



## WoAG Travel Advice 2018/21

**Subject: Car Rental - Hertz**

**Issue date: 6 December 2018**

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Dear Entity Travel Manager,

Thank you for your engagement with Hertz during the transition process moving from the outgoing Vehicle Rental Arrangement to the new Vehicle Rental Arrangement with Hertz.

Currently 96% of entities have transitioned to the new Vehicle Rental Arrangement and are now transacting with Hertz. The remaining entities will transit in the next week.

Included in this WoAG Advice is some further information for entities to consider. The key points covered are:

Forward Bookings, Liability for Damage, Inspection of Vehicles and Hertz Key Contacts

### **Forward Bookings**

Entities are reminded that following your entities transition to the new Vehicle Rental Services provider Hertz, no new bookings are to be made with the outgoing providers (Europcar and Thrifty) unless Hertz is unable to provide the requested vehicle.

Please ensure that all Travel Bookers and Travellers are made aware of this requirement and ensure that your entity's Intranet, including any hyperlinks, are updated to remove references to the outgoing providers.

Once the outgoing contract finishes with Europcar and Thrifty on 31 December 2018 any vehicles rented through Europcar and Thrifty for use post 1 January 2018 will be at standard corporate rates and term and conditions.

Your entity should review any forward bookings so that any post 1 January 2018 bookings are through Hertz. This will ensure that your entity has access to the negotiated rates and term and conditions.

### **Liability for Damage**

Entities should make themselves familiar with clause 2.14 - Liability for Damage and clause 2.15 - Claims for Damage of the Deed as conditions have changed. For example, entities are liable for damage on non-4WD vehicles if they are driven on unsealed roads and for undercarriage damage on any vehicle type.

### **Inspection of Vehicles**

WoAG Travel recommends that on picking up a vehicle from the rental location, the driver should spend a few minutes inspecting the vehicle to note any damage that is not already noted on the

vehicle condition report. If any additional damage is found the driver should have it noted on the Vehicle Condition report prior to accepting the vehicle.

On returning the vehicle to the rental location, ensure that you have left enough time to have the vehicle inspected in your company prior to leaving the location. If an inspection is not possible due to various reason, WoAG Travel would suggest that you take quality photos of all the to ensure that condition of the vehicle cannot be disputed.

### Hertz Key Contacts

Support Function	Name	Contact Details	Operating Hours
Key Account Manager	Saia Lavekihelotu	P: (02) 8337 7505 M: 0419 746 427 E: saia.lavekihelotu@hertz.com	Mon-Fri, 8:30am to 5:00pm
Account Manager	Hayley Richards	M: 0438 895 536 E: hayley.richards@hertz.com	Mon-Fri, 8:30am to 5:00pm
For Reservations & Damage Notification	Hertz Reservations	P: 1800 009 545	24hrs, 7 days per week
For Credit Card Charge queries including Tolls, Fuel** and Ancillary charges For Post Rental enquiries & issues***	Hertz Customer Care Centre	P: 1800 550 078 E*: ausalescr@hertz.com	Mon-Fri, 8:00am to 4:00pm
For Roadside Assistance	Roadside Assist	P: 1800 996 010	24hrs, 7 days per week

**\*If emailing, please include the Reservation or Rental Agreement Number in the subject heading**

**\*\* If requesting a refund for fuel purchased on your own Credit Card instead of the Fuel Card, please ensure the refuel receipt is included. Refund requests without a receipt will be declined**

**\*\*\* Please copy in your Account Manager in on any issues/complaints raised**

### More information

A copy of the Deed in relation to Vehicle Rental Services for the Australian Government is available on the WoAG Travel Govdex site. Should you require access to the WoAG Travel Govdex site please contact [woagtravel@finance.gov.au](mailto:woagtravel@finance.gov.au) to arrange this.