

Passenger Vehicle Rental Frequently Asked Questions

1. How does the Car Rental Program work? Through a joint agreement with the National Association of State Purchasing Officials (NASPO), the State has secured discounted contract rates with Enterprise Rent a Car, National Car Rental and Hertz Rent a Car. The Program/Services Summaries contain the corporate account code that must be provided to reservation agents in order to guarantee the State rates. Enterprise, Hertz and National have provided our users a variety of payment options.

Consider rates, city/airport surcharges and one-way drop fees when determining which contracted rental agency to use.

Note: When renting a car from Enterprise, Hertz or National, be sure to inform them of the State's corporate account code. This number will give the Enterprise, Hertz or National location you are renting from all the information related to the State's contract pertaining to rental rates, insurance requirements and other information.

2. Which Enterprise Rent-A-Car and National Car Rental locations are included under the State Price Agreements? All locations within the State of New York and locations within the following counties in Connecticut, New Jersey and Vermont:

Connecticut: Fairfield, Litchfield, and New Haven.

New Jersey: Bergen, Essex, Hudson, Hunterdon, Middlesex, Monmouth, Morris, Ocean, Passaic, Somerset, Sussex, and Union.

Vermont: Addison, Bennington, Caledonia, Chittenden, Franklin, Lamoille, Orange, Orleans, Rutland, Windham, and Windsor.

3. Which Hertz locations are included under the State Price Agreements? All nationwide locations and certain international locations.

4. Who can rent and operate vehicles under the State Price Agreements for vehicle rental services?

Any state employee or Authorized User may operate the vehicles. Non-state or non-Authorized User employees may not rent vehicles using these agreements. The primary reason is the liability involved for the person driving the vehicle, the contractor and the State. Our Price Agreements include full damage and liability insurance coverage and if a person was involved in an accident operating a rental vehicle, and it was discovered that the person was not a state employee or Authorized User of the State, the State could ultimately end up being responsible for a non-state employee or non-authorized user accident.

New York State employees or Authorized User traveling with the renter are allowed to drive the rental vehicle. All additional drivers must be legally licensed to drive a vehicle and must be an employee of the State of New York or Authorized User. They are not required to complete an additional form, be present at time of rental, or pay an additional fee.

5. When should I use the car rental program? If you are in one of Enterprise, Hertz or National cities, you are recommended to use this program. If you are in a city and there is no Enterprise, Hertz or National location(s) there, you may use another provider; just remember to use the Visa travel card. The Visa travel card offers insurance for damage to the rental car referred to Collision Damage Waiver insurance (CDW): if you do not use the Visa travel card when renting from a non-contract supplier you should purchase this type of insurance.

6. Why do I need a credit card when renting a car? The car rental companies, nationwide, require this of ALL customers. This is for their protection when renting a car to an individual. However, Enterprise,

Hertz or National will provide agencies that have a documented need with agency direct billing accounts. All charges are accumulated and billed to the agency's account. In this case, a credit card will not be required as Enterprise, Hertz or National has the agency's account information on file.

7. Do I need to buy the extra insurance when renting a car? No. Enterprise, Hertz or National contract covers ALL damage occurred while using the car rental contract. Also, the State's insurance will cover any rented vehicle operated by state employees while on official business.

8. What is the insurance coverage for renting cars in Foreign Countries? The insurance coverage for car rentals in foreign countries varies from country to country. Please contact your finance office to verify the type of coverages that are available for the countries you are traveling to and to determine if you will need to purchase additional insurance from the car rental company.

9. What is the mileage limit under the car rental program? Unlimited miles, although you must pick up and drop off the car at the same location.

10. What if I need to drop the car off at a different location? No additional fees apply for one-way Hertz rentals within 500 miles of the renting location. Hertz charges \$125 per rental for all one-way rentals exceeding 500 miles.

For One-Way Rentals within New York State, Enterprise and National Home-City locations will charge the base rate plus city surcharges if applicable, along with an additional \$25 drop fee. For One-Way Rentals Out of State, Enterprise and National Home-City locations will charge the base rate plus city surcharges if applicable, along with an additional \$125 drop fee. Reservations should be requested in advance to drop-off at a different location.

11. May I drive the rental vehicle to Canada? Authorized Users can drive rental vehicles roundtrip to Canada, but they are not allowed to drive to any other country. No additional fees (insurances, roadside assistance, etc.) will be charged for these trips.

12. What is Remote Vehicle/Pick Up and Drop-Off? For rentals originating in New York State, both Contractors will provide vehicle delivery or rental pick-up service to and from renter's office or home. The delivery and pick-up shall not require the renter to return to the rental office for any reason. That is, the delivery will allow the renter to complete any necessary paperwork at the point of delivery (office or home) and depart from that location. Enterprise Rent-A-Car/National Car Rental provides vehicle delivery or rental pick-up service to and from renter's office or home for up to 15 miles one way. The Hertz Corporation provides vehicle delivery or rental pick-up service to and from renter's office or home for up to 30 miles one way. Additional charges will not apply for this service.

13. May I pick up the rental vehicle early prior to the day of the actual rental so that charges start the next day? Yes, the agreements offer Early Pick-Up/After-Hours Drop: For rentals originating in New York State, both Contractors provide early-pick up service at no additional charge to renters on any day prior to the day of actual rental. Renter may pick up vehicle during the final hour of the branch location standard office hours on the day prior to rental day and the charges will start the next day.

Renters are allowed to pick up a rental vehicle at any home-city location within New York State, during the last hour of Contractor's business day and have the charges start the very next day at 8:00am This holds true for weekend travel also (i.e. Pick up Saturday during last hour of business, charges start Sunday morning at 8:00am).

Most non-airport branch locations within New York State have key drop boxes for after-hours drop off, and airport locations have extended hours (many 24 hours) but no drop box. Renters should call the location to organize after-hours drops: when drops occur after hours, the charges continue until the location opens next day.

14. Am I allowed to park my personal vehicle at the branch location when renting? At non-airport locations where available, both Contractors will provide a secure appropriate parking area for the personal vehicle of a minimum of one Authorized User for each vehicle rented for the duration of the rental period at no additional charge when renting from non-airport locations; in lieu of personal vehicle parking, the Contractor shall offer remote vehicle delivery/pick-up as described above, at no cost.

15. Do I need to be over 25 to rent a Car? No, the state contract allows drivers 18 and older to rent a vehicle.

16. Car Rental Confirmation Numbers. It is recommended that you take the Car Rental Confirmation Number with you when you are going to pick up the rental. This will expedite the rental process.

17. Please walk around vehicle before departing from rental location. If there are any marks/scratches/damage on the vehicle please immediately inform the rental agent and have them sign off on it.

18. I need to rent a car, when should I reserve the rental vehicle and who do I contact to make a reservation? OGS recommends to reserve vehicles as early as possible – to ensure the best fleet availability, please reserve vehicles 2-3 weeks in advance of planned trips. Cancel as soon as possible – please be sure to cancel your reservations early should travel plans change.

You can either call Enterprise, Hertz, National, use the rental cars online booking tool, or contact the authorized Travel Agency Services contractor to make the reservation. Both Hertz and Enterprise have New York State reservation booking tool links that can be found on the OGS website at:

<https://online.ogs.ny.gov/purchase/snt/awardnotes/7200123174can.HTM>