



Please ensure that you read and understand the information printed below, in addition to your travel arrangement terms and condition printed on your invoice.

What's included in your Hertz USA Car Rental:

	Inclusive	Inclusive + Fuel + Additional Driver
Unlimited mileage	Yes	Yes
Loss Damage Waiver	Yes	Yes
Up to \$300,000 3 rd party liability coverage	Yes	Yes
Zero excess	Yes	Yes
All applicable taxes and fees	Yes	Yes
Full tank of fuel	No	Yes
Additional Driver	No	1

Car Hire Collection

You must present the following pieces of information at time of car hire collection (failure to do so will result in you being unable to collect your car hire and full loss of monies paid):

1. Driving License:

a. All Renters:

- i. 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.
- ii. 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.
- iii. Rates are not valid for U.S. or Canadian citizens or holders or holders of a USA or Canadian License.
- iv. A copy of license is not accepted.

2. Credit Card

a. Lead Driver

- i. 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.
- ii. The credit card, driver's license, and reservation must all be in the same name.
- iii. Only physical credit cards are accepted (either embossed or un-embossed). Virtual cards and cash deposits are not permitted.

[Deposit Required](#): At the time of rental, an authorization hold will be secured on the credit card for the estimated amount of all additional charges payable locally plus up to USD\$200.00.

3. Passport

- a. All renters:
 - i. All renters must present their passport as a form of identification.

4. American Affair Car voucher

Will be sent with your travel itinerary (4-6 weeks prior to travel). Passenger must ensure that they receive this voucher and present it at the time of car hire collection. They must collect & return the car hire to the depot confirmed on your car hire voucher. No refund is given on partially used rentals or for late pickup.

5. Age Restrictions

The minimum driver's age is 20 years. All drivers 20-24 years will be subject to a daily surcharge from USD\$25* per day + taxes which is payable locally. These fees will be applicable for the full duration of the rental. In the states of Alabama and Nebraska, the minimum driver's age is 19 years (local daily surcharge of USD\$52* per day plus taxes for drivers aged 19 years and for drivers aged 20-24 years, the local daily surcharge is USD\$25* per day plus taxes). And in the states of New York and Michigan, the minimum driver's age is 18 years and drivers aged 18 and 19 years will have to pay a local daily surcharge of USD\$52* per day plus taxes. In all instances, vehicle restrictions apply.

6. Additional Drivers

Unless included in the rental package, the Additional Authorized Operator (AAO) charge is USD \$15.00* per day, with a maximum charge of USD \$210* per rental plus taxes and surcharges. Only one young driver (ages 20-24) can be added as a primary driver, or as an AAO per rental contract. See above for information requirements that are applicable to all additional drivers. 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 Alabama and Nebraska, where the minimum rental age is 19, only one young driver can be added as a main driver, or as an additional driver per rental contract. 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. Please note the maximum number of Additional Authorized Operators that may be signed on a single rental is four.

7. Fuel Purchase Option (FPO)

If you have upgraded to the car rental package that includes a tank of fuel, this is called the 'Fuel Purchase Option.' The fuel in the car at the start of the rental is included in the rate. Customers do not need to refill the tank prior to return. There will be no refund for unused fuel.

8. Infant and Child Seats

Infant and Child seats must be requested in advance and carry a charge from USD \$13.99* per day to a maximum of USD \$98* +taxes and fees per rental. Hertz requires you to install the child seat yourself.

9. Early and Late Returns

Early Return

Early returns are allowed but will not incur any reimbursement of unused days.

Late Return

Late return or 'rental deviation' fee of USD\$12.00* per day is incurred if a customer returns the vehicle before or 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 Hertz 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. The daily rental fees will not be the same as booked. If a passenger in resort needs to return the vehicle later, they are best to call Hertz directly to arrange.

10. Taxes

Local and government taxes will be payable for any fees / charges paid locally.

11. Ski Racks

The hire of ski racks is subject to availability and is on request in the ski areas of Denver and Colorado Springs in Colorado, Reno -Nevada, Sacramento - California, Vermont, Maine, Syracuse in New York and Portland, Oregon. Costs payable locally from USD\$18.00* per day, maximum of USD \$126.00* per rental plus local taxes and fees.

12. Winterized Vehicles

During the winter season (1st October through to 1st April) Hertz provide their fleet with all season tires, ice scraper 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.

13. One-way rentals

One-way rentals are permitted at a charge; details of which will be advised at the time of confirming your booking. One-way fees are payable locally to Hertz. You will receive your voucher 4-6 weeks prior to travel.

14. Loss Damage Waiver

Loss Damage Waiver and Liability Insurance Supplement are both included in the rental. There is no excess to pay by the renter for loss of or damage to the rental vehicle provided there is no violation of the Rental Agreement Terms and Conditions.

15. Cross Border & Driver Restrictions

Hertz rental cars are permitted to be driven in to Canada but must be returned to the USA. We do not recommend driving hire cars into Mexico. (if you do, please call for further information on Hertz terms and conditions). Please see below additional restrictions:

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

16. Unlimited Mileage

Unlimited mileage applies to all vehicles.

17. Maximum Rentals

Car hire rentals cannot exceed 62 days.

18. Emergency Roadside Service (ERS)

Basic 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.

19. Premium Roadside Services (PERS)

PERS can be purchased at the rental counter for USD\$9.99* day, plus taxes and fees. 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.

20. Personal Accident Insurance (PAI) & Personal Effects Coverage (PEC) – Must be purchased together – costs payable locally directly to Hertz.

Personal Accident Insurance (PAI) and Personal Effects Coverage (PEC) are combined as one option and cannot be purchased separately. Personal Accident Insurance (PAI) provides coverage to the renter and passengers in case of accidental death and/or accidental medical expenses caused by an accident independent of all other causes during the rental period. Personal Effects Coverage provides coverage against loss or damage to covered personal belongings during the rental period. Coverage is subject to various exclusions, terms, and conditions, which may vary by state, and is not available in New York. Please review the policy or certificate for detail.

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. Accidental death up to \$175,000 for renter (\$100,000 Minnesota), and \$17,500 for passengers (\$10,000 in Minnesota). To be eligible the accident must occur during the rental period, and death must occur within 12 months of accident. If more than one loss is sustained because of the same accident, only the largest applicable amount will be paid out. Passengers will also be covered, but only for accidents occurring while in, entering, or exiting the car.

Medical Expense benefits

- Provide up to \$2,500 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. (Up to \$250) and/or services rendered by a registered nurse; in each case within 30 days of the dates of an accident that cause the injury.
- Medical expense coverage is available for bodily injury if within 30 days of the accident and upon the recommendation a qualified and licensed physician the insured is confined to a hospital, treated by a physician, transported to or from a hospital by a professional ambulance service and/or services rendered by a registered nurse, licensed practicing nurse, or nurse practitioner.

Personal Effects Coverage (PEC)

Insures against risk of loss or damage to certain personal belongings while renting from Hertz. PEC coverage applies throughout the entire rental period to owned personal property during transit while in any hotel or building (other than the insured's residence) or locked in a rental vehicle. PEC is insurance protection and pays in addition to any other policy you may have (such as a Homeowner's policy). However, your benefits provided by other coverage may be affected by the PEC benefit. PEC includes certain personal effects owned by you, other authorized drivers under the rental agreement, and your immediate family who permanently reside with you and are traveling with you during the rental period. Coverage is subject to various exclusions, terms and conditions, which may vary by state, and is not available in New York. Please review the policy or certificate for detail. Maximum coverage during each rental period is up to USD \$650* per person, and \$1,950* in the aggregate for all claims during the rental period.

21. Liability Insurance Supplement (LIS*)

- Optional protection 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 for third party bodily injury and / or property damage claims of \$300,000 for accidents occurring on or after January 1, 2025. Where not included in the rate, LIS product pricing will vary.

*Local costs and fees are subject change without notice.