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Commercial Registration 58463



During my Lease Contract

1) **How do I pay for my lease?**

The monthly lease charges will be invoiced on the 3rd of each month and are automatically charged on the 10th of each month. Ancillary charges such as Salik and traffic fines will be communicated by e-mail between the 15th – 22nd of each month and charged automatically between the 23rd – 26th of each month.

2) **Can I purchase a parking card for the lease vehicle?**

Yes, a NOC will be provided for customers who wish to purchase a parking card (applicable for DXB & AUH registrations)

3) **How is Salik charged?**

Each Salik crossing is charged at AED 4.40 and charged back to the customer monthly. No Salik top up or recharge is required from the customer. Please note Salik charges cannot be paid directly by the customer.

4) **How do I manage traffic violations for leased vehicles?**

We maintain a file with the RTA and monitor all traffic fines ascribed to the vehicles daily. These traffic fines are then invoiced to customers with the relevant details monthly along with an admin charge of 10% per fine. Please note traffic fines cannot be paid directly to the RTA by the customer.

5) **What should I do when the vehicle is due for service and maintenance?**

Call 800 (Insert Brand Toll free number) to book an appointment with our service centre.

6) **What should I do when the vehicle breaks down?**

Call 800 HERTZ (43789)

7) **What should I do when I meet with an accident?**

Call 800 HERTZ (43789)

8) **Do you allow your vehicles to be driven off road?**

Desert or off-road usage is not permitted, and any associated damage is chargeable in full.

9) **Can I drive to Oman?**

Yes, insurance for Oman can be offered on a daily, weekly or monthly basis based on the customers preference for an additional cost. The request to cross the border will need to be provided at least 48 hours in advance and insurance needs to be collected from the nearest Hertz branch.

10) **What is VMD?**

Vehicle Monitoring Device is a device that is fitted into rental and lease vehicles in line with regulations from the relevant authorities, depending on the emirate of registration. It is mandatory for Dubai registered vehicles only and is charged at AED 63/month.

11) **How is yearly registration renewal managed?**

Our customer service agent will contact you and schedule an appointment to collect the car for renewal. The vehicle will be dropped off at your door step after re-registration. Dubai registered vehicles need to be renewed yearly, while Abu Dhabi registered vehicles only need to be renewed every 2 years.

12) **What if I want to change the vehicle or upgrade my vehicle before end of term?**

The option to upgrade or change is only available at the end of the agreement. The early termination penalty will apply for the current contract, unless the lease contract is transferred to a third person (free of charge).

13) **What if I need to terminate my lease early?**

Customers who end their long-term lease contracts before the contract end date will be required to pay the early termination penalty highlighted on their contract (typically 4 to 6 months' lease charge), unless the lease contract is transferred to a third person (free of charge).