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## Your Hertz Gold Standard Clean Vehicle Awaits.



All of us at Hertz are working diligently to support our employees who are supporting you.

At every Hertz location around the world, we are committed to going the extra mile for you today and always. When you're ready to travel again or have other transportation needs, please know that our focus remains on getting you where you need to go safely and confidently.

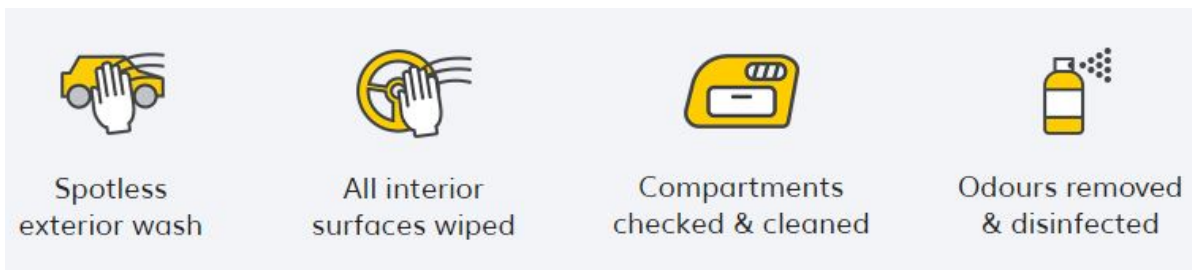
Here are a few things we've been working on and some additional measures we are taking to continue building your trust and confidence.

### Our Cleaning Process

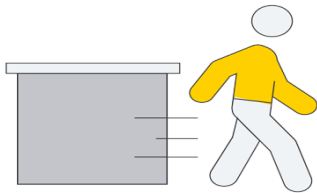
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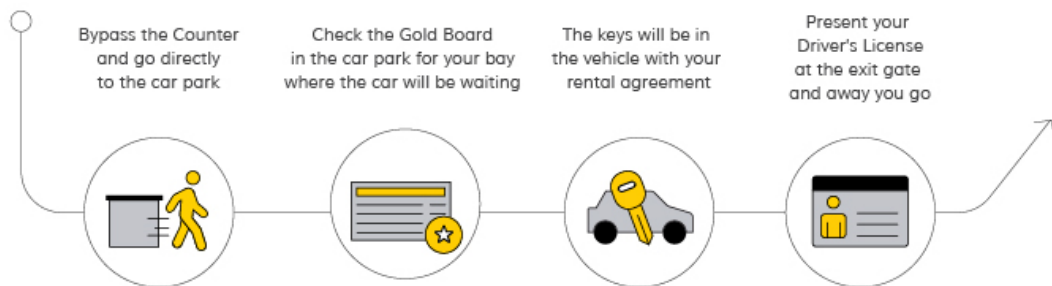
- Around the world, we are using approved disinfectant to regularly wipe down high-touch areas such as door handles, counters, kiosks and other hard surfaces.
- We've added more alcohol-based hand sanitizers and are reminding employees to take important hygiene steps, including frequent handwashing and staying home if unwell.
- For our vehicles, we are reinforcing our rigorous 15-point cleaning process which includes priority areas such as door handles, steering wheel, dashboard, console, seats, etc.



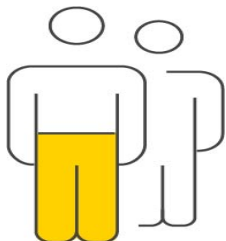
## Our Locations



- Locations have been fitted with wall mounted sanitisation dispensers and sanitiser bottles.
- Social distancing measure upheld with 1.5m social distancing floor markers.
- Limits to how many patrons can enter certain spaces at one time.
- Mandated that all staff now wear facial masks.
- Option for customers to use key "drop box" for added comfort and touchless experience.
- Keys are sanitised after every rental and placed in a plastic bag ready for the next rental.
- As credit cards and driver's licences need to be sighted for each rental, our staff members hand customers a clipboard to place their items on to limit touch.
- Touchless Experience.
  - Introduction of digital rental agreement that is emailed directly to the customer.
  - Skip the queue with online check-in which limits customer contact.
  - Gold Plus Rewards® allows for counter bypass and a touchless experience.



## Our Staff



- Rotational team rosters to eliminate staff contact have been introduced.
- Comprehensive "end of shift / day handover" sanitation procedures implemented to clean all surface areas on desks and benchtops; sanitation of all door handles and touch points through the location.
- Concierge introduced to ensure safe distancing practices adhered to during high volume periods.

## Flexible Reservations

Now more than ever, our communities need us and we want to help. Here are a few ways we are proudly serving our communities during this time:

- We added flexibility for prepaid reservations for our leisure customers, including waiving cancellation and change fees for travel restricted areas. Additionally, all prepaid reservations booked prior to March 13 2020 can now be extended toward reservations used within 24 months with no fees.
- For reservations made with Gold Plus Rewards® points prior to March 13 2020, we will waive change or cancellation point loss.
- And as always, Hertz's pay later option has the ultimate flexibility with no cancellation fees, ever.

## Caring for Our Communities

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Here are a few ways we have been proudly serving our communities during this time:

- Helping Healthcare Workers by providing over 300 complimentary vehicles in several locations across Australia and New Zealand valued at \$500k and over 124 heavily discounted rentals.
- Providing discounted rentals to charitable organisations and essential workers.

When you begin making travel plans, please know that everyone at Hertz remains relentlessly focused on ensuring your care and safety. We look forward to getting you on the road again soon.