

Hertz Overseas Driving Guide

Drive Safely. Explore Fully.

A self-drive holiday is about freedom on wheels to go where you want and do what you like, at your own pace and with peace of mind. All in the privacy of your choice of vehicle – in the company of your loved ones.

It is not about speeding to cover as much distance as possible or rushing to see as many places as you possibly could.

It is about how much you enjoy.

Forget about scheduled departures and early wake-up calls.

When you are in the driver's seat, you take control of your adventure.

Planning in advance is always advisable. Do some pre-trip research. It saves you time and you are well prepared to get the most out of your trip when you arrive at your destination.



At Hertz, we want you to enjoy a safe and stress-free journey.

We have well maintained vehicles, the latest models, 24-hour roadside assistance, Global Positioning Satellite navigation, computerized driving directions, local maps, child seats, boosters and an extensive network of more than 7,400 rental locations worldwide to serve you wherever you are.

To help you prepare for your next self-drive holiday, we have specially put together this handy and useful *Hertz Overseas Driving Guide*, which leads you from pre-trip planning to making car rental reservations to things you should look out for before AND while on the road.

For more information on Hertz products and services, visit www.hertz.com, call your local Hertz office or your travel agent.

Have a wheel of a time!

Hertz®

Freedom On Wheels Checklist



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- Maps
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- Speedier Service & Greater Savings
- Right or Left-Hand Drive?
- Local Traffic Conditions



Picking Up Your Car

- Additional Drivers
- Drive Upon Arrival?
- Hertz Discount Vouchers Booklet

Making Your Car Rental Reservation

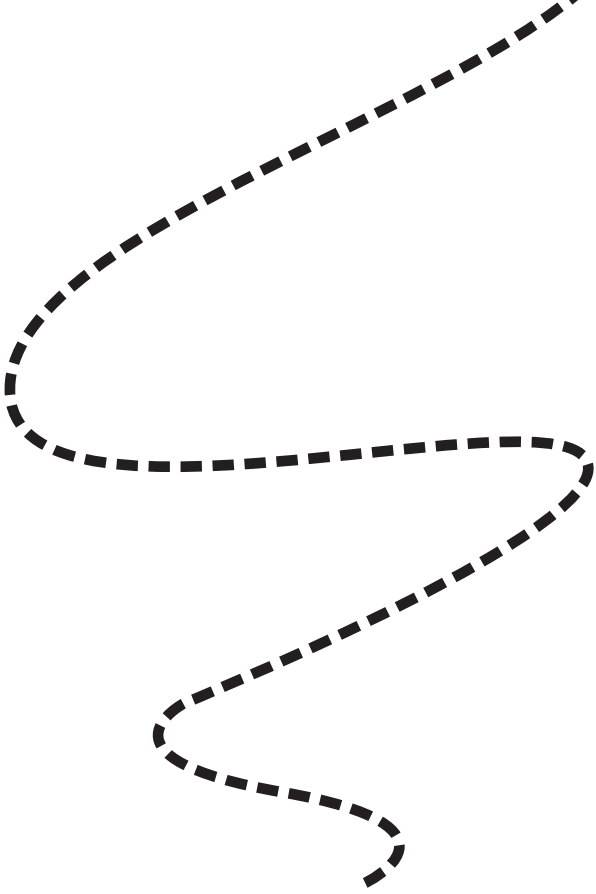
- Get a Quote
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Before You Hit The Road

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AIG Assist[®] Global Travel Protection

Buying Travel Insurance

Travel Insurance can often get overlooked as many of us will pack sunblock and sunglasses before taking out comprehensive coverage for ourselves and our trip. Travel Insurance offers a variety of coverages for things such as accidents, medical and hospitalisation expenses, medical evacuation, lost luggage and flight cancellations & delays, events that can be of significant expense while traveling abroad.

There are several factors to think about before deciding on a Travel Insurance policy as there are policies tailored to a wide variety of customer needs.

AIG Assist Global Travel Protection

AIGAssist Global Travel Protection offers comprehensive coverage with up to \$750,000 reimbursement for medical and accidental expenses and there is no additional premium for amateur leisure sports. Under the Superior and Premier Plan, we also offer a benefit for Rental Vehicle Excess which will pay for the cost of the insurance excess of a car rented by you if it is involved in an accident.

As a valued policyholder of AIGAssist[™] Global Travel Insurance, you have at your disposal, a 24-hour Worldwide Emergency Assistance Service offering a full range of worldwide travel and medical assistance, so that help is always around the corner.

With instant activation, you can rest assured and travel with peace of mind during your dream holiday. Please consult your preferred Travel Agent for more information.

Underwritten by:

American Home Assurance Company, Singapore

AIG Building, 22 Martin Road, Singapore 239058

or visit us at www.aig.com.sg

Tel: 1800 419 3000 Fax: 6385 7406





Pre-Trip Planning

Assess Your Needs.

Where would you like to go for your upcoming self-drive holiday? Who are you travelling with? When are you going? Would you prefer to go D-I-Y? Or purchase a self-drive holiday package from your travel agent?

🚗 At Hertz we have *Affordable Rates* (you book 24 to 48 hours before departure and settle the full payment when returning your car at the rental counter) and *Prepaid Vouchers* (you book and pay before departure).

Travel Fairs.

Look out for travel fairs organized by airlines, tourism organisations and travel agencies. They are great platforms to check out what's new in the marketplace, grab special offers and pick up your travel brochures, guides and maps!

International Driving Permit (IDP) - Your Pass to Overseas Driving

The IDP is recognized worldwide as a valuable document, identifying motorists as legally-licensed drivers and may prevent any inconvenience when renting a car or when driving in a foreign country where the language of your local driving license is not commonly used in the country of your self-drive destination. Countries like Germany, France and Japan require one. The IDP must always be presented with your local driving license. Singaporeans can apply at Automobile Association of Singapore. Log onto www.aas.com.sg for more information.

Maps.

Arm yourself with good, current maps, especially if you plan to go off the main roads. Check out your point-to-point route options online at websites like www.mapquest.com, www.travelmate.com.au and 🚗 www.hertz.com

Rain or Shine?

Check out the latest local weather at 🚗 www.hertz.com
Pack your clothes accordingly.

Speedier Service & Greater Savings.

Spend more time on your vacation. Less time renting a car. Sign up as *Hertz #1 Club Member*. You will get to enjoy year-round discounts at participating locations worldwide and receive the latest email updates on exclusive seasonal promotions. Reservations will be speedy – we have your driver license number, credit card information and your preferred choice of vehicle stored in our centralised database. Your rental agreement will be pre-filled. When you make future reservations with us, you will be off the phone and website faster. Membership is FREE!

You'll get your membership number instantly online at www.hertz.com Alternatively, email hapmarketing@hertz.com or call your local Hertz office for an application form.

Right or Left-Hand-Drive?

Right-Hand Drive (drive on the left-hand-side of the road): Singapore, Malaysia, Australia, New Zealand, United Kingdom, Japan.

Left-Hand Drive (drive on the right-hand-side of the road): Canada, USA, France, Germany, Italy, Netherlands, Spain, and Switzerland.

Local Traffic Conditions.

Make sure you are familiar with the local traffic laws and common road signs.

🟡 E.g. There are roads throughout Melbourne that are known as "fairways". Yellow lines and tram signs along these roads give trams priority at certain times.

🟡 E.g. Traffic lights in USA turn straight from RED to GREEN to indicate "go", and then to AMBER to advise you RED is about to appear. A simple flashing YELLOW light means "proceed with caution". A flashing RED means come to a complete standstill.

🟡 E.g. Pull over and stop when you see a police car flashing lights behind you. Stay IN the car and wait for the police officer to approach you. Getting OUT of the car is seen as a form of retaliation and the police will react accordingly.

Making Your Car Rental Reservation

Get A Quote.

4 Easy Ways to Book with Hertz:

- 1) Log onto www.hertz.com
- 2) Call your local Hertz Reservation Office
- 3) Email reserve@hertz.com
- 4) Book via your Travel Agent.

Check out the many special offers in 🚗 www.hertz.com. All you need is a few easy steps and you can get your instant confirmation. You can even go back to modify an existing reservation.

Car Rental Rates.

Read the fine print. Know what is included and what is not in the car rental rates. Make sure you are comparing apple-to-apple. 🚗 *Hertz Affordable Rates* stretch your dollars – they are specially negotiated rates that include Unlimited Mileage, Loss Damage Waiver/ Collision Damage Waiver and in some countries, Theft Protection and Tax as well. 🚗 Rates are guaranteed at the time of booking and you make your payment only when you return your car at the rental counter. 🚗 To secure these rates, make your reservations at least 24 to 48 hours before your departure.

Insurance Coverage.

Know what your basic insurance policy covers. 🚗 Most Hertz rates* include *Collision or Loss Damage Waiver*, which provides coverage for accident damage or loss to the Hertz Vehicle and/ or Third Party Property, such that in the event of an accident, your liability is limited to a reduced amount of loss or damage. 🚗 To enjoy greater peace of mind, ask for *Excess Reduction Option*** to reduce your liability for accidental damage or loss to the minimum.

* *Varies according to locations.*

** *Available at selected locations.*

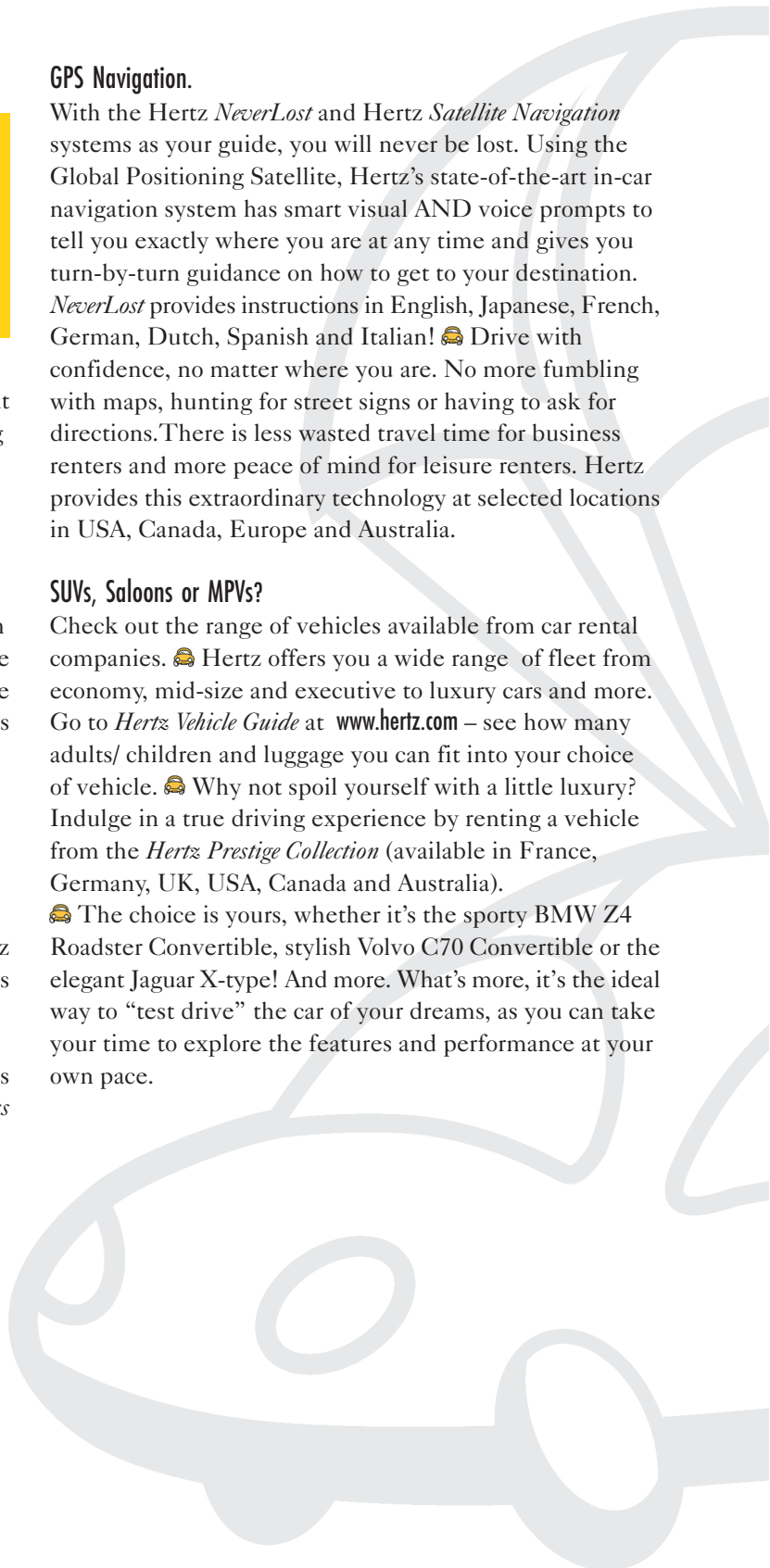


GPS Navigation.

With the Hertz *NeverLost* and Hertz *Satellite Navigation* systems as your guide, you will never be lost. Using the Global Positioning Satellite, Hertz's state-of-the-art in-car navigation system has smart visual AND voice prompts to tell you exactly where you are at any time and gives you turn-by-turn guidance on how to get to your destination. *NeverLost* provides instructions in English, Japanese, French, German, Dutch, Spanish and Italian! 🚗 Drive with confidence, no matter where you are. No more fumbling with maps, hunting for street signs or having to ask for directions. There is less wasted travel time for business renters and more peace of mind for leisure renters. Hertz provides this extraordinary technology at selected locations in USA, Canada, Europe and Australia.

SUVs, Saloons or MPVs?

Check out the range of vehicles available from car rental companies. 🚗 Hertz offers you a wide range of fleet from economy, mid-size and executive to luxury cars and more. Go to *Hertz Vehicle Guide* at www.hertz.com – see how many adults/ children and luggage you can fit into your choice of vehicle. 🚗 Why not spoil yourself with a little luxury? Indulge in a true driving experience by renting a vehicle from the *Hertz Prestige Collection* (available in France, Germany, UK, USA, Canada and Australia). 🚗 The choice is yours, whether it's the sporty BMW Z4 Roadster Convertible, stylish Volvo C70 Convertible or the elegant Jaguar X-type! And more. What's more, it's the ideal way to "test drive" the car of your dreams, as you can take your time to explore the features and performance at your own pace.



Picking Up Your Car

Additional Drivers.

Ensure that he/ she is listed on the Rental Agreement. There is no coverage for damages by drivers not registered.

Drive Upon Arrival?

Unless you are familiar with the host country's conditions, try to avoid immediate long-distance driving after arriving. Have sufficient rest and acclimatise to local weather and road conditions.

Hertz Value Vouchers.

🚗 Ask for your Hertz Australia and New Zealand Value Vouchers for great savings and a fun-filled holiday. These are special deals we put together especially for you. From accommodation to attractions to adventures.

Before You Hit the Road

Vehicle Features & Controls.

Take your time. Familiarise yourself with the headlights, windshield wipers, hazard warning lights, heater and other controls. Know where they are and how they function before you hit the road – do not be afraid to ask for assistance if needed.

Emergency Roadside Assistance.

Ensure that your car rental company provides 24-hour emergency roadside assistance and that your emergency phone numbers are within easy reach (not in the car boot). Arm yourself with a cell phone (with extra batteries) on long-distance trips. 🚗 With Hertz, call 1800-654-5060 when you are in USA & Canada; 13 30 39 in Australia & New Zealand. Phone numbers vary by country in Europe and Asia – a country-specific phone number will be indicated in your rental agreement.

On the Road

What to Wear.

Wear comfortable clothes and non-slip soled shoes and have a pair of sunglasses to minimise sun glare.

Road Ethics.

When in Rome do as the Romans do! Adhere to the local speed limits and traffic laws.

Language Assistance.

🚗 Take advantage of Hertz's unique service, *Multi-Lingual Service Desk*. Wherever you are in the USA, you can get assistance in English, Korean, Japanese, French, German, Italian or Spanish.

Driver Fatigue.

Fatigue can be as dangerous as drink driving or speeding, and contributes to many fatal accidents on long stretch of highways. While driving, exercise your eyes by reading road signs or shifting the focus of your eyes to different parts of the roadway. Leave a small gap in the window for circulation of fresh air. Try to ensure that at least 1 other person you are travelling with can drive – alternate drivers to relieve boredom. Otherwise, STOP every 2 hours to stretch your legs, get a caffeinated drink and some fresh air.

Fuel Stops.

You should plan ahead for fuel stops. Some petrol stations do not operate around the clock and have limited credit card facilities. Have a chat with the locals and find out where best to top up your fuel and replenish water/ snacks.

Bush Fires or Flood.

Try to check road and weather conditions on a daily basis. There could be unforeseen conditions (e.g. temporary closure of highway due to forest fire). Give yourself more time to plan for alternative destinations or routes.





Lost Out There. Or Vehicle Breakdown.

Do not leave the vehicle under any circumstances – a missing vehicle is easier to locate than missing people.

🚗 In case of a vehicle breakdown, refer to the information on the 24-hour breakdown service that is provided with your Hertz car. Depending on the severity of the breakdown, a replacement vehicle may be made available.

Sudden Equipment Failure.

This rarely happens, but it is always good to know the basic handling techniques so you are more equipped psychologically to react to such situations:

- Tyre Blowout – ease your foot off the accelerator, keep a firm grasp on the steering wheel and pull off the roadway.
- Brake Failure – if your brake pedal suddenly sinks to the floor, pump it to build pressure. If that does not work, use your emergency brake. Shift your vehicle into a lower gear to slow down.
- Steering Failure – ease your foot off the accelerator, turn on the emergency flashers and come to a slow stop. Brake gently to prevent vehicle from spinning.
- Stuck Accelerator – Hook your toe under it to free it. If it does not become free, shift your vehicle into neutral and brake gently to slow down.

To Stop or Not?

Do NOT pick up hitchhikers, under ANY circumstances.

Bumped From Behind?

Do NOT pull over and stop, especially in a secluded or dark area. Drive to the nearest public area and call for police assistance.

Obstacles On The Road.

Watch out for wandering animals (cattle, wallabies, wombats etc.) especially at dawn and at dusk. Take note especially when driving on country roads at night in cold weather – animals such as kangaroos lie on the bitumen road surface, which holds the warmth of the sun.

Your Personal Belongings.

Do not leave any personal belongings in your rental vehicle. Securing them in the trunk, under the seat, etc., are not effective measures to protect your property. The only effective way is to take your items with you.

Contact your local Hertz office
or travel agent to get a quotation
or make a reservation!



Useful Websites 🚗 www.hertz.com

Log onto these sites for information on your holiday destinations. From accommodation, attractions, shopping, wine and dine choices to detailed self-drive itineraries, maps and more!

AUSTRALIA

www.australia.com
www.visitcanberra.com.au
www.travelnt.com
www.visitsouthaustralia.com
www.visitnsw.com.au
www.sydneyaustralia.com
www.queenslandholidays.com.au
www.discovertasmania.com
www.visitvictoria.com
www.visitmelbourne.com
www.westernaustralia.com

CANADA

www.canadatourism.com
www.travelcanada.ca

CHINA

www.cnfo.org

EUROPE

www.visiteurope.com

FRANCE

www.franceguide.com

GERMANY

www.germany-tourism.de

HONG KONG

www.discoverhongkong.com

INDIA

www.tourismindia.com

INDONESIA

www.indonesia-tourism.com

ITALY

www.italiantourism.com

JAPAN

www.jnto.go.jp

KOREA

www.english.tour2korea.com

MACAU

www.macautourism.gov.mo

MALAYSIA

www.tourism.gov.my

NEW ZEALAND

www.purenz.com

PHILIPPINES

www.tourism.gov.ph

SINGAPORE

www.visitsingapore.com

SPAIN

www.spain.info

SWITZERLAND

www.myswitzerland.com

THAILAND

www.tourismthailand.org

THE NETHERLANDS

www.visitholland.com

UNITED KINGDOM

www.visitbritain.com

UNITED STATES OF AMERICA

www.usatourism.com
www.seeamerica.com
www.travelnevada.com



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