

Reservation Terms and Conditions

CHECKLIST - WHAT YOU NEED TO BRING

- When you collect your vehicle you will need the **credit card** you used to make your booking (if you used a debit card, you will need that card plus a valid credit card in your name) and a full and current **driving licence** for each driver. (see 'DESTINATION SPECIFIC TERMS ' below)
- Also, the name and details of the **renter** must be the same as the person that made the reservation.

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.
- An additional daily charge may apply for **renters under 25** (see 'DESTINATION SPECIFIC TERMS ' below)
- A Frequent Flyer Surcharge of up to \$1.00 per day up to a maximum of \$5.25 per rental may apply if you take miles or credits from a U.S. or Canadian Frequent Flyer program.
- Estimated amount to be paid at the counter is based on available information at the time of reservation for renters age 25 and older. This does not include any additional items you may choose at the location, such as refuelling, 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.

CHANGES TO YOUR RESERVATION

- You can amend your reservation free of charge **online** through the View/Modify/Cancel button on our website or you can Contact Us on our web site, although we reserve the right to charge an administration fee.
- If you make a change we will recalculate your rental charges based on current prices, which may be more or less than the price originally booked. **Please note that you must use the same credit card you used to make the original booking or you will need to cancel (see 'CANCELLATIONS' below) and make a new reservation.**
- We are unable to accept changes to the **renter** or the **pick-up location**. If you want to change these, you will need to cancel (see 'CANCELLATIONS' below) and make a new reservation.
- 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 you wish to rent a **larger car** or rent for a **longer period**, you can make these changes on pick up, subject to availability, on payment of additional charges, which will be quoted in the currency of the renting country.
- Please note that **prepaid vouchers** can only be used for rentals on the actual date quoted on the reservation. If you wish to change the pick-up date you must cancel (see 'CANCELLATIONS' below) and re-book.

CANCELLATIONS

- You can cancel your reservation **online** through the View/Modify/Cancel button or through Contact Us on our web site.
- If you made a **pre-paid** reservation and cancel within 7 days of the original booking time we will refund your reservation in full. An **administration charge** of EUR 40.00 (or local equivalent - see 'PRE-PAID ONLINE CANCELLATION AND NO SHOW CHARGES' below) will apply if the cancellation is made after this time and will be taken from the credit card you used to make your booking.

NO SHOWS/ LOST RENTALS

- If you **pre-paid**, fail to cancel your reservation and do not collect the vehicle on the pick up date, we reserve the right to make a **No Show / Lost Rental Charge** of EUR 95.00 (or local equivalent - see below) which recovers our administration costs and compensates the Hertz company providing your rental for their inability to rent the vehicle when it was reserved for your use.
- In this case 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 Prepaid Accounting Department, Hertz Europe Service Centre, Swords Business Park, Swords, Co. Dublin, Ireland requesting repayment and enclosing a copy of your Reservation Confirmation.
- If you **pay at location**, fail to cancel your reservation and do not collect the vehicle on the pick up date, we reserve the right to make a **No Show / Lost Rental Charge** of EUR 65.00, GBP 65.00 (or the equivalent in the destination currency, exclusive of VAT) which recovers our administration costs. This will be taken from the credit card you used to make your booking.

EARLY RETURN / LATE RETURN CHARGE

- If you pay at location, we reserve the right to make an Early Return Charge of EUR 8.00, GBP 7.00, CHF 10.00, SEK 72.00, NOK 65.00, DKK 61.00, RUB 349.00, AED 39.00, SAR 39.00, QAR 39.00, KWD 3.00, OMR 4.00, BHD 4.00, USD 11.00, PLN 35.00, ZAR 106.00, depending on your destination country, to compensate us in part for our inability to rent your vehicle during the time reserved for your use. Currently applicable only to rentals with a destination in Europe.
- If you prepaid or you pay at location, we reserve the right to make a Late Return Charge of EUR 11.5, GBP 10, CHF 14, SEK 102, NOK 92, DKK 87, RUB 499, AED 56, SAR 56, QAR 55, KWD 4, OMR 5.80, BHD 5.70, USD 15, PLN 50, ZAR 151, depending on your destination country, 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. Currently applicable only to rentals with a destination in Europe.

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 to 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

- **UK driving licence holders:** From June 8th when renting in the UK, Angola, Bahrain, Balearics, Botswana, Canaries, Croatia, Namibia, Oman, Portugal, South Africa, Sweden and Tunisia all drivers with a UK licence (Great Britain) will need to provide evidence of any driving endorsements. This also applies if you have a paper licence that was issued before 1998. Please [click here](#) for more information on how to obtain your driving endorsements.
- At the time of rental, credit or charge cards must have available credit, and acceptable debit/check cards must have available funds, sufficient to pay the estimated amount of the rental charges plus an amount determined by Hertz to cover any incidental charges.
- Please note that we will block an amount on your credit/debit card equal to either (i) for a non-prepaid rental, the anticipated cost of the rental, or (ii) for a prepaid rental, anticipated costs of the rental which are additional to the amount already paid.

INVOICE RETRIEVAL

- Your invoice will be available on **www.hertz-ebilling.com** 24 hours after your rental closes.
- An e-mail with logins will be sent to the account contact if you have a Hertz account in the UK, BeNeLux or Spain. Only invoices for rentals in these countries will be electronically available.
- You can access your invoice using the details from your rental contract if you paid by credit card, have an address in UK, Italy, Spain, BeNeLux, Germany, Switzerland, or France, and no counter invoice has been issued by the location. Please refer to the FAQ or Help section.
- Your invoice will be posted in all other cases.