



## **DOLLAR RENT A CAR HAWAII**

### **General Information**

(Updated July 21, 2010)

#### **I. RENTER'S QUALIFICATIONS**

- A. Valid driver's license in own name (required by law). Foreign renters must have their country's valid license. International license alone is not acceptable.
- B. Major credit card in driver's name:
- |                  |            |          |
|------------------|------------|----------|
| American Express | VISA       | JCB      |
| Diner's Club     | MasterCard | Discover |
- (Note: **Debit or Check Card** will be accepted at time of vehicle pickup **if renter presents roundtrip airline/cruise ticket or proof of same**. If no roundtrip ticket or proof of same available, Debit/Check Card will only be accepted upon return of vehicle. In all cases, Renter will be subject to a credit inquiry, which may affect renter's credit evaluation. Company debit card must have renter's name or signature on card.)
- C. **Prepaid Cards**, as form of payment, are only acceptable upon vehicle return.
- D. Dollar vehicles may not be used for off-road use; camping is prohibited if renter is paying direct and leaving cash deposit.
- E. A cash deposit (no personal or company checks) is acceptable in lieu of a major credit card, at airport locations only, provided customer is cash qualified within certain restrictions (see cash qualifications). At Dollar hotel desk locations, only credit/debit cards are acceptable.
- F. **Age Qualifications for vehicle categories:**
- Renters 25 years old and above:**
1. Must have a major credit card/or a minimum cash deposit.
  2. Unrestricted on car class.
- Renters 21-24 years old:**
1. Must have a major credit card/or a minimum cash deposit.
  2. Able to rent all car categories.
  3. Renters will be subject to a fee of **\$27.00** plus tax, daily, per person.
- G. There is no maximum age restriction for licensed drivers.

## I. RENTER'S QUALIFICATIONS (Cont'd)

### H. Military Personnel

1. Cash rental - 21 years of age and rank of E-5 or above.
2. Credit card - 21 to 25 years of age, no specialty vehicles.

### I. Walk-Up Rentals

1. Must have a major credit card/**NO CASH DEPOSITS**
2. Renters under the age of 25 are subject to a fee of **\$27.00** plus tax, daily, per person.

## II. APPLICABLE HAWAII STATE TAX / SURCHARGE / FEES\*

- A. Hawaii State General Excise Tax
  - Oahu: 4.712%
  - Maui, Kauai, Hawaii and Lanai: 4.166%
- B. Hawaii State Vehicle Rental Surcharge of \$3.00 per rental day.
- C. Vehicle Licensing & Registration Fee - from \$0.26 - \$0.75 per rental day (depending on type of vehicle/location)
- D. Airport Concession Recovery Fee –  
11.11% for Honolulu, Kahului, Lihue, Kona, Hilo
- E. Customer Facility Charge (CFC) - \$1.00 per rental day, plus tax (on-airport locations only). Effective 9/01/10, CFC will be \$4.50 per rental day.

\* All information subject to change without notice.

## III. CASH QUALIFICATIONS

### A. Qualifications

1. Renter must meet age requirements.
2. Renter must present round trip airline ticket (or a current itinerary for an E-ticket) with the following information imprinted on the ticket:
  - a. Renter's name.
  - b. Flight number.
  - c. Date of flight (must coincide with return date of car).
  - d. Destination information (originating/arriving cities).
3. If the renter is not a U.S., Canadian or Mexican citizen, renter must have a valid passport and a valid country driver's license\*. We must be able to read the following on the license:
  - a. Renter's name.
  - b. Date of birth.
  - c. Expiration date of driver's license.
  - d. Driver's license number.

**\*If the renter has an International Driver's License, it must be accompanied by a valid foreign country driver's license.**

4. Renter must have a valid local contact and verification is MANDATORY as follows:
  - a. Show hotel voucher
  - b. Advise hotel name - call will be made to hotel.
  - c. Private residence - call will be made to verify (someone must be home to receive call).
5. Leave security cash deposit (refer to Cash Deposit).
6. Management approval required for every rental.
7. Campers do not qualify for cash rentals.

### III. CASH QUALIFICATIONS (Cont'd)

- B. Cash Deposit (cash or traveler's checks)
  - 1. Prepaid/Voucher  
\$50.00 minimum deposit **or** ESTIMATED INCREMENTAL CHARGES, plus \$50.00.
  - 2. Non Prepaid  
TOTAL ESTIMATED CHARGES, plus \$100.00.

### IV. OPTIONAL COVERAGE (ACCIDENT PROTECTION PLAN / TRAVEL EMERGENCIES)

- A. Loss Damage Waiver (LDW) - **\$26.99**, daily (non-specialty vehicles)  
- **\$27.99**, daily (**Specialty Vehicles**)
- B. Personal Protection Plan (PPP) - **\$6.99**, daily - all car classes.
- C. Supplemental Liability Insurance (SLI) - **\$13.99** daily
- D. Uninsured Motorist Protection (UMP) - **\$6.95** daily
- E. ROADSAFE – **\$5.99**, daily (purchase option offered at time of rental; covers accident towing, lockout, flat tire and fuel and battery services).

### V. OVERTIME CHARGES

- A. Each rental day is a 24-hour period (no grace period).  
After 24 hours, overtime charges apply, not to exceed the daily rate.
  - 1. All car categories – **1/3 of the daily rate, per hour or fraction thereof.**
  - 2. Optional coverage (LDW, PPP, SLI & UMP) and surcharges - full daily rate applies for any portion of overtime.

### VI. ADDITIONAL DRIVER POLICY

- A. Maximum additional drivers are four (4) per rental contract.
- B. Fee of **\$12.00** plus tax, daily, per person for each add'l driver.
- C. Additional drivers must be at least 21 years of age.
- D. Additional drivers under the age of 25 are subject to an additional charge of **\$27.00** plus tax, daily, per person.

### VII. PIER PICKUPS (FOR CRUISE SHIP PASSENGERS)

- A. Oahu – Honolulu Harbor
  - 1. Pre-book HNLC04 (Waikiki) and make a note in reservation for “pier pickup”
  - 2. Upon docking at pier, passenger should call for shuttle pickup:  
Ph (808) 952-4264 (allow approx ½ hour for pickup)
  - 3. If vehicle is returned at Honolulu Intl Airport location, drop charge will apply.
- B. Maui - Kahului Harbor
  - 1. Pre-book OGG and make a note in reservation for “pier pickup”
  - 2. Upon docking at pier, shuttle bus will be waiting from 8 am for pier pickups.  
If after 11 am on 1<sup>st</sup> day or for next day rentals, passenger should call for shuttle pickup: Ph (808) 877-2732 (allow approx ½ hour for pickup).

## VII. PIER PICKUPS (FOR CRUISE SHIP PASSENGERS) – Cont'd

- C. Maui - Lahaina Harbor
  - 1. Pre-book JHM and make a note in reservation for "pier pickup"
  - 2. Upon docking at pier, passenger should call for shuttle pickup: Ph (808) 667-2651 (allow approx ½ hour for pickup).
  - 3. Shuttle service from JHM to Lahaina pier available 8 am to 4 pm.
- D. Kauai – Nawiliwili Harbor
  - 1. Pre-book LIH and make a note in reservation for "pier pickup"
  - 2. Upon disembarking at pier, board Dollar shuttle. If after 10 am, call for shuttle pickup: Ph (808) 245-3652 (allow approx ½ hour for pickup).
- E. Kona – Kailua-Kona Pier
  - 1. Pre-book KOAN02 at least 48 hours in advance of pick up and make a note in reservation for "pier pickup". **Note:** only Midsize or higher categories available.
  - 2. Upon disembarking at pier, proceed to the King Kamehameha's Kona Beach Resort and to the Dollar desk in the lobby to pick up pre-booked rental vehicle.
  - 3. An off-airport site fee will be assessed for pickup at this location.
  - 4. If vehicle is returned at Kona airport location, the drop fee will apply.
- F. Hilo – Hilo Harbor
  - 1. Pre-book ITO and make a note in reservation for "pier pickup"
  - 2. Upon disembarking at the pier, board the Dollar shuttle bus; if shuttle not readily available, call for pickup: Ph (808) 961-2101.

## VIII. DROP CHARGES

- A. Oahu
  - 1. Honolulu Airport to Waikiki (or reverse) \$ 30.00  
(Note: also applies to cruise ship p/u at Waikiki w/return at HNL)
- B. Maui
  - 1. Kahului to Kaanapali (or reverse) \$ 40.00
- C. Lihue
  - 1. Lihue to Sheraton/Poipu (or reverse) \$ 50.00
- D. Hawaii
  - 1. Hilo Airport to Kona Airport \$ 85.00
  - 2. Kona Airport to Hilo Airport \$ 55.00
  - 3. Kona Airport to King Kamehameha's Kona Beach Resort \$ 25.00
  - 4. The Fairmont Orchid to Kona/Hilo Airport and other Dollar locations (or reverse) \$ 75.00
  - 5. King Kamehameha's Kona Beach Resort to Kona Airport \$ 50.00
  - 6. King Kamehameha's Kona Beach Resort to Hilo Airport \$ 75.00
- E. Lanai
  - 1. One way drop off airport \$ 10.00
  - 2. One way unauthorized drop off airport \$ 20.00
  - 3. Manele Harbor to base yard \$ 10.00
  - 4. One way drop off Manele Harbor \$ 20.00
  - 5. One way unauthorized drop off Manele Harbor \$ 40.00

Note: Cars left at airport without authorization will be subject to a \$200.00 charge (with the exception of Lanai-see above). Renter will be responsible for any citations issued and for tow charges.

## IX. CHILD SAFETY SEATS / SEAT BELTS

- A. Hawaii State Law requires that a child under four (4) years of age (up to about 40 lbs.) is properly restrained in a child safety seat. (Customer responsible for securing child passenger in child safety seat in rental vehicle.)
- B. Hawaii State Law also requires that all passengers between the ages of four (4) and seventeen (17) are properly restrained by a seat belt .
- Children 4 years through 7 years must be in a booster seat or child restraint. However, children of this age who are taller than 4'9" or heavier than 40 pounds may be seated in rear seats with a lap/shoulder or lap belt.
- C. Child safety seat available, on advance request, for **\$12.00** plus tax, daily. (This daily charge will be capped at \$72.00.)
- D. Child seat should be requested at time of booking advance reservation.

## X. HAND CONTROLS (INCLUDING STEERING WHEEL SPINNER KNOBS)

Dollar will provide and install hand controls upon the request of any renter with a disability who can operate a motor vehicle with the aid of hand controls, subject to availability of same, vehicles and an employee trained to install hand controls.

- A. Future request for hand controls **must be in writing**, to Dollar's Hawaii Reservations Center. We will confirm a request for hand controls within 24 hours **if the written request** is received between noon Sunday through noon Friday. Mail to Dollar Rent A Car, 1600 Kapiolani Blvd., #825, Honolulu, HI 96814, or
- fax to (808) 973-3766 (effective 4/28/10 – new fax 808-952-4219), or
  - email to [Hawaiitours@dollar.com](mailto:Hawaiitours@dollar.com)

The failure to provide us with a timely **written** request for hand controls may mean we cannot fulfill your request if hand controls, trained personnel to install the hand controls, or vehicles suitable for installation of hand controls are not readily available due to the untimely request.

At the time of a written request for hand controls, in order to more readily accommodate the request, please advise whether the hand control should be installed on the left or right side of the steering wheel.

When a reservation is booked 24 hours in advance of the rental (pickup date), confirmation of the **availability** of a hand control will be made via a phone **request** to:

- the Hawaii Reservations Center
  - (808) 944-1544 (on Oahu)
  - (800) 342-7398 (from Neighbor Islands to Oahu)
  - (800) 367-7006 (from Mainland to Oahu), **OR**
- World Wide Reservations
  - 800-800-4000 (ask for Specialty Desk)

Also, if a reservation with hand controls is **cancelled**, we must also receive an immediate notification to cancel the hand controls, **in writing**, via fax or email.

**X. HAND CONTROLS (INCLUDING STEERING WHEEL SPINNER KNOBS) – Cont'd**

B. Hand controls can only be installed in specific car models, as follows:

Ford Focus	Compact/4-door
Ford Mustang	Convertible
Dodge Charger Sedan	Fullsize/4-door
Ford Escape	Midsize SUV
Jeep Grand Cherokee	Standard SUV
Jeep Commander	Standard SUV
Dodge Caravan	Minivan / 7-pax
Chrysler Town &Country	Minivan / 7-pax
Chrysler 300 Base	Luxury/ 4-door
Lincoln Town Car	Luxury /4-door

**XI. JEEP WRANGLER TOP REMOVAL**

The Jeep Wrangler top/windows are removable. If renter elects to remove and/or lower any windows or the top, renter is responsible for reinstalling same prior to return of the vehicle or will be charged \$50.00.

**XII. GLOBAL POSITIONING SYSTEM (GPS)**

The GPS unit is available for rent at time of car pickup - \$11.95, daily (except for Oahu, \$12.95, daily)

**XIII. GASOLINE**

Customer is only responsible for gas used, except when Prepaid Fuel Option is accepted at time of pickup, when vehicle may be returned at any level (no pro-ration allowed).

**XIV. COURTESY SHUTTLE SERVICE**

A. Oahu

1. Waikiki hotels to our 2002 Kalakaua Avenue rental station: 7:30 am to 7:45 pm only – call 952-4264.

B. Maui

1. Lahaina to Kapalua hotels and condominiums to our West Maui rental station.
2. Prior arrangements should be made directly with the rental station – to set up a shuttle pickup time - phone 667-2651.

C. Kauai

1. Hotels along the Coconut Coast up to the Hotel Coral Reef in Kapaa to our Lihue rental location; shuttle pickups at 9:00 am and 1:00 pm; advance reservations required – ph 245-3652;
2. Poipu area to Sheraton Kauai Resort rental station (between 8:00 am and 1:00 pm): Midsize or higher categories only; on request, 48 hours advance reservations required (call Central Reservations).

D. Hawaii

1. Hilo - anywhere in Hilo town to our Hilo airport location: 6:00 am to 8:30 p.m. - call direct (961-2101).  
Kona – Airport to Kona Village and Four Seasons: on request; 24 hours advance notice required. Res not required if there is availability.
2. Fairmont Orchid rental station to:
  - Hapuna Prince Resort: pickup/drop off 9:00 a.m. and 3:00 p.m. On request - call direct (885-0706).
  - Hilton, Bay Club and Marriott Resorts pickup/drop off 9:30 a.m. and 3:30 p.m. On request - call direct (885-0706).

#### **XIV. COURTESY SHUTTLE SERVICE - Cont'd**

3. King Kamehameha Hotel rental station: only one pickup/drop off at 10:00 a.m.; 24 hours advance notice and confirmed reservation required. Call direct (329-3162).

#### **XV. CANCELLATION POLICY**

- A. FIT (Individual reservation)
  1. No charge for cancellations made at least 48 hours prior to rental date.
- B. Groups (10 or more vehicles)
  1. No charge for cancellations made at least two weeks prior to rental date.

#### **XVI. RESERVATION INFORMATION**

- A. Telephone and Fax Numbers
  1. From Oahu (808) 944-1544 Fax (808) 973-3766
  2. From Neighbor Islands (800) 342-7398 Fax (808) 973-3766
  3. From U.S. Mainland (800) 367-7006 Fax (808) 973-3766
- B. Hours of Operation
  1. Monday - Friday 7:30 am to 5:30 pm (HST)
  2. Saturday 8:00 am to 3:00 pm (HST)
  3. Sunday 8:00 am to 1:00 pm(HST)
  4. Holidays 8:00 am to 1:00 pm (HST)
- C. Japanese Answering Service (for Japanese-speaking customers)
  - Daily - 24 hours (808) 922-1877
  - Toll-free from Neighbor Islands (800) 394-2246

#### **XVII. TRAVEL INDUSTRY DISCOUNT**

Travel Industry Discount available as follows:

1. During non-peak periods
2. Advanced reservation needed
3. Pay direct
4. Vouchers, prepaid coupons, other discounts do not apply.

#### **XVIII. RENTAL LOCATIONS/HOURS OF OPERATION**

- A. **Oahu**
  1. **Honolulu International Airport** 4:30 am to 12:00 midnight
  2. **Kalakaua Service Center** 7:00 am to 8:00 pm  
(2002 Kalakaua Avenue)
  3. **Pacific Beach Hotel - Lobby** 7:00 am to 2:00 pm  
(2490 Kalakaua Avenue)
  4. **Hale Koa Hotel** 7:00 am to 1:00 pm  
(2055 Kalia Drive)
- B. **Maui**
  1. **Kahului Service Center** 5:00 am to 11:00 pm  
(946 Mokeua Street)
  2. **Kaanapali Service Center** 7:00 am to 5:00 pm  
(20-C Halawai Drive)
- C. **Kauai**
  1. **Lihue Service Center** 5:00 am to 11:00 pm  
(3273 Hoolimalima Place)
  2. **Sheraton Kauai Desk** 8:00 am to 12:00 noon  
(2440 Hoonani Road/Koloa)

**XVIII. RENTAL LOCATIONS/HOURS OF OPERATION - Cont'd**

- D. **Hawaii (The Big Island)**
  - 1. **Kona Service Center** 5:30 am to 10:00 pm  
(Keahole Intl Airport)
  - 2. **King Kamehameha's Kona Beach Hotel** 8:00 am to 12:00 noon  
(75-5660 Palani Road/Kailua)
  - 3. **The Fairmont Orchid** 8:00 am to 4:30 pm  
(One North Kaniku Drive/Kohala Coast)
  - 4. **Hilo International Airport** 6:00 am to 9:00 pm
- E. **Lanai**
  - 1. **Lanai Service Center** 7:00 am to 7:00 pm