

**Subject:** Your Hertz Reservation H6692497258  
**From:** [noreply@emails.hertz.com](mailto:noreply@emails.hertz.com)  
**Sent:** 17/05/2018 10:59:07  
**To:** [m.bott@assenta-rail.co.uk](mailto:m.bott@assenta-rail.co.uk)

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Your reservation confirmation number is:  
**H6692497258**

**Thanks for Travelling at the Speed of Hertz, MATTHEW BOTT**

Dont forget to bring the same credit card used when making your reservation.

- Service Type: Gold Counter

[Start A New Reservation](#)

[Modify/Cancel Reservation](#)

## Your Itinerary:

### Driving Directions

[Google Maps](#)  
[MSN Maps](#)  
[MapQuest](#)

### Pick Up Location

East Midlands Airport

### Address

Castle Donington - Terminal Building  
 East Midlands (Castle Donington), GB DE74 2SA

### Hours of Operation :

Mo-Fr 0700-2400, Sa-Su 0800-2400  
 Effective 1 November 2018: Mo-Fr 0700-2200, Sa-Su 0800-2200

### Location Type:

Corporate Location

### Phone Number:

+44 (0) 843 309 3024\*

### Return Location

East Midlands Airport

### Address

Castle Donington - Terminal Building East Midlands (Castle Donington), GB DE74 2SA

### Hours of Operation :

Mo-Fr 0700-2400, Sa-Su 0800-2400  
 Effective 1 November 2018: Mo-Fr 0700-2200, Sa-Su 0800-2200

### Location Type:

Corporate Location

### Phone Number:

+44 (0) 843 309 3024\*

### Driving Directions

[Google Maps](#)  
[MSN Maps](#)  
[MapQuest](#)

### Pick Up time

Mon, 21 May, 2018 at 08:30

### Return time

Mon, 21 May, 2018 at 20:00

### Discounts:

Rate Quote: BEST

### Arrival Information:

Airline: Flybe Flight: 261

What You Pay Now

**64.97 GBP**

What You Pay At Location

**8.00 GBP**

Total

**72.97 GBP**

### Not included in the rates

- Super Cover (Excess Waiver)\*
- Premium Emergency

**Available Optional Items At The Counter**



- Roadside Service\*
- Additional Driver Fee
  - Fuel

Optional Information  
Rate Code : **WOW1MW**

**Pay at Location 8.00 GBP**

**Your Vehicle:**

Compact, 4-5 Door, Manual,  
Aircon Group C CDMR

**(C) Vauxhall Astra or similar**

**Payment Method:**

Pre-Pay Online

Mastercard \*\*\*\*9561

**Discounts:**

Rate Quote: BEST

**Rental Duration**

1 Day at **52.84 GBP**

**Included in the rates**

Unlimited Miles Included

Location Service  
Charge (LSC)  
Collision Damage  
Waiver (Excess  
Applies)  
Theft Protection  
(Excess Applies)

Total Sales Tax 10.83  
GBP

Vehicle Licence 1.30  
Fee (VLF) GBP

Personal 8.00  
Insurance\* GBP

**Pay Now 64.97 GBP**



Rate is guaranteed. Taxes, fees and extras, if not included in the Rate, are subject to change.

**'What You Pay at Location'** is the balance of the total amount due based on the reservation above, including any optional extras. This is payable on pick-up in destination currency, which are subject to exchange rate changes on day of pick-up.

**'Total'** does not include any additional items you may select at the location or any costs arising from the rental (such as damage, fuel or road traffic charges).

**RESERVATION TERMS AND CONDITIONS**

'Total' does not include any additional items you may select at the location or any costs arising from the rental (such as damage, fuel or road traffic charges). For renters under the age of 25, additional charges may apply, and are payable at the location.

'Pay at Location' is the balance of the total amount due based on the reservation above, including any optional extras, and is payable on pick-up.

#### 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 valid **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.
- 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.
- At the time of pick-up you will need to present a valid driver's licence and
- The credit or debit card that was used for payment online. This **MUST** be presented by the person in whose name the vehicle was booked.
- A credit card is required for all rentals, including those booked with a debit card online.
- For some car groups you may be required to present two credit cards. Details can be found in the Forms of Payment policy information.
- **We reserve credit on your credit card at pick up to cover the estimated charges arising from your rental, including a full tank of fuel. The reserved amount will be released on final calculation and payment of your rental charges on return.**

#### AGE RESTRICTIONS

- A Young Driver Surcharge may apply if you or any additional driver is under 25 years old.
- Age restrictions vary based on the country where the rental is taking place.
- Depending on where you are renting, some vehicles may have a minimum age of between 25 and 30, so please check "Age restrictions" for your eligibility to drive them.

#### 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 no later than midnight two days before the date of your scheduled pick-up we will refund your reservation in full. An **administration charge** of 30.00 GBP / 45.00 EUR (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. Currently applicable only to rentals in Europe and where the reservation for that rental was also made in Europe or in the United States.

#### 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 2015 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.

#### RENTAL TERMS

- The Rental Terms applicable to your reservation can be viewed and printed [here](#).

#### 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 **no later than midnight two days before the date of your scheduled pick-up** we will refund your reservation in full. An administration charge as detailed 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.

#### PRE-PAID ONLINE CANCELLATION AND NO SHOW CHARGES

- **Late Cancellation Charge:** GBP 30.00
- **No Shows / Lost Rentals Charge:** GBP 70.00

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Approximate rental charges are based on available information at the time of reservation. Additional fees or surcharges may be applied at time of rental.

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#### WARNING & ADVISORY MESSAGES

- **UK Driving Licence Holders:** 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 will need to provide evidence of any driving endorsements.
- CANCEL OR NO SHOW FEE MAY APPLY FOR THIS RENTAL
- Early or Late Return Charge may apply. Please check rental terms and conditions.

- For renters under 25 years of age, check policy for exceptions.
- Minimum Age 25 outside US - Exceptions may apply
- Age Restrictions may apply. Please check Terms and Conditions.
- UK Child Seat Law. Please check to be sure you have requested the correct number of seats you will need.
- Check driving restrictions for touring Europe
- MOBILE GOLD ALERTS AVAILABLE AT THIS LOCATION
- Mileage charges may apply on rentals of 28 days or longer

#### **UK Driving Licence Holders**

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.

#### **'Dart Charge' - Dartford crossing charge information**

'Dart Charge' may apply if you are travelling through the Dartford Tunnel or over The QE2 Bridge on the M25 motorway.

Payment can be made:

- Online at [www.gov.uk/dart-charge](http://www.gov.uk/dart-charge)
- Over the phone by calling: 0300 300 0120 Via a payzone retail outlet.

#### **International Driving Permit (IDP)**

An International Driving Permit (IDP) is highly recommended for non-European Union renters.

The IDP translates the national licence into various languages and is on its own, without the national licence, not acceptable.

#### **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.

Check policy information for your reservation.

#### **No Show Fees**

Please note that where applicable, a **No Show Fee** may apply to Prepaid and Pay at Location bookings.

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. Currently applicable only to rentals in Europe and where the reservation for that rental was also made in Europe or in the United States.

For details of No Show Fees for **Prepaid reservations**, please see the '**Rental Terms, Qualifications & Requirements**' section on the Hertz website, and go to the 'Amendments, Cancellation, No Show / Lost rentals & Late Return Fees' section.

#### **Insurance Excess Information**

Please note that our Collision Damage Waiver and Theft Protection policies have an excess amount payable by you should there be loss or damage to the vehicle during your rental.

#### **Insurance Excess Waiver Information**

We also offer a Super Cover policy which you may purchase when picking up the vehicle which covers you for the full amount of any loss or damage with no excess payable.

#### **Paying online? What to bring with you.**

When picking up the vehicle at the counter, you will need to produce the credit or debit card with which you paid online and your full driving license. Hertz can only accept credit cards at the time of rental for deposit purposes. If a different person is driving, he or she must produce a credit card in their own name, together with their full driving license.

#### **Credit/Debit cards**

When picking up the vehicle at the counter, you will need to produce the credit or debit card with which you paid online and your full driving license.

Hertz can only accept credit cards at the time of rental for deposit purposes.

Please note, if you made your booking with a debit card, you will need to present the debit card and one or more credit cards (depending on the vehicle group) when picking-up the vehicle.

For all 'pre-pay online' bookings, the person in whose name the vehicle is booked **MUST** be the person whose credit card is used. The person who prepays the booking **MUST** be the person to whom the vehicle is rented.

#### **Age Restrictions**

Young Driver Surcharge may apply if you or any additional driver is under 25 years old.

Age restrictions vary based on the country where the rental is taking place.

#### **After Hours Charges**

For rentals made with pickup/return times outside the normal location opening hours, a charge may be applied to cover the

costs of making your vehicle available at your chosen time. These charges may vary and are not included in the Total Approximate Charge displayed during the reservation process.

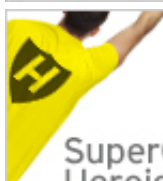

Location opening times can be found under 'Hours of Operation' in the Location information section.

**Start A New Reservation**

**Modify/Cancel Reservation**

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The Hertz Corporation  
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PO Box 269033  
Oklahoma City, OK  
73126-9033  
U.S.A.

<p><b>Important Information: Driving Licence Changes in the UK</b></p> <p><a href="#">&gt;&gt;</a></p>	<p><b>GET 5% OFF ALL YEAR ROUND.</b></p> <p><a href="#">&gt;&gt;</a></p>
 <p><b>SuperCover. Heroic protection.</b></p> <p>Zero-excess vehicle protection for complete peace-of-mind.</p> <p>Care free car rental, by Hertz.</p>	 <p><b>Navigation without the guesswork.</b></p> <p>Reach your destination first time, every time.</p> <p>Care free car rental, by Hertz.</p>