

4494 Employee Rentals – Business & Personal

Brand(s) Affected: All Brands

Location Type(s) Affected: Corporate Airport, Off-Airport, and Participating Licensee Locations

Updated as of: October 30th, 2017

This bulletin applies to Hertz and its subsidiaries. Any reference to 'Hertz' within this bulletin, refers to all brands unless otherwise specified.

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Purpose

To notify personnel of the following:

- Rental requirements for # of rentals out at one time ([see more details](#))
- Additional details on personal rentals and requesting upgrades regardless of service level ([see more details](#))
- Additional details on business rentals and optional services ([see more details](#))

Policy

The Hertz Employee Rental Discount Plan outlined in this bulletin is intended for the exclusive use of active employees of The Hertz Corporation and its subsidiaries when renting in the U.S. and Canada.

Hertz, Dollar, Thrifty, and Donlen employees are eligible to participate in the rental discount plan for Hertz Car rentals.

All employees (and their selected family members and friends) must have a Gold Plus Rewards Membership.

The Employee Rental Discount System (Hertz Intranet under [Discounts/Perks](#)) is where employees add themselves and their selected family members and friends. The system connects to your Gold Plus Rewards membership and automatically populates the Hertz Employee of the Hertz Friend/Family CDP.

The rental discount rate for those in your discount plan is up to a 40% discount off published rates of Hertz leisure rates associated with the CDP. There is a difference in the rate for additional options such as Loss Damage Waiver rate per day. Please note, some benefits remain limited to employees only.

Prestige & Adrenaline collection cars are only eligible for an up to 15% discount. Dream Cars collection are excluded.

The discounted rates are not available on Replacement Rentals.

By enrolling in the Hertz Employee Rental Discount Plan and utilizing the Employee Rental Discount System you are confirming that you have a family relationship or a pre-existing friendship with the people you extend the discount to. Extending the family/friend discount to people you do not have a pre-existing relationship with (for example, people who you only know through their business relationship with 'Hertz') or for personal gain of any type is not permitted.

You also agree to assist the company in the investigation of any rentals processed to your sponsored family/friends should it be necessary.

Failure to comply with this policy may result in the suspension of your rental privileges and the family/friends designated in your portal as well as the potential termination of your employment.

The reservation must be made with the Gold Plus Rewards account as the applicable CDP must be present on the rental for the individual to receive the associated benefits. The CDPs will auto populate when making the Hertz reservation.

Note: Hertz employees from other countries have different CDPs applicable to each country.

The Employee Discount Rental Plan provides employees (and other eligible individuals) in all countries with a discount off the lowest available rate at Hertz locations within a given country. Rates unavailable to local residents will not be discounted (e.g., a U.S. or Canadian employee renting in Germany may reserve an inbound rate into Germany, but the inbound rate will not be discounted). Outside of the U.S. or Canada, the host country's rental policies and qualifications will prevail.

The Employee, Family/Friend, and Retiree Discount Program may not be combined with any other PC promotion, coupon, certificate or other discount program and are not eligible for earning Hertz Gold Plus Reward points.

Without prior notice, Hertz reserves the right, in Hertz's sole discretion, to cancel any reservation made using the discount(s) herein due to unauthorized, abusive, or ineligible use of discount, and to modify, alter or cancel the discount(s) or revoke the benefit program on an individual basis.

North America Employee Discount

Hertz Employee Business Rentals:

- Traveling on official Hertz business requires that you have a business account which will allow you to direct bill your rental car and provide the insurance you need while traveling on business. Please review the Corporate Travel Procedure 1-10, along with the relevant information and required form on the [Corporate Travel Intranet site](#).
- On Hertz business rentals, U.S. and Canadian employees are NOT to take LDW/CDW/TP, LIS or FPO (even where mandatory). Fuel charges will be applied at time of return. The respective Division, Subsidiary or Corporate Entity will be liable for the Public Liability/Property Damage and damage to the vehicle.
- PAI/PEC may be accepted on business rentals at the employee's expense.

Hertz Personal Rentals and Hertz Friend/Family Rentals:

- The Hertz Employee Rental Discount Plan in North America is limited to a maximum of sixteen (16) days in duration on all rentals. Rentals longer than sixteen (16) days will be charged at the non-discounted published rate for the entire length of the rental.

- The Hertz Employee Rental Discount system allows each employee to designate nine (9) individuals, their spouse/domestic partner, family and friends, to receive up to a 40% discount on applicable rates when renting from Hertz.
- LDW is available at a discounted rate for eligible renters enrolled in the Hertz Discount Plan (unless a lower rate is mandated by law).
- On personal Hertz rentals, when LDW is declined by the employee, he/she will be personally liable for theft of or damage to the vehicle up to full value as permitted by law.
- Personal rentals under the Employee Discount program will be based on reservation as follows, regardless of Gold Status:
 - Gold Members – reserved vehicle will be assigned
 - Five Star – one car class upgrade based on availability (A-F)
 - President Circle – one car class upgrade (A-F)

Note: If a larger vehicle is needed, prior approval is required by contacting the renting location. Vehicle substitution will be at the discretion of the renting location.

The following provides a brief overview of the Hertz Employee Rental Discount process affecting North America employees, when renting in North America:

Registration:

- The employee and each sponsored individual to receive the discount must be a Gold Plus Rewards member.
- Using their employee number, Gold Plus Rewards membership number, and last name, the employee must login to the Hertz Employee Rental Discount system.
- Once the employee's initial login is complete, the employee may register their family members and friends up to nine (9) individuals they wish to receive the Hertz Employee Discount, using each of their Gold Plus Reward numbers supplied by those individuals.
- The employee may make periodic changes to their list of family and friends not to exceed five (5) changes within a twelve (12) month period. Violation of this policy will result in the suspension of your rental discount privileges as well as potential termination of your employment.

Reservations:

- After your family or friend has been entered into the rental discount system, they must book their reservations using the Gold Plus Rewards number to receive the appropriate discount. If the renter has multiple CDP numbers saved in their Gold Plus Rewards profile, the renter must select the employee discount option from a drop-down menu.

Time of Rent/Return:

- On reservations with the following CDP descriptions, an employee ID is not required as DASH automatically verifies eligibility against the Hertz Employee Rental Discount system.

Hertz Employee N America
Or
Hertz Family Friend N America

- For security purposes, the CDPs associated with these discounts will not be accepted if manually entered during the reservations, rental, or return process.

Discount Not Applied:

- If the sponsoring employees' employment with Hertz, Dollar, Thrifty, Donlen or affiliated subsidiaries ends, the employee, family member and friends are no longer eligible for the rental discount and access to the program will be automatically deleted. The discount will be removed to any preexisting reservations.
- The individual may no longer be designated to receive the discount by an employee. In order to receive the Hertz rental discount, the renter must be sponsored by an active employee.
- If the reservation was booked using the customer's Gold Plus Rewards number and the individual states that they are eligible for the Hertz Employee discount, but the discount is not being applied, DO NOT speculate why the discount is not present. Advise the individual to contact the associated employee for clarification and process the rental per normal procedure without the Hertz Employee Discount.
- No discount will apply on rentals more than sixteen (16) days in length. This will include rentals originally contracted for sixteen (16) days or less that are returned longer than sixteen (16) days, the discount will be removed.
- The information in this Field Bulletin is applicable to North America employees. European employees also utilize the Employee Rental Discount System with unique rates and discounts. Please see your HR partner in EMEA countries for specifics.

ID Requirements

Hertz Employee Rental Discount plan requires a valid driver's license and credit card on file and to be presented at the time of rental. All qualifications must be met per Field Bulletin Driver's License ([4439](#)), Acceptable Cards ([4497](#)) and Young Renters Policy ([4514](#)).

Retiree Employees

- Retirees can apply for a Hertz Gold Plus Rewards online and then contact the Loyalty Department to be added to the Employee Rental Discount Program. If the Retiree is eligible and listed in Oracle, the appropriate retiree discount CDP will be added to their profile. If the retiree is not attached to Oracle, they must reach out to their local HRBP to verify eligibility.
- Spouses/Domestic Partners of retired employees are the only authorized relationship eligible to receive the retiree rental discount. Once retired, the employee may no longer extend the rental discount to other family members and friends. When the retiree goes to retrieve their reservation, they only need to show their valid Driver's License and Credit Card and follow normal rental procedures.
- To use of the Retiree CDP, the renter MUST be over the age of 50 and have worked for Hertz for at least five (5) years. Former employees under age 50, and/or do not have 5 years' tenure are not considered retired, and are no longer eligible for discounted rentals.
- Retiree ID Cards are issued by the Corporate Benefits Department to eligible retirees upon separation of service. To obtain a Retiree ID Card, the individual must contact the local (Region) Human Relations Representative or the Corporate Benefits Department.

Licensee Employee

- Licensee Employees and family members/friends must be a Gold Plus Rewards member to receive discount.

- The Hertz Employee Rental Discount system allows each licensee employee to designate nine (9) individuals, their spouse/domestic partner, family and friends, to receive up to a 40% discount when renting from Hertz. The policy outlined in this bulletin applies to Licensee employees and their designated family members and friends. Failure to comply with this policy may result in the suspension of their rental privileges and the family/friends designated in their portal.

**Licensee employees who do not have access to the Employee Discount Portal can call Customer Care at 1 (888) 999-4159 to enroll into the program and add/delete family members and friends. **

Forms of Payment

Employees (and other eligible individuals) are required to present a valid Form of Payment, as outlined in the Acceptable Cards field bulletin ([4497](#)).

Terms and Conditions

The Employee Rate Program is for business and personal rentals.

The Hertz Employee Rental Discount Plan in North America is limited to a maximum of sixteen (16) days in duration. Employee Rental Discount Plan limitation applies to employees, as well as their spouses/domestic partners, family members and friends participating in the discount program. For rentals longer than 16 days will convert to the 'best rate' exclusive the employee/friend/family discount.

The rental discount will only apply on rentals with an advanced reservation.

Rental and vehicles are subject to availability at the time of booking.

Frequent Traveler numbers are not applicable.

The Employee Rate Program cannot be combined with any other promotion (e.g., Free Days, Dollars Off, etc.).

Employee rates are subject to commercial blackouts only.

Secondary/No Liability, where applicable, prevails on personal rentals; Primary Liability is applicable on business rentals.

In the U.S. and Canada, the renter must meet standard driver and credit qualification requirements, including the minimum rental age requirements for personal and business rentals. Minimum age for Authorized Operators who are spouses/domestic partners of the employee is 20 years old with no Age Differential Applied. Refer to the Authorized Operators and Additional Authorized Operators Field Bulletin ([4517](#)) for further details AO qualification.

The standard age differential will apply to renters under the Hertz Family/Friend Discount.

Employees, Family and Friends are NOT eligible for Gold Plus Rewards points when using an Employee, Family/Friend CDP.

Individuals wanting to sign on as an Additional Authorized Operator (AAO) are required to meet the AAO requirements as outlined in the Authorized Operators and Additional Authorized Operators Field Bulletin ([4517](#)). The appropriate daily AAO fee will apply to those applicable

****IMPORTANT:** The information in this bulletin is confidential and any employee who provides a discount CDP number to an ineligible person, publishes a discount number associated with the employee rate program on the internet, web blog or any other public venue is guilty of defrauding or attempting to defraud the company, and will be subject to disciplinary action up to and including termination.

An employee is not permitted to process their own rental or to their friends and family members they have sponsored in their portal.

Renters utilizing the Employee Rental Discount Program (employee, employee's spouse/domestic partner, employee's friends and family members) may only have one (1) rental open at a time.

Gold Plus Rewards membership requires a credit card to sig-up online.

- Employees will be able to call Customer Care at 1 (888) 999-4159 to enroll with a debit card into Gold Plus Rewards. Spouse, domestic partner, family and friends will **not** be able to sign up as a Gold Plus Rewards member using a debit card.

To utilize the employee rental discount plan members must be 21 years or older. (Employees under 21 can contact Customer Care at 1-888-999-4159 to be enrolled in the program; however, spouses, domestic partner, family or friends under 21 will not be eligible for the program).

As the HR system is updated and an employee is no longer active, they will be removed from receiving the Rental Discount Plan, along with their family members and friends. The employee and family/friend members will not however, be removed as a Gold Plus Rewards member, they will simply no longer receive the up to a 40% discount.

By utilizing this Family/Friends discount portal you are confirming that you have a family relationship or a pre-existing friendship with the people you extend discounts to. Extending the family/friend discount to people you do not have a pre-existing relationship with (for example, people who you only know through their business relationship with Hertz) or for personal gain of any type is not permitted. You also agree to assist the company in the investigation of any rentals processed to your sponsored family/friends should it be necessary. Failure to comply with this policy may result in the suspension of your discount portal privileges as well as the potential termination of your employment.

When the employee is on the Do Not Rent (DNR) list the rental privilege to their family members/friends will be suspended and be removed from the employee portal.

Employees will be able to call Customer Care 1 (888) 999-4159 to enroll with a debit card into Gold Plus Rewards. Spouse, domestic partner, family and friends will not be able to sign up a Gold Plus Rewards member using a debit card.

Contact Information

For Hertz Employee Rental Discount System questions, please email EmployeeDiscountProgram@hertz.com.

Questions regarding policy contact Maureen O'Regan, (moregan@hertz.com).