# Hertz USA & Canada.

# Essential Information for 2024 Departures.

We offer car hire to be booked as part of a holiday, flydrive and car only.

All 3 insurance options are available to all cars booked through Virgin Atlantic Holidays or Virgin Atlantic.

**Hertz Go**
LDW: Loss Damage Waiver. Provides cover for damage to or theft of the hire car. LDW is the same as CDW and PDW, which stand for Collision Damage Waiver and Physical Damage Waiver.
LIS: Liability Insurance Supplement. (also known as SLI, or Supplemental Liability insurance). This will also give you extra cover for any accidents and incidents that may occur.
1 additional driver
Taxes & Fees

**Hertz Go Plus**
LDW: Loss Damage Waiver. Provides cover for damage to or theft of the hire car. LDW is the same as CDW and PDW, which stand for Collision Damage Waiver and Physical Damage Waiver.
LIS: Liability Insurance Supplement. (also known as SLI, or Supplemental Liability insurance). This will also give you extra cover for any accidents and incidents that may occur.
3 additional Drivers
1 tank of fuel
GPS
Taxes & Fees

**Hertz Premier**
LDW: Loss Damage Waiver. Provides cover for damage to or theft of the hire car. LDW is the same as CDW and PDW, which stand for Collision Damage Waiver and Physical Damage Waiver.
LIS: Liability Insurance Supplement. (also known as SLI, or Supplemental Liability insurance). This will also give you extra cover for any accidents and incidents that may occur.
3 additional drivers
1 tank of fuel
GPS
1 Child Seat
Underage Driver fee
Taxes & Fees

## Arrivals at Orlando Airport

There are 2 terminals at MCO airport: Terminal A and Terminal B. A car is assigned when the customer arrives.

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

If the customers are a walk-in, or do not enter a flight number into the reservation, customers should proceed to Terminal A.

## Additional Drivers

Known as AAO (Additional Authorised Operator)

Must hold drivers licence

Minimum age 20 (20-24, young renters fee applies)

Minimum age 18 in New York and Michigan young renter fee applies

Only 1 young driver can be added as a primary driver, or 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.

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.

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.

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 six, or however many seats are in the rental vehicle, whichever is less.

Additional Authorized Operators (AAO) cannot be added at a Canadian location for rentals that originated in the United States.

$13.50 USD per day, max $189. Except New York, at $3 per day, max $189. Nevada $12.80 USD per day, max $189

If rental 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.

**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.

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

**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 A – F, and Q4 (sub-compact through full-size and small SUV) ONLY.

Effective August 15, 2022: Minivans (car class 'R') and regular SUVs (car classes 'L' and 'L4') 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).

Debit cards are not accepted to qualify at time of rental for premium or above and including Dream Cars and Hertz Shelby GT-H Mustang.

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.

To qualify the rentals with a debit card, renters must meet the deposit requirements, in addition to the driver's license requirements

**Deposits**

An authorization amount of up to $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

Cash deposits are not permitted.

## Cross Border Rentals

Canada:
It is recommended to have PERS cover when using vehicle in cross border rentals for the US and Canada.

Mexico:
Vehicles may be driven into Mexico with prior authorization 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.

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

## 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. 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.

## Vehicle Adaptations

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.

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.

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.
- 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.
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- 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.

**Drivers Licence Requirements**

All renters must present a valid driver's license.

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.

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, a return airline ticket, and the voucher (except Voucherless programs).

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.

If a Digital/Mobile Driver Licenses are presented at the time of rent, a physical copy (paper or plastic version) is required to be presented, and the digital version is not able to be accepted.

**Early Return**

There is no Early Return Fee

There is no refund for unused days

**Extension of Rentals**

You must make a new reservation for the extension rental period. Customer will need to return to location to renew contract.

**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 2 hours. The customer will be charged at local rates for the extra time

Rentals returned 120 minutes or more after the return due time will be charged an extra day.

Customers have a 24-hour grace period for late pick-ups due to flight delays. There are no refunds for unused days.

Tour Operators will be charged for the number of days booked, irrespective of the number of days the customer actually rents. If the client returns the car early, the Tour Operator will still be charged at the number of days reserved. Exceptions, such as medical emergencies, death in family, etc., will be handled subsequently by Customer Relations.

**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.

**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 the client 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.

**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

**Emergency Roadside Service**

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.

**Fuel Policy**

Hertz offers three Refuelling 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.

Fuel is not available in all Manhattan locations.

**Young Renters Policy**

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.

**Infant & Child Seats**

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.

**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.

The PlatePass program works as either a video tolling program or a transponder program, depending on the toll road in question

If the customer does not wish to use PlatePass, the customer must, where permitted, pay all tolls with cash or with a personal transponder (fully funded and properly mounted) compatible with the applicable toll road.

Customers will be charged for each toll at the highest, undiscounted cash rate plus a $5.95 convenience fee for each calendar day when tolls are incurred. There is no maximum PlatePass convenience fee.

Platepass electronic invoices and receipts will be sent to customers who have a valid email address on file with Hertz 1 – 3 weeks after the rental.

**Shuttle Service**

We operate a shuttle service within a 5-mile (8-km) radius of the Hertz/Disney & Kissimmee location (ORLR19): 7471 W IRLO BRONSON MEM HWY.

The pick-up service is complimentary and dependent on availability of the staff.

Customers are recommended to call the location to schedule a pick-up time prior to rental time in order to eliminate wait time.

The number for customers to call requesting the shuttle service is: 407-396-2800.
Hours of pick up are from 8:30-16:00.

**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).

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.

**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.

**Taxes & Fees**

There may be a local surcharge imposed by the state. Any such charges are payable at the time of collection, unless stated as being included in the net rates. Optional items such as child seats, one-way rental fees, GPS plus items not included in the net rate (voucher) are subject to local taxes and fees. Products purchased at the rental counter 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.

Even if stated as included in the net rate, 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 Company all charges for such upgrades.

**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.

**Waivers & Insurances**

DAMAGE LIABILITY-THEFT LIABILITY EXCESS
• No Excess

Liability Protection
• 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)
• 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 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.

PREMIUM ROADSIDE SERVICE (PERS)

• If Premium Emergency Roadside Service is purchased, costs are covered up to $1,000 for services such as keys locked in the car, lost keys, dead batteries resulting from lights being left on, and spare tire mounting.
• In addition, PERS includes a 90-minute roadside service guarantee.
• It also covers travel interruption reimbursements up to $1,000 per rental for incremental travel expenses incurred when the vehicle is disabled in an accident and we cannot provide a replacement vehicle within 3 hours.
• Cost is $8.99 USD per day plus taxes and fees. (Effective April 1, 2017)
• This towing and support service are country specific so would only include coverage when travelling within the US or Canada.
• PERS does not apply in Mexico but the Mexican Insurance will assist with breakdown issues.

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

• 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.
• 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.