



THRIFTY CAR RENTAL 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, plus International license.
- B. Major credit card in own 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. Primary renter must return car and must sign closing Rental Agreement.
- E. Thrifty vehicles may not be used for off-road use; camping is prohibited.
- F. A cash deposit is not allowed; cash allowed only for payment at end of rental, except at hotel desk locations where only credit/debit card payments are accepted.
- G. Checks of any kind (other than travelers checks) not accepted as form of payment.
- H. **Age Qualifications for vehicle categories:**
- Renters 25 years old and above:**
1. Must have a major credit card in own name.
 2. Unrestricted on car class.
- Renters 21-24 years old:**
1. Must have a major credit card in own name.
 2. Able to rent all car categories.
 3. Renters will be subject to a fee of **\$27.00** plus tax, daily, per person.
- I. There is no maximum age restriction for licensed drivers.

I. RENTER'S QUALIFICATIONS (CONT'D)

J. Military Personnel

1. Credit card - 21 to 25 years of age, no specialty vehicles.
2. Same Island Renter - refer to "H" above.

K. Walk-Up Rentals

1. Must have a major credit card in own name/**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, Molokai, Hawaii and Lanai - 4.166%
- B. Hawaii State Motor 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
 - N/A for Honolulu International Airport (off-airport)
 - 11.11% for Kahului, Lihue, Kona and 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. OPTIONAL COVERAGE (ACCIDENT PROTECTION PLAN)

- 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. TRIPSAVER – **\$5.99**, daily (purchase option offered at time of rental; covers accident towing, lockout, flat tire and fuel and battery services).

IV. OVERTIME CHARGES

- A. Each rental day is a 24-hour 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 surcharge/fees - full daily rate applies for any portion of overtime.

V. ADDITIONAL DRIVER POLICY

- A. Maximum additional drivers are four (4) per rental contract.
- B. Fee of **\$12.00** plus tax, daily, for each additional driver.
Exceptions (no charge): State employee on State rental, Government employee on Government rental, Thrifty local corporate account company employee.
- C. Additional driver(s) must be at least 21 years of age.
- D. Additional driver(s) under the age of 25 is subject to a charge of **\$27.00** plus tax, daily (plus the \$6.00 fee), or a total of \$31.00, per day, plus tax.

VI. PIER PICKUPS (FOR CRUISE SHIP PASSENGERS)

- A. Oahu – Honolulu Harbor
1. Pre-book HNL (Airport) location and make a note in reservation for “pier pickup”
 2. Upon docking at pier, passenger should call for shuttle pickup: Ph (808) 831-2266, press “0” when prompted (allow approx ½ hour for pickup)
 3. If vehicle is returned at Waikiki location, drop charge will apply.
- B. Maui – Kahului Harbor
1. Pre-book OGG location 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 1st day or for next day rentals, passenger should call for shuttle pickup: Ph (808) 871-6339 (allow approx ½ hour for pickup).
 3. Shuttle runs from 8 am to last pier drop-off at 9 pm.
- C. Lihue – Nawiliwili Harbor
1. Pre-book LIH location 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, passenger should call for shuttle pickup: Ph (808) 245-7369
 3. Shuttle runs from 8 am to last pier drop-off at 8 pm.
- D. Hilo – Hilo Harbor
1. Pre-book ITO location and make a note in reservation for “pier pickup”.
 2. Upon disembarking at the pier, board the Thrifty shuttle bus; if shuttle not readily available, call for pickup: Ph (808) 961-6696.
- E. Kona – N/A

VII. DROP CHARGES

- A. Oahu
- | | |
|--|----------|
| Honolulu Airport to Waikiki (or reverse) | \$ 30.00 |
| (Note: also applies to cruise ship p/u at HNL w/return at Waikiki) | |
- B. Hawaii
- | | |
|---|----------|
| Hilo to Kona | \$ 85.00 |
| Kona to Hilo | \$ 55.00 |
| Kona Airport to King Kamehameha’s Kona Beach Resort | \$ 25.00 |
| King Kamehameha’s Kona Beach Resort to Kona Airport | \$ 50.00 |
| King Kamehameha’s Kona Beach Resort to Hilo Airport | \$ 75.00 |

Note: Cars left at airport without authorization will be subject to a \$200 charge. Renter will be responsible for any citations issued and for tow charges.

VIII. CAR 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 charge will be capped at \$72.00.)
- D. Child safety seat should be requested at time of booking advance reservation.

IX. HAND CONTROLS

A. A request for hand controls **must be in writing**, to Thrifty'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. Otherwise, a written request for hand controls will be provided 48 hours in advance. Written requests can be sent via:

- mail to Thrifty Car Rental, 1600 Kapiolani Blvd., #825, Honolulu, HI 96814, or
- fax to (808) 973-3760 (effective 4/28/10 – new fax 808-952-4214), or
- email to Thrifty.Hawaii@dtag.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.

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.

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	Midsized 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

X. JEEP WRANGLER TOP REMOVAL

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

XI. 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)

XII. 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).

XIII. COURTESY SHUTTLE SERVICE

- A. Oahu
 - 1. Waikiki hotels to our 2002 Kalakaua Avenue rental station (on request) – daily 7:30 a.m. to 3:00 p.m. only – call direct 971-2660.
- B. 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;
- C. Maui
 - 1. Kahului Airport to/from Maui Beach and Maui Seaside Hotels. Daily service available between 8:00 a.m. and 9:00 p.m. For pickup, call 871-6339, ext 0. For same-day reservations, call 871-6339 for rates and availability.
- D. Hawaii
 - 1. Hilo - anywhere in Hilo town to our Hilo airport location: 6:00 am to 8:30 p.m. - call direct (808-961-2101).

XIV. 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.

XV. RESERVATION INFORMATION

- A. Telephone and Fax Numbers
 - 1. From Oahu (808) 952-4238 Fax (808) 973-3760
 - 2. From Neighbor Islands (800) 367-5238 Fax (808) 973-3760
 - 3. From U.S. Mainland/Canada (800) 367-5238 Fax (808) 973-3760
- 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)

XVI. RENTAL LOCATIONS/HOURS OF OPERATION

- A. **Oahu**
 - 1. **Honolulu International Airport** 4:30 am to Midnight
(3147 N. Nimitz Highway)
 - 2. **Kalakaua Service Center** 7:00 am to 8:00 pm
(2002 Kalakaua Avenue)
- B. **Maui**
 - 1. **Kahului Service Center** 5:00 am to 11:00 pm
(935 E. Mokeua Street)
- C. **Kauai**
 - 1. **Lihue Service Center** 5:00 am to 11:00 pm
(3120 Oihana Street)
- D. **Hawaii (The Big Island)**
 - 1. **Kona Service Center** 5:30 am to 10:00 pm
(73 Kupipi Street)
 - 2. **King Kamehameha's Kona Beach Hotel** 8:00 am to 12:00 noon
(75-5660 Palani Road)
 - 3. **Hilo International Airport** 6:00 am to 9:00 pm