

Standard conditions for driving long-term rented car from “Hertz Rent A Car”:

Dear Customer,

1. The automobile delivered to you, should be driven only by persons authorized by your Company, at least 21 years old and possessing their driving license for at least 1 year.
2. The maintenance/service of the vehicle must be done according to the requirements of the manufacturer. For your convenience, inside the luggage compartment there is a note attached, on which note the kilometers driven are being marked. When you reach the necessary run, a technical check has to be made to the nearest approved Service Station/authorized dealers for every different vehicle brand **after contacting** Hertz Operations Representatives (New Belgrade , Vladimira Popovitsa 6 , tel: +381 11 2028200, fax: +381 11 3121670 Monday-Friday 09:00am -17:00pm or e-mail address: operations@hertz.rs). The service book of the car is the document that must be presented when the moment for technical service comes. The book must be kept carefully by the driver and the driver is responsible to keep all updates of the service book.
3. If there is an emergency, maintenance in other non-authorized services is allowed only after a preliminary consignment of Hertz. For after hours information can be provided by contacting Hertz Desk at Belgrade International Airport (tel/fax: +381 112286017, e-mail address: belgradeap@hertz.rs) from Monday to Sunday 08:00 – 21:00h.

For EVERY SERVICE or MAINTENANCE or BREAKDOWN repair a prior authorization from Hertz Operations Representative is mandatory.

4. **The driver of the car should check often:**
 - The level of the oil inside the engine
 - The level of the cooling liquid In the tank (use antifreeze coolant, at all times)
 - The condition and the pressure of the tires.
 - If there is any problem or deterioration, Hertz Operations should be informed and will organize a rectification.
5. In case you have different problem with the car except the obligatory inspections, please contact Hertz Operations Representative (+381 11 202820, operations@hertz.rs), in order to appoint a date for inspection or to be advised what actions to undertake.

6. The automobile you have rented **cannot leave the borders of Serbia** for no reasons, without a special written permission of Hertz Rent-a-Car and a Green Card. The permission is requested by the Renter in written at least 2 days before and must contain the period of validity and the countries that are going to be visited.
7. The rented car has to pass Technical Inspection on every 6 months. An appointment will be scheduled for you, to the nearest Service Center, by contacting Hertz Operations (tel: +381 11 2028200, e-mail: operations@hertz.rs).
8. For the regular change of tires (due to wear out and in accordance to the Rental Contract provisions) Hertz Operations, should be contacted and organize the procedure, to the nearest Tire Service center with which Hertz has established collaboration.
9. The Insurance does not cover:
 - Damages concerning suspension, gearbox or other damages on the downside of the automobile, caused by careless driving, bad road conditions etc.
 - Damages on tires or wheel rims; lack of windscreen wipers, wheel covers, the panel of the car audio player (if detachable), tools or personal documents left in the automobile, partial thefts.
 - Damages where the driver was under the influence of narcotic substances or barbiturates, or alcohol, or refuses to pass an alcohol test are not going to be covered by the Insurance policy.
 - Damages where the driver did not provide the necessary documents to Hertz or the Insurance Company (accident protocol, copy of driving licence, penalty statement from the police). Damages reported to Hertz or the Insurance Company later than three days from the accident date are rejected by the Insurance company as well.
10. In case of Theft or Fire:
 - Inform immediately the nearest Police Department and keep a file with the whole information and documentation.
 - Inform not later than 24 hours the nearest Insurance office and fill in all the necessary documents with them for the theft of the automobile.
 - contact immediately the Hertz Office/Stations and inform us about the circumstances of the incident
 - 24 hours at latest you must present before us the keys and the registration documents of the vehicle.
 - Especially of case of Theft you have to inform the Police and to receive a report protocol.

Be always very cautious concerning the safety of the vehicle; never leave the vehicle unattended with documents and keys inside of the vehicle, never park a vehicle with doors unlocked and engine running etc.

11. In case of accident:

- Inform Traffic Police about the accident and receive a protocol for the case.
- Inform not later than 48 hours the nearest Hertz office and fill in all the necessary documents with us.
- Do not offer money or do not suggest anyone any other way of solving the problem.
- Do not drive the automobile if you are not sure on the extent of the damage.
- If an accident occurs during our non-working hours and the automobile is out of order, you must call the Road assistance:
- AMS Road assistance, dial "987" from Serbian mobiles and groundlines and +38111987.

Please contact us at:

Hertz Head Office

6 Vladimira Popovica
11070 New Belgrade
Office B28
Tel: +381 11 2028200
Fax: +381 11 3121670
E-mail: office@hertz.rs

Hertz Operations

6 Vladimira Popovica
11070 New Belgrade
Office B28
Tel: +381 11 2028200
Fax: +381 11 3121670
E-mail: operations@hertz.rs

Hertz Airport Office

Belgrade International Airport "Nikola Tesla"
(Working hours Monday – Sunday 08:00h– 21:00h)
Tel/Fax: ++ 381 11 2286017
E-mail: belgradeap@hertz.rs

11. **According to the conditions of the Long term Rental Agreement the renter MUST report once per month in written the current mileage and condition of the rented vehicles. The fax number to send the report is + 381 11 3121670 or to e-mail address: operations@hertz.rs.**

We all in Hertz Serbia, wishing you pleasant and safe drive of your rented vehicle.