

RESERVATION TERMS AND CONDITIONS

CHECKLIST - WHAT YOU NEED TO BRING

- To collect the vehicle you must present the original credit card used to make the booking. Digital payment methods are not accepted. If you make your vehicle booking with a debit card, then you must present both the debit card and a valid credit card in your name when you collect the vehicle. Please ensure with your bank that your credit card is activated for use in foreign countries prior to your journey.
- Furthermore, a valid original driving licence for each driver must be presented at the time of collection. A photocopy, digital driving licence, notice of loss, notice of theft etc. will not be accepted.
- In addition, the name and details of the renter must be the same as the name and details of the person who made the vehicle reservation.
- A valid identification document, identity card or passport, must be presented to collect the vehicle.

PAYMENT, PRICING & CHARGES

- Most locations accept the majority of debit cards. If you have questions about the acceptability of your form of payment at the destination and for other relevant destination conditions and information, please refer to the 'DESTINATION SPECIFIC TERMS' below.
- Although we try to ensure that all prices quoted on our websites are accurate, errors may sometimes occur. We will inform you as soon as possible if we discover an error in the price of your reservation and give you the opportunity to confirm your booking at the correct price or cancel. Our usual cancellation charges will not apply if you choose to cancel. If you cancel and you have already paid for your rental, you will receive a full refund. If we are unable to contact you, we will treat your reservation as cancelled.
- A young driver surcharge may apply for renter younger than 25 years
- A Frequent Flyer fee of \$1.00 per day and a maximum of \$5.25 per rental will be charged if the customer wishes to be credited frequent flyer miles on an American or Canadian airline.
- The estimated amount to be paid at the counter is based on available information at the time of reservation. This does not include any additional items you may choose at the location, such as refueling, LDW, etc.
- Where the booking is a prepaid booking and additional extras have been selected, the total charge is estimated based on local currency conversion where applicable, at time of booking, and is subject to change at time of pick-up.

- The credit card or debit card used to make the booking, MUST be presented at the counter by the person who booked the vehicle
- If you make your vehicle booking with a debit card, then you must present both the debit card and a valid credit card in your name when you collect the vehicle.
- When you pick up the vehicle, a certain amount will be blocked on your credit card. This amount is based on the estimated cost of the rental, including one tank of fuel. The blocked amount will be released upon final settlement and payment of your rental charges when you return the vehicle.

AGE RESTRICTIONS

- A Young Driver Surcharge may apply if you or any additional driver is under 25 years old.
- Age restrictions vary based on the country where the rental is taking place.
- Depending on where you are renting, some vehicles may have a minimum age of between 25 and 30, so please check "Age restrictions" for your eligibility to drive them.

CHANGES TO YOUR RESERVATION

- You can amend your reservation online up to three times through the View/Modify/Cancel button. No processing fee will be charged for changes made online. For changes made by phone call, we reserve the right to charge a handling fee.
- If you make a change, we will recalculate your rental charges based on current prices, which may be higher or lower than the price originally booked.
- Please note: to change the reservation, you must use the same credit/debit card you used to make the original booking. If you wish to use a different credit card, the initial reservation must be cancelled (see CANCELLATION below) and a new reservation needs to be placed.
- The name of the main driver, as well as the rental station agreed within the reservation cannot be changed. If a customer wishes to make changes regarding the name of the main driver or the rental station, the reservation must be cancelled (see "Cancellations") and a new reservation must be made.
- You can add a CDP code to a reservation, although if it is linked to a negotiated discount or rate that does not match our retail prepaid rates the change will not be possible and you will see the message 'No prepaid available'. You may then cancel your original reservation (see 'CANCELLATIONS' below) and make a new reservation adding the CDP number.
- We regret that you are not able to add your #1Club or Gold number to an existing reservation online.

CHANGES AT TIME OF PICK UP

- If at the time of vehicle collection you wish to rent a larger car or rent for a longer period, you may do so, subject to availability, on payment of additional charges. Such charges will be quoted in the currency of the renting country and may be at a higher rate than those previously quoted.
- Please note: Vouchers for rates with prepayment (prepaid vouchers) can only be used for rentals with the current date indicated on the reservation. If you wish to change the rental date, you must cancel and re-book the reservation (see Cancellations).

Cancellations due to COVID-19

CANCELLATIONS

- Hertz allows you to [cancel](#) prepaid and pay at location reservations:
 - a. Online by the 'Modify/Cancel' reservation page.
 - b. By calling customer care.

CANCELLATIONS PREPAID RESERVATIONS

- The prepaid amount will be refunded in full:
 - a. if the cancellation is made before midnight two days before the date of your scheduled pick-up.
 - b. when the cancellation is made after the above mentioned period, we will refund your prepayment less an administration charge of GBP 30.00 / EURO 45.00 / CHF 65.00.
- Refunds will be made to the credit or debit card that the original booking was made on.

CANCELLATIONS PAY AT LOCATION RESERVATIONS

- Pay at location reservations can be cancelled any time before your scheduled pick-up time without an administrative charge.
- Failure to cancel the reservation before your scheduled pick-up time will result in a No-Show/Lost Rental Charge as per below.

NO SHOWS/ LOST RENTALS

- If you fail to cancel your reservation prior to the pick-up time and do not collect the vehicle on the pick-up date, or if you fail to comply with the pick-up terms (refer Rental Qualifications & Requirements), we reserve the right to charge a No Show/Lost Rental Charge of GBP 70.00 / EUR 95.00 / CHF 65.00 which recovers our administration costs

and compensates us for our inability to rent the vehicle when it was reserved for your use.

- For prepaid reservations, we will refund your prepayment less the No Show/Lost Rental Charge, if you write to us within 90 days of the pick-up date at Hertz Europe Service Centre, Swords Business Park, Swords, Co. Dublin, Ireland requesting a refund and enclosing a copy of the reservation confirmation.

EARLY RETURN

- Please note that we are unable to give a refund if you return the vehicle early.

LATE RETURN CHARGE

- Currently applicable only to rentals with a destination in Europe.
- We reserve the right to make a Late Return Charge to compensate us in part for the costs we incur in finding an alternative vehicle to satisfy our next booking for your vehicle and for our administration costs in contacting you to return the vehicle.

NATURE OF THIS AGREEMENT

- These reservation terms cover your booking with us (Hertz Europe Service Centre Limited, a company registered in Ireland) and are governed by Irish law. Your rental terms will be given to you by the Hertz company that provides your rental vehicle and will be governed by local law. If you are a Gold customer, your Gold terms will apply for your rental.
- Acceptance of your reservation and completion of this contract for provision of a rental vehicle will occur when the vehicle is made available for your use on the agreed pick up date by the Hertz company providing your rental.

DESTINATION SPECIFIC TERMS

- Note: Prepaid credit cards and debit cards (e.g. Visa Electron, etc.) are not accepted at our HERTZ Switzerland stations.
- The person in whose name the booking was placed must present a valid identity card or passport, original driver's license for each driver (photocopy, digital driver's license, notice of loss, notice of theft, etc. are not accepted) and a credit card when picking up the vehicle.
- A certain amount will be blocked on the credit card. This is based on the anticipated cost of the rental and an amount for additional costs incurred. The credit line must be large enough to cover all costs. The corresponding amount to be blocked on your credit card/debit card will be (i) in the case of a non-prepaid rate, the anticipated rental cost or

(ii) in the case of a prepaid rate, the anticipated rental cost, which is in addition to the amount already paid.

PAYMENT CHECKLIST

- A valid original driver's license for each driver must be presented at the time of pick-up. A photocopy, digital driver's license, notice of loss, notice of theft, etc. will not be accepted.
- The person who booked the vehicle must present the credit card used to make the booking.
- If you make your vehicle booking with a debit card, then you must present both the debit card and a valid credit card in your name when you pick up the vehicle.
- When you pick up the vehicle, a specific amount will be [blocked on your credit card](#). This is based on the anticipated rental cost, including a tank of gas. The blocked amount will be released upon final settlement and payment of your rental fees when you return the vehicle.