

DOLLAR RENT A CAR HAWAII

General Information

(Updated Jan 5, 2017)

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. 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.**

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.)

Effective Monday, January 9, 2017, qualifications to use a debit card at a corporate Airport location will require proof of return airline flight to coincide with the rental and two (2) valid forms of identification.

Valid Driver's License

AND one of the following*:

Passport

US Military ID

Non-Government ID w/Photo (e.g. Costco Card)

Additional Credit or Debit Card (embossed with renter's name)

Current Utility Statement (with same name and address as Driver's License)

*Name must match the name on the Driver's License

- Exceptions are:
 - Debit cards are accepted for Gold Plus Rewards, Blue Chip, and Dollar Express members using a pre-existing debit card in their profile and are not subject to additional criteria
 - Debit cards are accepted for Insurance Replacement Rentals and are not subject to additional criteria
 - Debit cards are not accepted to qualify for the rental of Dream Cars or the Shelby GT-H Mustang
 - Debit cards are not accepted at time of rental in following cities and surrounding areas, New York Metropolitan (NY, NJ, CT), Hartford, CT, Philadelphia, PA, Boston, MA, Manchester, NH and Detroit, MI.

C. **Prepaid Cards**, as form of payment, are only acceptable upon vehicle return.

D. Dollar vehicles may not be used for off-road use.

E. For Billing Account Customers: A cash deposit (no personal or company checks) is acceptable in lieu of a major credit card, provided customer is cash qualified within certain restrictions (see cash qualifications). At Dollar hotel desk locations **on the neighbor islands**, only credit/debit cards are acceptable.

For Retail Account Customers: A cash deposit is NOT an option. Only credit card and/or debit card are acceptable (refer to item B above). Cash allowed only for payment at end of rental, except at hotel desk locations where only credit/debit card payments are accepted.

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. Age differential rates or "Young Driver" fees are between \$25-\$52. Price varies depending on car classes reserved. A-F are generally between \$25 and \$35 per day. The higher rates are for the higher end vehicles. Exact price amounts for higher end vehicles is determined at location at time of rent.
4. Debit Cards not accepted to qualify for rentals if renter is under 25 years old. Debit cards may be used at the time of Return of Vehicle to pay for rental charges.

G. There is no maximum age restriction for licensed drivers.

H. Military Personnel

1. 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**

II. APPLICABLE HAWAII STATE TAX / SURCHARGE / FEES*

A. Hawaii State General Excise Tax

- Oahu: **4.712%**

- Maui, Kauai, Hawaii: **4.166%**

B. Hawaii State Vehicle Rental (Highway) Surcharge: **\$3.00** per rental day or any portion thereof.

C. Vehicle Licensing & Registration Fee: from \$0.24 - \$1.09 per rental day (depending on type of vehicle/location)

D. Airport Concession Recovery Fee: **11.11%**

- for Kahului (OGG), Lihue (LIH), Kona (KOA), Hilo (ITO)

** All information subject to change without notice.*

III. CASH QUALIFICATIONS (for Billing Account Customers only)

Note: For Retail Customers, a cash deposit is NOT an option.

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.

B. ID Card are accepted to qualify for rental.

C. **Credit/Debit Card Authorization and Cash Deposit Policy:** Dollar will require an authorization amount of \$200 or 150% of customer charges, whichever is greater. Customer charges include the car rental and any additional coverages, such as, LDW, fuel, GPS, etc.

- **Customers paying with VISA at ALL locations will have 15% of their estimated total added as an incidental amount.**
 - o **Customers renting in Hawaii will NOT have a credit card incidental amount added to their estimated total. This excludes rentals paying with a VISA credit card.**

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

- A. Loss Damage Waiver (LDW) - **\$28.49 - \$72.99 per day**, depending on car type and location
- B. Personal Protection Plan (PPP) - **\$6.99** daily - all car classes.
- C. Supplemental Liability Insurance (SLI) - **\$13.99** daily (\$1 million coverage)
Supplemental Liability Insurance (SLI) - **\$16.84** daily (\$2 million coverage)
- D. LIS/UMP – Coverage is now combined and is **\$14.24** for the state of Hawaii
- E. RoadSafe – **\$7.99**, daily (purchase option offered at time of rental; covers accident towing, lockout, flat tire and fuel and battery services).

F. Emergency Sickness Protection (ESP) – available to all non-U.S. citizens with valid non-US passport - **\$5.00** daily

* Rates subject to change without notice

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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 & RDSF) 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 **\$13.00** plus tax, daily, per person for each add'l driver.

C. Additional drivers must be at least 21 years of age.

VII. NAVI TABLET (SAMSUNG)

The Samsung Tablet is available for rent at time of vehicle pickup - **\$21/day, plus tax:**

- Free international telephone service
- Wifi device (unlimited data for up to 5 devices: Internet access, GPS, Games, Facebook, Photography).

VIII. 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. Pick-ups at the pier are at 8:30am and 10:00am. Drop offs are at 2pm, 4pm, and 6pm.
3. One-way drop fee will be assessed if rental car is returned to a different rental location, other than the original rental pickup location.

B. Maui - Kahului Harbor

1. Pre-book OGG and make a note in reservation for “pier pickup”
2. Call location at 808-877-2732, ext 0. Ship shuttle will run from 8 am to 12 pm continuously. All pickups after 12 pm, must call location. Last shuttle to the pier will be at 9:00 pm. Last shuttle on day of ship departure will depart 1 hour prior to boarding time.

C. Kauai – Nawiliwili Harbor

1. Pre-book LIH and make a note in reservation for “pier pickup”
2. Dollar shuttle circles the Harbor every 30 minutes, from 800am to 1200n. If after 1200n, call for shuttle pickup: (808) 245-3652 (allow approx ½ hour for pickup).

E. Kona – Kailua-Kona Pier

1. Pre-book KOAN02 location (Courtyard Marriott at King Kamehameha Hotel) at least 48 hours in advance of pick up. **Note:** only Midsize or higher categories available.

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2. Upon disembarking at pier, proceed to the Courtyard Marriott at King Kamehameha Hotel and to the Dollar desk in the lobby to pick up pre-booked rental vehicle (open 800a – 1200n).

3. An off-airport site fee may be assessed for pickup at this location.

4. If vehicle is returned to any other location, the applicable drop fee will apply.

F. Hilo – Hilo Harbor

1. Pre-book ITO and make a note in reservation for “pier pickup”

2. Dollar shuttle bus will circle the Hilo Harbor every 30 minutes from 7:30a to 11:30a; if shuttle not readily available, call for pickup: Ph (808) 961-2101.

IX. EARLY / LATE RETURN FEES

If pick-up/return time varies by more than 24 hours from date and time on Rental Agreement, Early/Late Return will apply.

X. DROP CHARGES

A. Oahu

1. Honolulu Airport to Waikiki \$ 50.00

2. Waikiki to Honolulu Airport \$ 75.00

(Note: also applies to cruise ship p/u at Waikiki w/return at HNL)

B. Maui

1. Kahului to Maui Coast \$ 40.00

2. Maui Coast to Kahului \$ 75.00

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 \$ 75.00

3. Kona Airport to Courtyard Marriott @ King \$ 50.00

Kamehameha Hotel

4. The Fairmont Orchid to Kona/Hilo Airport and other \$ 75.00

Dollar locations (or reverse)

5. Courtyard Marriott @ King Kamehameha Hotel to Kona Airport \$ 75.00

6. Courtyard Marriott @ King Kamehameha Hotel to Hilo Airport or reverse

\$ 75.00

Note: Cars left at airport without authorization will be subject to a \$200.00 charge. Renter will be responsible for any citations issued and for tow charges.

XI. CHILD SAFETY SEATS / SEAT BELTS

A. Hawaii State Law requires that the driver and all passengers are properly restrained by a seat belt or in a child safety seat.

- B. 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.)

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Children 4 through 7 years old must be in a booster seat or child safety seat. However, children of this age who are taller than 4'9" or heavier than 40 pounds may be seated in rear seat with a lap/shoulder or lap belt.

- C. Child safety seat available, on advance request, for **\$13.99** plus tax, daily. (This daily charge will be capped at **\$91.**)
- D. Child safety seat should be requested at time of booking advance reservation.

XII. 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 vehicle and staff for installation.

A. Request for hand controls must be called in at least 24 hours prior to arrival to Dollar's Hawaii Reservations Center. When calling please advise Reservation personnel of rental information along with placement of hand controls, right or left side of steering. Ask customer; do not guess.

- 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

B. Modify or cancel a reservation with hand control.

- To modify or cancel a reservation with hand controls, please call Hawaii Reservation at least 24 hours prior to arrival.

C. Hand controls can only be installed in specific vehicle makes / models.

XIII. 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.

XIV. GLOBAL POSITIONING SYSTEM (GPS)

The GPS unit is available for rent at time of car pickup –
- **\$13.99**, daily –Oahu, Big Island, Maui, Kauai – includes an audio tour of island.

XV. GASOLINE

Customers are only responsible for gas used and must provide a refueling receipt at time of return. Refueling receipt must be for date of car return and within 10 miles of the return location.

Customers who take the PREPAID FUEL OPTION may return the vehicle at any fuel level and do not need a refueling receipt. No pro-ration / refunds allowed.

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XVI. COURTESY SHUTTLE SERVICE

A. Oahu

1. Waikiki hotels to our 2002 Kalakaua Avenue rental station:
7:30a to 7:00p only – call 808-952-4264.
2. Kahala Hotel only – to/from 2002 Kalakaua Avenue location (**renter must call 1 hour prior to confirm pickup**) – call direct 808-952-4264:
Pickups: 830a, 930a, 1030a, 1130a, 1230p, 130p, 230p, 330p, 430p, 530p, 630p, 730p
Returns: Any time between 7:00a – 7:00p

B. Maui

1. For Kahului Airport to/from Maui Beach and Maui Seaside Hotels: Daily service available between 8:00a and 9:00p. **One hour advance reservation required.** For pickup and/or same-day reservations, call 808-877-2732, ext 0.
2. For Kihei area hotels and condominiums to/from Maui Coast rental location: Daily service available between 7:30 am and 2:30 pm. Prior arrangements should be made directly with the rental location – to setup a shuttle pickup time and/or for same-day reservations, call 808-874-0040.

C. Hawaii

1. Hilo - anywhere in Hilo town to our Hilo airport location: 8:00 am to 6:00 p.m.; **2 hours advance reservations required-** call direct 808-961-2101.
2. Kona - Fairmont Orchid rental station (**w/24 hrs advance request/notification**) to/from:
 - Mauna Kea Resort/area – on request; call direct 808-885-0706
Pickup 9:00a and 3:00p
Drop off 8:30a and 2:30p (times renter must be at Fairmont to catch shuttle)
 - Hapuna Prince Resort/area – on request; call direct 808-885-0706
Pickup 9:15a and 3:15p
Drop off 8:30a and 2:30p (times renter must be at Fairmont to catch shuttle)
 - Hilton Resort/area - on request; call direct 808-885-0706
Pickup 9:30a and 3:30p
Drop off 9:00a and 3:00p (times renter must be at Fairmont to catch shuttle)
 - Marriott Resort/area– on request; call direct 808-885-0706
Pickup 9:35a and 3:35p
Drop off 9:00a and 3:00p (times renter must be at Fairmont to catch shuttle)

XVII. SMOKE-FREE FLEET

Dollar's fleet is now 100% smoke-free so renters always have a smoke-free vehicle. Non-compliance with this policy may result in up to a \$250 charge to cover the special cleaning required to remove all traces of tobacco residue/smoky odor from the vehicle's interior.

XIII. RESERVATION INFORMATION

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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 5:00 pm (HST)
2. Saturday 7:30 am to 2:00 pm (HST)
3. Sunday 7:30 am to 2:00 pm (HST)
4. Holidays 8:00 am to 1:00 pm (except Christmas day noon, 8:00AM – 12:00PM)

C. Japanese Answering Service (for Japanese-speaking customers)

Daily - 24 hours (808) 922-1877

Toll-free from Neighbor Islands (800) 394-2246

XX. 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.

XXI. CLEANING FEE

Dollar will be instituting a minimum cleaning fee of \$75.00 for excessively dirty vehicles

XXII. RENTAL LOCATIONS/HOURS OF OPERATION

A. Oahu

1. **Honolulu International Airport** 4:30 am to 12:00 midnight
(3179 N. Nimitz Highway)
2. **Kalakaua Service Center** 7:00 am to 8:00 pm
(2002 Kalakaua Avenue)
3. **Hale Koa Hotel** 7:00 am to 1:00 pm
(2055 Kalia Drive)
4. **Waikiki Beachcomber** 7:00 am to 2:00 pm
(2300 Kalakaua Ave)

B. Maui

1. **Kahului Service Center** 5:00 am to 10:30pm
(946 Mokuea Street)
2. **Maui Coast Resort – Lobby** 7:00 am to 3:00 pm
(2259 So. Kihei Road)

C. Kauai

1. **Lihue Service Center** 5:00 am to 11:00 pm
(3273 Hoolimalima Place)
2. **Sheraton Kauai Desk** 8:00 am to 3:00 pm
(2440 Hoonani Road/Koloa)

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D. Hawaii (The Big Island)

1. **Kona Service Center** 5:15 am to 10:30 pm
(73-200 Kupipi Street/Kailua-Kona)

Courtyard Marriott at 8:00 am to 12:00 noon

2. **King Kamehameha Hotel**
(75-5660 Palani Road/Kailua-Kona)
3. **The Fairmont Orchid - Lobby** 8:00 am to 4:30 pm
(One North Kaniku Drive/Kohala Coast)
4. **Hilo International Airport** 6:00 am to 9:00 pm

XXIII. TOUR EXTENSIONS

Any tour extensions should contact our local reservation department (944-1544 or 808-342-7398) during business hours.

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