

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

What's included in your Hertz Canada Car Rental:

	Inclusive	Inclusive + Fuel + Additional Driver
Unlimited Mileage	Yes	Yes
Loss Damage Waiver	Yes	Yes
Applicable taxes	Yes	Yes
Airport Surcharges	Yes	Yes
Fuel Purchase Option	No	Yes
Additional Driver	No	1

Car Hire Collection

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

1. Driving License:

a. All Renters:

- i. All renters must present a valid issued driver's license. A valid driver's license is one that has not expired and shows no restrictions that would prevent the renter from legally driving a Hertz vehicle.
- ii. If the driver's license is not in English, then an International Driving Permit is strongly recommended; this is required for translation purposes to confirm the validity of the driver's license for the safety of our renters and for Hertz / Dollar / Thrifty.
- iii. Rates are not valid for Canadian citizens or holders of a Canadian License.
- iv. A copy of license is not accepted.

2. Credit Card

a. Lead Driver

- i. An acceptable, valid credit card in the name of the renter with enough open credit to cover the deposit must be presented at the counter at the time of the rental. See Deposits Required section below.
- ii. The credit card, driver's license, and reservation must all be in the same name.
- iii. Only physical credit cards are accepted (either embossed or un-embossed). Virtual cards are not allowed.

3. Passport

a. All renters:

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

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

Deposit Required: At the time of rental, an authorization hold will be secured on the credit card for the estimated amount of all additional charges payable locally plus 20% or a minimum of CAD \$350.00 PLUS CAD \$500 CAD deductible (unless DW is purchased). These funds will not be available for your use. If authorization for the estimated charges cannot be obtained the rental will be denied.
Extras

Age Restrictions - The minimum driver's age is 20 years. All drivers 20-24 years will be subject to a daily surcharge from CAD \$15* per day + taxes which is payable locally. These fees will be applicable for the full duration of the rental. In the Province of Quebec, the minimum rental age is 18 years old with the same daily surcharge detailed above. In all instances, vehicle restrictions apply.

Additional Drivers - Unless included in a tour package, the Additional Authorized Operator (AAO) charge is CAD \$13.50* per day, with a maximum charge of CAD \$189.00* per rental plus taxes and surcharges. See above for information requirements that are applicable to all additional drivers.

Damage Deductible Waiver - DW removes the customer's responsibility for the deductible when renting on a vehicle. **DW is CAD \$11.99* per day reduces the excess to zero.** This charge is exclusive of local taxes and is payable locally at time of vehicle collection.

Roadside Assistance (Roadside Safety Net: RSN)

Early and Late Return - Early returns are allowed but will not incur any reimbursement of unused days. A Late Return fee of CAD \$20.50* per day (max CAD \$102.50*) will be applied if the car is returned more than 12 hours after the date and time. Once the vehicle has been picked up, the rental agreement cannot be extended.

GPS Units and Ski Racks are not available for rental with Hertz Canada.

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

Fuel Purchase Option – If your package includes the 'Fuel Purchase Option', the fuel in the car at the start of the rental is included in the rate. You do not need to refill the tank prior to return. There will be no refund for unused fuel.

Infant and Child Seats - Infant and Child seats must be requested in advance and carry a charge from CAD \$13.99* per day to a maximum of CAD \$988 +taxes and fees. Hertz requires you to install the child seat yourself.

Road Tolls - The use of toll roads whilst in Canada will incur a direct toll charge by your rental company.

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

Unlimited Mileage – Unlimited mileage applies to all vehicle rentals.

Winterized Vehicles

- All vehicles during this period will come equipped with M+S (Mud and Snow) tires as standard in the Regions required.
- Winter tires are optional, subject to availability at airport counters only, across Canada (excluding Quebec) and are not included with any Pre-paid or Tour Voucher as part of "Winterization". They must be requested in advance and cannot be added on locally.

- The charge for the option is CAD \$20.00* per day on Economy to Full Size vehicles, Premium and up are CAD \$25.00* per day plus taxes and surcharges. 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.
- 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.

Premium Roadside Services (PERS)

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

Premium Emergency Roadside Service (PERS) covers costs for services required to remedy the following issues:

Out of Electric Vehicle Range/Charge Service (EV Range Delivery)	Maximum \$250.00 USD per rental
Out of Electric Vehicle Range/Charge Service (Towing to a charge station)	Maximum \$350.00 USD per rental
Missing/Stolen/Damage Electric Vehicle charging cable adapter	N/A
Lock out service	Maximum \$250.00 USD per rental
Remote unlock	Maximum \$105.00 USD per rental
Damaged broken keys, fob, or key card	Maximum \$500.00 USD per rental
Lost or missing keys, fob, key card	Maximum \$500.00 USD per rental
Keys, fob, key card (delivery/towing)	Maximum \$500.00 USD per rental
Dead battery service	Maximum \$250.00 USD per rental
Spare tire mounting service	Maximum \$250.00 USD per rental
No spare tire towing	Maximum \$500.00 USD per rental
Out of gas	Maximum \$250.00 USD per rental
Car stuck/Winch Service	Maximum \$500.00 USD per rental
Lost Key Service	Maximum \$500.00 USD per rental

Covers travel interruption reimbursements up to \$1,000.00 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 USA and Canada.

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.

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 CAD \$7.95* 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 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.

- PEC Coverage Limits:
 - The maximum coverage for each covered individual during the rental period is CAD \$500 after a deductible of CAD \$25 is applied. The maximum coverage for all individuals during the rental period is CAD \$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.

*Local costs and fees are subject change without notice.