

# Dollar & Thrifty Inbound USA

# 2021 - 2022 Inbound Tour Program's Terms Summary

# Version 4

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# Additional Authorized Operator (AAO)

- Unless included in a tour package, the Additional Authorized Operator (AAO) charge is \$13.50 USD for all States
  except New York, which is \$3.00 USD and Nevada \$12.80 USD; these charges are per day per driver plus taxes
  and fees.
- There is no charge for Additional Authorized Operator for rentals originating in California.
- Additional Authorized Operators must present a valid driver's license.
- The minimum age for all Additional Authorized Operators (AAO) is 20 years of age (<u>Young Renter's fee applies</u> for age 20 24).
- The minimum rental age is 18 in New York and Michigan (Young Renter's fee applies).
- Renters ages 18 and 19 years old cannot be added as an Additional Authorized Operator (AAO) in New York.
- 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.

#### Advanced Reservations

- Reservations require a minimum 4-hour advance reservation, either by telephone, GDS, fax, or link and must include the applicable program IT#. Vehicles with Navigation require a 4-hour advanced reservation. These reservations will be automatically confirmed by car class only.
- Specific vehicle models cannot be guaranteed.

#### Cross Border Rentals

#### CANADA:

- In most cases, vehicles may be driven across the Canadian border.
- It is recommended to have PERS cover when using vehicle in cross border rentals for the US and Canada.
- Please reference the Dollar & Thrifty Inbound U.S. Tour Program's Drop and Intercity Policy Chart for specific intercity fees and restrictions for rentals into 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.

# **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 (sub-compact through full-size).
  - At Airport locations, the renter is required to provide proof of 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 one (1) day in advance, must be at least 25 years old, must present two (2) valid forms of identification and the following: Proof of a return travel ticket to coincide with the rental.
- When a debit card is presented as a form of payment, at the start of the rental, two (2) forms of identification must be presented:
  - o A valid Driver's License
  - Plus, one of the following items:
    - An alternative valid credit or debit card embossed with the same name as the driver's license. The card is for identification purposes only.
    - A Government issued ID, in the same name as the driver's license and credit card, such as a Passport.
- A <u>credit card</u> will be required for vehicle upgrades above a full-size car class. Debit card can be used at the conclusion of the rental.

## **Deposits Required**

- To qualify to rent, the renter must provide at time of rental a valid form of payment and valid driver's license in the renter's name and MUST match the name on the reservation.
- An authorization amount of up to \$200 will be added to the estimated rental charges. These funds will not be available for your use.
- For customers renting with a debit card, the incremental authorization will increase from \$200.00 USD to \$500.00 USD.
- Cash deposits are no longer accepted at many locations.

#### Disabled Drivers

- Dollar & Thrifty 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.
  - o 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.

# Driver's License Requirements

- 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 Dollar or Thrifty vehicle.
- 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.
- If the driving 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 Dollar & Thrifty.
- Change of Driver locally: should for any reason for the renter needing to change the driver 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.

## **Driving Restrictions**

- In most cases, vehicles can be driven in any state in the continental United States.
- Vehicles are permitted to be transported on ferries. However, if the destination of the ferry is to a site with gravel or unpaved roads, use of car is not permitted.
- Vehicles may not be driven on poorly maintained or unpaved roads.

## Early Return Fee

• The Early Return Fee of \$25.00 is applied if the car is returned more than 24 hours before the date and time previously scheduled, and the customer failed to notify the company.



There is no refund for unused days.

# Emergency Roadside Service (ERS)

• Basic Emergency Roadside Service for Dollar & Thrifty 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.

### Extension of Rentals

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

# **Fuel Policy**

- Dollar & Thrifty brands offer three Refueling Options to offer customers:
  - Fuel Purchase Option (FPO): Customers who accept FPO purchase the fuel 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.
  - o Fuel & Service Charge (FSC): Dollar or Thrifty 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. Dollar and Thrifty 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.
- Packages including the Fuel are a minimum 4-day rental only and is not available in ALL Manhattan locations.

#### GPS & Wifi

Effective May 18<sup>th</sup>, 2021 - Dollar and Thrifty Connect and Connect + are both discontinued.



#### **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 29 minutes. The customer will be charged at local rates for the
  extra time.
- 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.

#### 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.
- Dollar and Thrifty brands require 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 Dollar/Thrifty 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.
- Dollar and Thrifty voluntarily complies with any state law that requires a child seat for a rental.

#### Late Return

- Late return or 'rental deviation' fee of \$16.00 per day is incurred if a customer returns the vehicle before or 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.

#### Maximum Rental Duration

• Rental periods cannot exceed 62 days. If a rental is more than 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. he 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.

### **PlatePass**

- Dollar & Thrifty 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.
- Customers can opt into the PlatePass service in 3 ways:
  - 1. At the commencement of the rental
  - 2. At return
  - 3. By opening the transponder shield box (E-Z Pass transponder region only).
  - To utilize PlatePass on these toll roads, customers are required to purchase the PlatePass product for the entire duration of the rental. The daily charge ranges from \$8.99 \$22.49 USD per day with some weekly rates available in certain markets. Note: the daily charge does not include toll costs.
  - Customers who decline PlatePass but still use cashless toll roads, will be charged:
    - 1. All tolls incurred;
    - 2. A \$15.00 USD administrative fee for each toll incurred (subject to a \$90 cap for such toll-related administrative fees for the rental period).
      - a. In the state of Florida, the administrative fee for each toll incurred is \$9.99 (subject to a \$90 cap for such toll-related administrative fees for the rental period).
  - All other applicable toll charges or fees.

#### Port Collections

- Fort Lauderdale Port FLLC19:
  - Dollar Shuttle service
  - Customer will be shuttled to and from the FLLC19 location to the Port Everglades, Fort Lauderdale
  - o Shuttle service runs when cruise ships dock
  - Clients are transferred to the Fort Lauderdale office, 2400 Miami Road, Fort Lauderdale, FL, 33316.
     phone: 954.463.8060



- Hours of operation: Monday-Friday 07:00-18:00. Saturday-Sunday 07:00-16:00.
- Port Canaveral (Melbourne) MLBC01 (Florida):
  - o Dollar & Thrifty operate dual branded courtesy bus/shuttle service to cruise port
  - Customer must call 321.799.2945 for collection after disembarking with luggage. They must also advise what cruise line they have arrived on.
  - o Shuttle runs every 15-60 minutes
  - Distance to locations 10 minutes
  - o Transportation is provided to return to the Cruise line at the end of rental also.
  - Office address Melbourne (Cape Canaveral), 6799 N Atlantic Ave, Cape Canaveral, 32920. phone: 321.799.2620
  - Hours of operation: Thursday-Monday: 07:30-15:30. Tuesday-Wednesday: Closed

## 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.

#### Shuttle Service

- We operate a shuttle service within a 5-mile (8-km) radius of the Dollar/Thrifty Disney & Kissimmee location (ORLR19): 7471 W IRLO BRONSON MEM HWY.
- Please note: ORLR19 is a Hertz location, but the shuttle provides service for both Dollar and Thrifty customers within a 5-mile (8-km) radius of ORLR19.
- 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).
- A daily charge of \$4.99 USD per full or partial day





## Ski Racks

- Available on request in ski areas of Salt Lake City, Boise, Albuquerque, Denver and Colorado Springs and on the following vehicles only C, D, F, L, T & T6.
- Payable locally from \$18.00 USD per day, maximum of \$126.00 USD per rental plus local taxes and fees.

#### Taxes and 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.
- 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%.
  - o <u>SURCHARGES</u>: 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.
  - <u>VEHICLE LICENSE FEES:</u> Vehicle License Fees vary by state and vehicle type.
  - ENERGY SURCHARGE: The cost of energy needed to support our business operations, to offset the cost of utilities, bus fuel, oil and grease, etc. \$1.49 USD per rental where it is not prohibited by law.
  - 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.

#### **Upgrades**

- 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.

## Waivers & Insurances

### Damage Liability-Theft Liability Excess:

No Excess





#### **Emergency Sickness Protection (ESP):**

- Optional protection available only to Non-US citizens who possess a valid non-U.S. passport at the time of rental. It provides certain medical benefits for some sicknesses for the renter and any person who is a member of the renter's traveling party. Additional covered persons must also possess a valid non-U.S. passport and must have written proof that they are a member of the renter's traveling party. Only available in the U.S. Not available at all locations.
- ESP provides coverage up to \$10,000 USD per covered person for the reasonable and customary cost of
  necessary medical care for a covered sickness, including: medical or surgical treatment, hospital services,
  supplies, x-rays and lab fees, local ambulance, visits to a physician's office. (There is a \$100 USD deductible per
  person per sickness).
- Maximum \$2,500 USD for dental treatment (any dental care must be related to a sickness). No routine dental
  care will be covered.
- Exclusions: we will not pay medical expenses benefits for any treatment or services for sickness that is caused by, or results from sickness where the insured's trip to the host country is undertaken for treatment or advice for such sickness, except as provided in the Policy.
- Pre-Existing Conditions:
  - Any treatment, services or supplies received by the Insured that are incurred or received while
    he or she is in his or her own country.
  - Losses resulting from an accident, hernia, appendicitis, cardiovascular disease, cancers, tumors, tuberculosis, organ transplant, congenital conditions, deviated septum.
  - Cosmetic surgery, dental care, sexually transmitted diseases, birth control, fertility/infertility treatment, pregnancy, miscarriage, abortion and emotional or mental disorders of any kind,
  - Expenses for eyeglasses, contact lenses, or hearing aids.

#### 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 a 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.

#### **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 'Dollar or Thrifty', 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.
- LIS Coverage also includes up to \$1,000,000 of Uninsured / Underinsured Motorist Protection.
- Primary protection, regardless of the 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.

#### 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.
- This towing and support service are country specific so would only include coverage when travelling within the U.S. or Canada.
- PERS does not apply in Mexico but the Mexican Insurance will assist with breakdown issues.

#### Personal Accident Insurance (PAI):

- 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.
- Added at the time of collection \$6.99 USD per day (except NY which is \$2.95 USD a day) plus taxes and fees.

#### Personal Accident Insurance (PAI):



- Total Benefit for any one accident is limited to \$225,000 USD. Rentals originating in the State of Mississippi do
  not have a single accident limit of \$225,000 USD.
- Renter is covered 24 hours a day, in or out of the vehicle, during the rental term.
- Passengers are covered riding in, entering or exiting the rented vehicle.
- Exclusions PAI does not cover loss or injury that is caused by, or results from Suicide or attempted suicide, intentionally self-inflicted injury, War or any act of war, whether declared or not. Commission of, or attempt to commit, a felony, an assault or other illegal activity. Flight in, boarding, or alighting from an Aircraft. The insured being under the influence of drugs or intoxicants, unless taken under the advice of a Doctor. Repair, replacement, examinations for prescriptions, or the fitting of eyeglasses or contact lenses. Pregnancy, childbirth, or miscarriage. Injury sustained while participating in a prearranged or organized race or testing of a vehicle.

PAI Coverage Benefits Schedule	Renter	Each Passenger	
Accidental Death	\$175,000 USD	\$17,500 USD	
Accident Medical Expenses Not to Exceed:	\$2500 USD	\$2,500 USD	
Ambulance Expense Not to Exceed	\$250	\$250	
Exceptions			
Accident Medical Expenses Not to Exceed:	\$3,500	\$3,500	
Ambulance Expense Not to Exceed:	\$150	\$150	

#### Personal Effects Coverage (PEC):

- Provides for loss of or damage for most types of personal belongings owned and carried by the renter during the rental.
- Maximum \$600 per each covered person per occurrence. Total benefits per rental period are limited to up to \$1,800.
- Exclusions PEC does not cover loss or damage due to theft unless reported to the police or competent
  authority. Any loss or damage directly or indirectly caused by declared or undeclared war or any act thereof.
  Loss or damage due to moth, vermin, wear and tear, gradual deterioration, mechanical or electrical failure or
  inherent vice. Property while in the care, custody, or control of any common carrier.
- Both the PAI and PEC coverage pay in addition to any other policies that may cover the renter or covered parties.
- NOTE: PAI and PEC are not available separately and must be taken in combination.

# 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.





# Young Renter's Policy

- The minimum age for all renters is 20 (Age differential charge applies for age 20-24).
- The Young Renter Fee is \$29.00 per day for all U.S. locations.
- Rentals in New York and Michigan, the minimum rental age is 18. The Age Differential fee is \$52.00 per day for renters ages 18 and 19 years old. Renters ages 18 and 19 years old 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.