



## **Renting Specifics**

### **Convenient Locations:**

<b>Midtown</b>	Address	(Administrative Office)
Hours:	Mon-Fri	7:00 a.m. - 6:00 p.m.
	Saturday	8:00 a.m. - noon, closed Sunday
<b>Airport</b>	Address	
Hours:	Mon-Sun	7:00 a.m. - 6:00 p.m.
<b>Downtown</b>	Address	
Hours:	Mon-Fri	7:00 a.m. - 6:00 p.m., closed Sat/Sun
<b>East Side</b>	Address	
Hours:	Mon-Fri	7:30 a.m. - 5:30 p.m., closed Sat/Sun
<b>Hotel</b>	Address	(in Lobby)
Hours:	Mon-Fri	7:30 a.m. - 5:30 p.m., closed Sat/Sun
<b>Thrifty Car Sales</b>	Address	
Hours:	Mon-Sat	9:00 a.m. - 6:00 p.m., closed Sunday

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All of our office locations may be reached via central phone number:

**999-555-1212**

Thrifty offers a variety of vehicles to rent from compact to luxury cars. Also, specialty vehicles such as: Ford Expeditions, Jeep Cherokees, Ford Explorers, PT Cruisers, Ford Mustangs, convertibles, pick-up trucks, cargo vans, minivans, and 15-passenger vans.

**Cancellations:** You must cancel a specialty vehicle 48 hours prior to the reservation date to avoid a one day fee. Car delivery requests must be canceled at least 2 hours prior to the requested delivery time to avoid a \$15.00 delivery fee. Should a car be delivered that you no longer need, you must call us at least 2 hours after the requested delivery time to avoid a one day fee. (The \$15.00 fee is to offset the cost of drivers to deliver and retrieve the car, plus fuel costs and preparation for the next rental.)

**Delivery Service:** Available Monday - Friday, 6:00 a.m. to 4:00 p.m. to your office or hotel door. When making a reservation for a delivery, you must specify exactly when you will be using the vehicle. Upon return, you must call our office, **555-1212**, to stop charges at the precise time you are finished. Should you fail to cancel a vehicle prior to delivery, a \$15.00 fee will apply. (See "Cancellations" above.)

**Coverages:** Renter's liability insurance is primary; however, we offer supplemental liability coverage up to \$1 million dollars for \$9.95 per day (\$15.95 per day on 15-passenger vans). Additional coverage to protect the rental vehicle (Physical Damage Waiver, or PDW) is optional at \$13.95 per day for cars, and \$15.95 per day for specialty vehicles.

Drivers must be 21 years or older with a valid driver's license and proof of liability insurance. Additional drivers are welcome at no extra charge if they are employees with your company and traveling on company business.

**Roadside Assistance:** Assistance is available should you experience mechanical problems in a rental vehicle. Simply call our office, day or night, for assistance. A manager on-call will assess the problem and proceed accordingly.

**Direct Billing/Central Billing:** Terms: \*net 30 days is available for corporate accounts' convenience. Major credit cards may also be used. (\*A 2% finance charge is added to accounts with payments over 30 days past due.)