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.
4 additional Drivers
1 tank of fuel
GPS
Taxes & Fees

Hertz Go 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.
4 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.

Minimum age 18 in Quebec, young renter fee applies

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

The Additional Authorized Operator (AAO) may not hold a Canadian driver's license.

$13.50 CAD per day, max $189.

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 in the USA to qualify the rentals when other requirements are met. Debit Cards are not accepted in Canada.

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

USA: 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.

Canada: 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.

Debit cheque cards, prepaid credit cards and gift cards, and the small key ring credit cards are not accepted. Cash deposits are not accepted.

Cross Border Rentals

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

USA to 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

Within Canada: 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 from Canada into Alaska, the Yukon, the Northwest Territories, Nunavut, or Mexico.

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:

- o Customers cannot use another country's Disabled Parking Permit in the USA. Only USA Disabled Parking permits are permitted.
- o 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.
- TOP
- Hertz Standard Terms & Conditions – 2022 – 2023 6
- 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

USA: 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

Canada: Late return or 'rental deviation' fee of $15.50 per day (max $77.50 CAD) 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 will be applied:

USA: $10.00 USD

Canada: $12.99 CAD

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 USD per day for all U.S. locations, $15 CAD per day for all Canadian 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.

In the province of Quebec, the minimum rental age is 18. For renters age 18, the young renter fee is $15.00 per day.

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/CAD per day, maximum of $98.00 USD/CAD 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

PlatePass® All-Inclusive Tolling (USA):

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.

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)

Platepass (Canada)

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: (001)407-396-2800.

Hours of pick up are from 09:00-16:00, Monday to Friday.

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

USA: 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.

Canada: Ski racks are subject to availability upon request in ski areas of Vancouver, Calgary and Montreal. Please note that these locations request 24-hour advance-notice.

Payable locally from $14.00 USD per day, maximum of $98.00 CAD per rental plus local taxes and fees.

Ski Racks are available at Calgary International Airport (YYC) for car classes: C, Q4, F, R.

Ski Racks are available at Montreal International Airport (YUL) for car classes: F, L, R, T

A $75.00 CAD replacement fee will be charged if equipment is damaged or not returned over and above rental fee.

Winterized Vehicles

USA: 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.

Canada: Winter rated tires are optional subject to availability at airport counters across Canada (excluding Quebec) and are not included with any Pre-paid or Tour Voucher as part of "Winterization".

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

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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.

Taxes & Fees

USA: 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.

Canada: 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.

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.

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.

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.

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.

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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 - USA

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.

Waivers & Insurances - Canada

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.

Loss Damage Waiver (LDW):

Under the Terms and Conditions of the Rental Agreement, the customer is responsible for damage or the loss of a Dollar or Thrifty vehicle.

Loss Damage Waiver (LDW) is an optional service that relieves the customer of responsibility, up to the deductible, 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.

LDW is an optional service that holds the renter or authorized driver's responsible only for the deductible amount, if any, for loss of or damage to the rental vehicle, if the vehicle is used in accordance with the terms and conditions of the rental contract. If LDW is not purchased, the renter will be responsible regardless of fault for the full value of the vehicle at the time of rental, less its salvage value, plus expenses for towing, storage, impound fees, an administrative charge, and a reasonable charge for loss of use.

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):

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.

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Premium Roadside Service (PERS):

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:

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

Benefits Schedule	**Renter**	**Each Passenger**
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.

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