Agreement Terms and Conditions.

Liability Protection

Standard Liability Protection is included in all rentals.

- Liability Protection is addressed in some detail in the Terms and Conditions of the applicable Rental Agreement. Essentially, Liability Protection, if provided by 'Hertz', provides limited protection against:
 - Bodily Injury Liability - The legal responsibility of the customer, an Authorized Operator (AO), or an Additional Authorized Operator (AAO) for bodily injury or death to a *Third Party arising from an accident where the driver of the Hertz vehicle may be at fault.
 - Third Party - Generally, anyone to whom the customer, Authorized Operator or Additional Authorized Operator causes injury or damage as a result of an accident involving a Hertz vehicle.
 - Property Damage Liability - The legal responsibility of the customer, an Authorized Operator (AO), or an Additional Authorized Operator (AAO) for damage to the property of a Third Party arising from an accident where the driver of the Hertz vehicle may be at fault.
- Where permitted by law, no liability protection is provided under the terms of the Rental Agreement from claims of injury by others against you resulting from an accident with the rental car. Some locations provide Primary Liability Protection under the Rental Agreement, but in those situations where liability protection is provided, such protection is no more than the minimum limits required by individual state law.

LIABILITY INSURANCE SUPPLEMENT (LIS)

- Enhanced protection included in all Virgin Hertz packages, that provides additional liability protection for the customer, Authorized Operator(s), or Additional Authorized Operator(s) if an accident occurs.
- Combines the features of Primary Liability Protection with an excess liability policy to provide protection up to a combined single limit of \$1,000,000 per accident for third party bodily injury and / or property damage claims. (On rentals in California and Florida the maximum combined single limit is \$2,000,000 for liability protection only).
- LIS Coverage also includes up to \$1,000,000 of Uninsured / Underinsured Motorist Protection.
- Primary protection, regardless of state in which accident occurs.
- LIS product will be priced between \$12.34 - \$18.85 USD per day plus taxes and fees (varies by state), where not included in the rate.

LOSS DAMAGE WAIVER (LDW)

- In most states, in the event of any other loss or damage to the car, regardless of fault, customer's financial responsibility extends to the full value of the car at the time of rental, less its salvage value, plus expenses for towing, storage and impound fees, diminution of the value of the car as determined by Hertz, an administrative charge, and a charge for loss of use, regardless of fleet utilization. If customer's responsibility differs in the state in which the customer rents, it will be stated in Paragraph 4 of the Rental Agreement.

- Loss Damage Waiver (LDW) is an optional service that relieves the customer of all responsibility for the loss of or damage to the rental car, provided the car is used in accordance with the Rental Agreement.
- When customer purchases LDW (which is not insurance) the customer will not be held responsible for damages to the car in the event that any damage should occur, provided the damage was not the result of a prohibited use of the vehicle.
- Per the Rental Agreement Terms and Conditions, a valet parking the rental car is considered an Authorized Operator; therefore, LDW would apply to damage arising from the valet's use.

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.
- PERS can be purchased at the counter for \$9.99 USD per day, plus taxes and fees. This is non refundable
- Premium Emergency Roadside Service (PERS) covers costs for services required to remedy the following issues:

Out of Electric Vehicle Range/Charge Service (EV Range Delivery)	Maximum \$250.00 USD per rental
Out of Electric Vehicle Range/Charge Service (Towing to a charge station)	Maximum \$350.00 USD per rental
Missing/Stolen/Damage Electric Vehicle charging cable adapter	N/A
Lock out service	Maximum \$250.00 USD per rental
Remote unlock	Maximum \$105.00 USD per rental
Damaged broken keys, fob, or key card	Maximum \$500.00 USD per rental
Lost or missing keys, fob, key card	Maximum \$500.00 USD per rental
Keys, fob, key card (delivery/towing)	Maximum \$500.00 USD per rental
Dead battery service	Maximum \$250.00 USD per rental
Spare tire mounting service	Maximum \$250.00 USD per rental
No spare tire towing	Maximum \$500.00 USD per rental
Out of gas	Maximum \$250.00 USD per rental
Car stuck/Winch Service	Maximum \$500.00 USD per rental
Lost Key Service	Maximum \$500.00 USD per rental

- Towing and support service would only include coverage when travelling within the USA and Canada.

PERSONAL ACCIDENT INSURANCE (PAI) & PERSONAL EFFECTS COVERAGE (PEC)

- 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)
- **Personal Accident Insurance (PAI) and Personal Effects Coverage (PEC)** are combined as one option and cannot be purchased separately. Provides coverage to the renter and passengers in case of accidental death and/or accidental medical expenses during the rental period.
- **PAI Coverage:** The total benefit for any one accident, for renters and passengers is limited to \$175,000, Medical Expenses \$10,000 (Dental maximum of \$250) regardless of number of persons involved. Terms and conditions vary by state.
- Accidental death and dismemberment up to \$175,000, in or out of the vehicle. To be eligible:
 - Loss must occur within 90 days of injury.
 - Accident must occur during the rental period.
 - If more than one loss is sustained as a result of the same accident, only the largest applicable amount

will be paid out.

- **Medical Expense benefits:** Provide up to \$10,000 (\$250 for dental) for reasonable and customary charges associated with confinement to a hospital; treatments by a physician; transportation to or from a hospital by a professional ambulance service; and/or services rendered by a registered nurse within 30 days of the dates of an accident that cause the injury or onset of the sickness, provided initial treatment by a physician during the rental period.
- PAI and PEC coverage is not available in Missouri.
- Please note: New York and Washington State provide up to \$3,500 in medical expenses.
- **Personal Accident Insurance (PAI):** allows customer to elect accidental death and accident medical expense coverage for renter and passengers during the rental period of the vehicle. If this coverage is accepted, 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.
- **Personal Effects Coverage (PEC)** is an option that insures against risk of loss or damage to help protect customer's personal belongings while renting from Hertz. 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.

WINTERIZED VEHICLES

- During the winter season (1 October through 1 April) we provide our fleet with all season tires, ice scrapper or snow brush, de-icer washer fluid, radiator anti-freeze at winter level and emergency road service at no extra cost. Local regulations in certain conditions may override this from time to time.
- Tire Chains are not offered at U.S. locations and are not permitted. Vehicles are equipped with all season tyres.

YOUNG RENTER'S POLICY

- The Virgin Hertz Premier package includes the Young Driver fee for 1 young driver.
- The minimum age for all renters is 20 (Age Differential charge applies for ages 20-24).
- The minimum age is 25 for Prestige, Adrenaline, and select specialty vehicle classes. The minimum age for Dream Cars is 25, no exceptions.
- The Young Renter Fee is \$19.00 per day for all U.S. locations.
- In the states of Alabama and Nebraska, the minimum rental age is 19. For renters age 19, the young renter fee is \$52.00 per day. For Young Renters ages 20 – 24, the renter is \$19.00 per day.
- In the states of New York and Michigan, the minimum rental age is 18. The Young Renter fee is \$52.00 per day for renters ages 18 and 19. Renters ages 18 and 19 in New York and Michigan may rent car classes A – F only.
- In Michigan, renters between ages 18 and 24 may be signed on as an AAO's on Michigan rentals only. The appropriate Age Differential will be added, in addition to the AAO charge. If both the renter and AAO are under 25, only one Age Differential charge will be assessed.
- Only one young driver (ages 20-24) can be added as a primary driver, or as an AAO per rental contract.
 - In New York, a renter must be 20 years and older to be added as an additional driver; but young renters ages 18 – 19 can rent as a primary driver only.
 - In Michigan, where the minimum rental age is 18, young renters ages 18 – 24 may be signed on as an additional driver on Michigan rentals only.

- In Alabama and Nebraska, where the minimum rental age is 19, only one young driver can be added as a primary driver, or as an additional driver per rental contract.

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/state.