



## **THRIFTY CAR RENTAL HAWAII**

### **General Information**

(Updated March 18, 2016)

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

- A. Valid driver's license in own name (required by law).  
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:
- Renter's name.
  - Date of birth.
  - Expiration date of driver's license.
  - 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 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.)

Effective September 2, 2014, Debit cards presented at the time of rental require two (2) 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

- C. **Prepaid Cards**, as form of payment, are only acceptable upon vehicle return.
- D. Thrifty vehicles may not be used for off-road use.
- E. 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.
- F. Checks of any kind (other than travelers checks) not accepted as form of payment.
- G. **Age Qualifications for vehicle categories:**
- Renters 25 years old and above:**
- Must have a major credit card in own name.
  - 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  
- **except for Specialty Car Classes: \$35.00** plus tax, daily, per person for Convertible, Luxury Sedan, Minivan, 12-pax Van, Standard SUV, Full-size SUV, Premium SUV and Luxury SUV

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.

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

**I. Military Personnel**

1. Credit card - 21 to 25 years of age, no specialty vehicles.
2. Young driver fee (21-24 years) - **\$27.00** plus tax, daily, per person. (unless booked as an official government reservation),  
  
- **except for Specialty Car Classes: \$35.00** plus tax, daily, per person for Convertible, Luxury Sedan, Minivan, 12-pax Van, Standard SUV, Full-size SUV, Premium SUV and Luxury SUV

**J Walk-Up Rentals**

1. Must have a major credit card in own name/**NO CASH DEPOSITS.**
2. Renters under the age of 25 (21-24 years old) are subject to a Young Driver fee of **\$27.00**, plus tax, daily, per person.

K. **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.

**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 (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)
- E. Customer Facility Charge: **\$4.50** per rental day or any portion thereof
  - for Honolulu **New!** (HNL), Kahului (OGG), Lihue (LIH), Kona (KOA), Hilo (ITO)

*\* All information subject to change without notice.*

**III. OPTIONAL COVERAGE (ACCIDENT PROTECTION PLAN)\***

- A. Loss Damage Waiver (LDW) - **\$28.49-\$72.49** 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. Uninsured Motorist Protection (UMP) - **\$6.99**, daily (effective from 4/29/13)

- E. TRIPSAVER – **\$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

#### 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 & RDSF) 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 **\$13.50** plus tax, daily, for each additional driver.
- C. Additional driver(s) must be at least 21 years of age.
- D. Additional driver(s) under the age of 25 is subject to an additional charge of **\$27.00** plus tax, daily, per person,
  - **except for Specialty Car Classes: \$35.00** plus tax, daily, per person for Convertible, Luxury Sedan, Minivan, 12-pax Van, Standard SUV, Full-size SUV, Premium SUV and Luxury SUV

#### VI. 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).

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

- A. Oahu – Honolulu Harbor
  - 1. Effective from 8/1/14, all Pier pickups will only be handled by our Thrifty Waikiki location (2002 Kalakaua Avenue). Pier pickup is NOT available from the Honolulu Intl. Airport.
  - 2. Pre-book Waikiki location (HN9) and make a note in reservation for “pier pickup”.
  - 3. Pick-ups at the pier are at 8:30am and 10:00am. Drop offs are at 2pm, 4pm, and 6pm.
  - 4. 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 location and make a note in reservation for “pier pickup”
  - 2. Shuttle bus circles the Harbor pier every 30 minutes from 800a to 1200n for pickups. If after 1200n, passenger should call for shuttle pickup: call (808) 877-2732 (allow approx ½ hour for pickup).
- C. Lihue – Nawiliwili Harbor
  - 1. Pre-book LIH location and make a note in reservation for “pier pickup”.
  - 2. Shuttle circles the Harbor every 30 minutes, from 8am to 12n. If after 12n, call for shuttle pickup: Ph (808) 245-7369 (allow approx ½ hour for pickup).

- D. Kona – Kailua-Kona Pier
  1. Pre-book K53 location (Courtyard Marriott at King Kamehameha Hotel) at least 48 hours in advance of pickup (open 800a – 1200n). **Note:** only Midsize or higher categories available.
  2. Upon disembarking at pier, proceed to the Courtyard Marriott at King Kamehameha Hotel, to the Thrifty desk in the lobby to pick up pre-booked rental vehicle.
  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.
- E. Hilo – Hilo Harbor
  1. Pre-book ITO location and make a note in reservation for “pier pickup”.
  3. Upon disembarking at the pier, board the Thrifty shuttle bus; if shuttle not readily available, call for pickup: Ph (808) 961-6696.

**VIII. 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 fees will apply.

**IX. 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 HNL w/return at Waikiki)
- B. Hawaii
  - Hilo to Kona \$ 85.00
  - Kona to Hilo \$ 75.00
  - Kona Airport to Courtyard Marriott at King Kamehameha Hotel \$ 50.00
  - Courtyard Marriott at King Kamehameha Hotel to Kona Airport \$ 75.00
  - Courtyard Marriott at King Kamehameha Hotel to Hilo Airport \$ 75.00
  - or reverse

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.

**X. 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.)
 

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 **\$15.99** plus tax, daily. (This daily charge will be capped at **\$111.93**.)
- D. Child safety seat should be requested at time of booking advance reservation.

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

Thrifty 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 Thrifty'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) 952-4238 (on Oahu)
    - (800) 367-5238 (from Neighbor Islands to Oahu)
    - (800) 367-5238 (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.

## XII. 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.

## XIII. GLOBAL POSITIONING SYSTEM (GPS)

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

## XIV. 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.

## XV. COURTESY SHUTTLE SERVICE

- A. Oahu
  - 1. Waikiki hotels to our 2002 Kalakaua Avenue rental station (on request) – daily 7:30 a.m. to 7:00 p.m. – call direct 808-971-2660.
  - 2. Kahala Hotel only – to/from 2002 Kalakaua Avenue location (**renter must call 1 hour prior to confirm pickup**) – call direct 808-971-2660:
    - Pickups: 830a, 930a, 1030a, 1130a, 1230p, 130p, 230p, 330p, 430p, 530p, 630p, 730p
    - Returns: Any time between 7:00a – 7:00p
- 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; 2 hours advance reservations required and/or for same-day reservations, **call 808-245-5390**. Return times back to the hotel are 8:30 am and 12:30 pm.

2. Hotels/Condos in the Lihue area, including the Kauai Marriott and Banyan Harbor, to our Lihue rental location, shuttle pickups at 9:00 am and 1:00 pm; 2 hours advance reservations required and/or for same-day reservations, **call 808-245-5390**. Return times back to the hotel are 8:30 am and 12:30 pm.
- 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. **One hour advance reservation required**. To schedule a pickup and/or for same-day reservations, call 808-877-2732, ext 0.
- D. 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 808-961-6696.

**XVI. SMOKE-FREE FLEET**

Thrifty'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.

**XVII. CLEANING FEE**

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

**XVIII. RESERVATION INFORMATION**

- A. Telephone and Fax Numbers
- |    |                           |                |                    |
|----|---------------------------|----------------|--------------------|
| 1. | From Oahu                 | (808) 952-4238 | Fax (808) 952-4255 |
| 2. | From Neighbor Islands     | (800) 367-5238 | Fax (808) 952-4255 |
| 3. | From U.S. Mainland/Canada | (800) 367-5238 | Fax (808) 952-4255 |
- B. Hours of Operation
- |    |                 |                          |
|----|-----------------|--------------------------|
| 1. | Monday - Friday | 7:00 am to 6:00 pm (HST) |
| 2. | Saturday        | 7:30 am to 4:00 pm (HST) |
| 3. | Sunday          | 7:30 am to 4:00 pm (HST) |
| 4. | Holidays        | Varies pm (HST)          |

**XVIII. 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 10:30pm  
(935 E. Mokuea Street)
- C. **Kauai**
1. **Lihue Service Center** 5:00 am to 11:00 pm  
(3273 Ho'olimalima Place)

- D. **Hawaii (The Big Island) - Kona**
1. **Kona Service Center**  
(73 Kupipi Street) 5:15 am to 10:30 pm
  2. **Courtyard Marriott at  
King Kamehameha Hotel**  
(75-5660 Palani Road) 8:00 am to 12:00 noon
  3. **Hilo International Airport** 6:00 am to 9:00 pm

**XVIII. TOUR EXTENSIONS**

Any tour extensions should contact our local reservation department (952-4238 or 808-367-5238) during business hours.