

Operations and FAQ:

Age Requirements for Renters

H.U.E. Car Rentals LLC rents vehicles to individuals who are 25 or older. A \$45-per-day underage surcharge for renters age 21-24 is applied.

Outside Oahu Rental Policy

H.U.E. Car Rentals LLC allows rentals to be driven ONLY on the island of Oahu, no interisland or cross border rentals are permitted.

What to bring with you to pick up a rental car

To pick up a rental car, you need a valid form of identification (usually a driver's license) and a form of payment (usually a credit card).

H.U.E. Car Rentals LLC. requires renters to have a driving record free from recent, serious moving violations and accidents. Read our driver policy for more information located below:

REQUIREMENTS FOR RENTING

H.U.E. Car Rentals LLC accepted Forms of Identification

H.U.E. Car Rentals LLC requires that each customer and additional driver meet the H.U.E. Car Rentals LLC minimum age requirement, present a valid driver's license and an acceptable driving record, and present an H.U.E. Car Rentals LLC-honored charge card.

The driver's license must be valid at the time of rental, and remain valid throughout the rental period. All drivers must meet H.U.E. Car Rentals LLC requirements. Driver's licenses accepted in the U.S. are:

- Any license issued by any U.S. state, territory or possession.
- A license issued by a Canadian province.
- A license issued by a country that participated in the 1949 Geneva convention on Road Traffic or the 1943 Convention on the Regulation of Inter-American Automobile Traffic.
- A license issued by a country that has a reciprocal agreement with the U.S.

H.U.E. Car Rentals LLC does not accept digital driver's licenses for rental. Please bring a hard copy of your driver's license at the time of rental. If you intend to rent outside your home country, you may also be required to present an International Driver's Permit. International Driver's Permits are valid only if presented with the original local license. An International Driver's Permit is not acceptable by itself. In addition, at the time of rental, the renter, authorized driver or additional driver may be subject to an electronic DMV check or may be required to sign a declaration attesting that they have a valid license that is not currently

suspended, revoked, expired, cancelled or surrendered. A temporary driver's license is acceptable only if it has no restrictions and is valid for the entire period of the rental. Individuals with learner's permits may not operate H.U.E. Car Rentals LLC vehicles. Additionally, if you intend to rent outside of your home country, H.U.E. Car Rentals LLC may require that you present a valid passport, as secondary form of identification at the time of your check-out.

At the time of rental, the renter or authorized driver may be subject to an electronic DMV check from the state that issued the driver's license, or may be asked to sign a declaration attesting to specific criteria:

- The renter/authorized driver has a valid license that is not currently suspended, expired, revoked, canceled or surrendered.
- The renter/authorized driver has not, within the last 36 months, had 1 or more convictions for reckless driving.
- The renter/authorized driver has not, within the last 48 months, had 1 or more convictions for driving under the influence (DUI), driving while intoxicated (DWI), or driving while alcohol impaired (DWAI).
- The renter/authorized driver has not, within the last 36 months, failed to report or leave the scene of an accident.
- The renter/authorized driver has never been in possession of a stolen vehicle or used a vehicle in a crime.
- The renter/authorized driver has not, within the last 24 months, had 3 or more convictions for moving violations (including seat belt violations).
- The renter/authorized driver has not, within the last 36 months, had 3 or more accidents.

When renting at an H.U.E. Car Rentals LLC airport location, commonly accepted forms of identification include:

- A round-trip airline ticket, e-ticket, or travel itinerary to or from the airport of rental, disclosing a return date and showing the renter's name
- A valid U.S. passport or current U.S. military identification card. The name must match the name on the renter's U.S.-issued driver's license
- A current vehicle insurance card. The name and address must match the name and address on the renter's driver's license; OR a current copy (within the last 60 days) of your cellphone bill, home telephone bill, bank statement or utility bill which shows your name and current address. Your name and address must match the U.S.-issued driver's license in order to provide the renting location with proof of an accurate address.
- Canadian citizens entering the U.S. by air must present a valid driver's license and passport.
- Canadian citizens entering the U.S. by car, train, bus or ship may present an *enhanced* Canadian license instead of a passport. Enhanced licenses contain the words: *enhanced* or *permis de conduire plus*

- Customer with a foreign driver's license (other than a U.S. or Canadian driver's license) may be required to also present a valid passport as a secondary form of identification at the time of check out. The name on the passport must match to the name displayed on the foreign driver's license.

Commonly accepted forms of identification when renting at an Off-Airport location:

- A current copy (within the last 60 days) of your cellular phone bill, home telephone bill, bank statement or utility bill which shows your name and current address. Your name and address must match your U.S. issues driver's license in order to provide the renting location with proof of an accurate address; OR a valid U.S. passport or current U.S. military identification card. Your name must match the name on the your U.S.-issued driver's license.

Forms of identification accepted may vary by rental location. You may wish to contact your pick-up location to confirm that the forms listed above are accepted at that specific location.

You may be subject to a credit check or present additional identification. Acceptable forms of additional identification are: Valid passport or travel visa, military identification, birth certificate, marriage license, ATM card with customer name printed on face of card, health care identification card with customer's name printed on face of card or company/college/university identification with a photograph. In some cases, you may be required to present an alternate credit card.

In case of damage or accident while driving a H.U.E. Car Rentals LLC vehicle

First, contact the police (911). Always complete a H.U.E Car Rentals LLC accident/incident claim when the car has been involved in an accident and/or damaged. Then contact your personal auto insurance company and establish a claim for damage. If you are renting with a major credit card, you may want to contact their customer service department to determine if coverage is afforded through their collision program. You do not need to wait to receive our claim documents to report your claim to your personal insurance company and/or Credit Card Company.

The renter is responsible for any and all loss of or damage to the car resulting from any cause including but not limited to collision, rollover, theft, tire damage and vandalism, medical condition, flood, fire, hail or other acts of Nature. If you have accepted H.U.E. Car Rental LLC coverage and there is no breach of contract violation, you will not be responsible for the damages.

Additionally, if we have the other party's contact information, we will pursue them and/or their insurance company for our damages if determined they were at fault. However, our pursuit of the other party does not absolve you from your contractual obligation with H.U.E. Car Rentals LLC.

Other charges that could be incurred by the renter:

- Loss of Use - as the renter, you are contractually liable for the loss of the specific vehicle rented as detailed in the rental contract. When our car is unavailable to be rented, H.U.E. Car Rentals LLC is entitled to compensation for such loss.
- Administrative Fee – H.U.E. Car Rentals LLC is self-insured and the expense of processing claims is passed on only to the responsible parties involved. H.U.E. Car Rentals LLC has a legal entitlement to return vehicles to pre-accident condition which includes the indirect damage of expenses related to administering a claim.

Forms of Payment

H.U.E. Car Rentals LLC accepts most major credit cards, as well as Visa and Mastercard, as a form of payment. Learn the details of our payment and credit identification policy described below:

HOLDS ON ACCOUNT FUNDS

If you use a debit card to pick up your rental car, H.U.E. Car Rentals LLC will generally request an authorization hold against your account for the estimated charges of the rental. This hold is placed soon after your card is presented. H.U.E. Car Rentals reserves the right at its sole discretion to request extra value based on certain factors as deemed appropriate.

THESE FUNDS WILL NOT BE AVAILABLE FOR YOUR USE.

When the car rental is over, the held funds will be reversed and released, but keep in mind that banks may take time to post them back to the account.

If you fail to return the vehicle as agreed, H.U.E. Car Rentals LLC will obtain additional authorizations from your account to cover the rental charges. These charges may include (but are not limited to) cleaning fees and fees for extending the rental period.

H.U.E. Car Rentals LLC is not responsible for any returned checks or overdrafts based on this policy.

This policy applies to both U.S. residents and foreign renters. Positive identification in addition to your driver's license may be required.

9 TIPS FOR FIRST-TIME CAR RENTERS

Most car rental agencies have an age requirement to rent a car. You have to be at least 21 years of age, a surcharge applies for renters 21-24 years of age.

If this your first time renting a car, use these handy tips to make the most of your rental.

1. RESERVE A CAR TYPE YOU'RE ACCUSTOMED TO DRIVING.

It's tempting to rent a flashy car, but you'll feel more comfortable driving a vehicle that's similar to your own. Plus, rental cars are typically models from the last few years, so you'll probably find some amenities your own car doesn't have.

2. **RESEARCH YOUR INSURANCE OPTIONS.**
Before you pick up your car, know what coverage options your own auto insurance policy includes for rental cars. Your credit card may also have rental car insurance. If you don't have auto insurance, it's in your best interest to get insurance at the rental car counter in case something happens.
3. **RESERVE IN ADVANCE.**
The best way to get the car you want for your trip is to reserve before you arrive at the rental counter.
4. **BRING YOUR ID AND CREDIT CARD TO PICK UP YOUR RENTAL.**
You only need a few things to pick up your rental car: a valid driver's license and a credit card are usually sufficient.
5. **DESIGNATE A DRIVER.**
If you're traveling with a group, choose one person to be the driver the entire trip. Additional drivers must pay to operate the vehicle.
6. **KEEP THE CAR CLEAN.**
Any cars that are returned really dirty get charged a cleaning fee. You can avoid this easily by having a designated trash bag, not eating in the vehicle, and quickly cleaning up before you return the car.
7. **DON'T SMOKE INSIDE.**
H.U.E. Car Rentals LLC has a smoke free fleet so you shouldn't smoke or vape in or near your rental. You could be charged a \$250 cleaning fee if the vehicle has a smoke smell when you return it.
8. **OPT FOR PRE-PAID GAS.**
Skip the hassle of filling up your rental car with gas before you bring it back. The rental location can fill it up for you at a gas price comparable to local rates.

Smoking Policy

H.U.E. Car Rentals does not allow smoking in the rental cars.

ARE PETS ALLOWED IN RENTAL CARS?

H.U.E. Car Rentals allows customers to bring pets in rental cars. Learn how to keep your car clean and avoid cleaning fees by visiting our pet policy, or reading below.

Yes, you can bring pets in your rental cars. Also return your rental car in clean condition and free of pet hair and smells to avoid a cleaning fee of up to \$450.

10 WAYS TO KEEP YOUR RENTAL CAR CLEAN WITH A PET PASSENGER

H.U.E. Car Rentals LLC is happy to offer pet-friendly car rental to our customers! Feel free to take your dog on a hike or enjoy the company of your cat on a long road trip.

Like all passengers, cats and dogs in rental cars can create quite a mess, so you need to take steps to prevent yourself from incurring a cleaning fee.

Follow these simple tips to keep your rental clean while you and your pet travel around.

1. **KNOW YOUR PET**

Is your pet prone to shedding? Does your dog drool? Bring mess-prevention helpers and cleaning supplies that align with your pet's specific ways of being untidy.

2. **GROOM AHEAD OF YOUR TRIP**

Take your pet to the groomer a few days before your trip. A freshly washed and cut coat sheds less, and trimmed nails are less prone to leave scratches.

3. **CHOOSE A CAR WITH PET-FRIENDLY UPHOLSTERY**

When you arrive to pick up your rental car, ask for a car with a cloth interior. Although cloth will attract more hair than leather, it's also easier to vacuum at the end of your trip.

4. **BRING A SEAT COVER**

Before you let your pet jump inside the rental, put down a seat cover. You can just bring a sturdy blanket from home or, if your budget allows, buy a seat cover from a pet supply store.

5. **CONFINE THE PET TO ONE AREA**

You'll save yourself cleaning time if you reduce your pet's roaming space. Tell your pet to stay in one area, such as the SUV cargo area or the back seat. Use a leash to keep your pet in that space if necessary.

6. **KEEP YOUR PET CLEAN AND DRY**

As much as possible, stay away from activities that will get your pet wet, muddy, covered in leaves, or otherwise dirty. If you do plan to participate in such activities, bring a carrier to keep your pet in until you can completely clean them off.

7. **LEAVE BAKING SODA IN THE CAR**

Pet smells can be just as difficult to control as hair. Keep a slightly open box of baking soda, a natural odor absorber, somewhere in the car for the duration of your rental. Make sure your pet can't reach it and get curious about what's inside.

8. **DE-HAIR THE CAR REGULARLY**

Once per day, do a full sweep of the car with a lint roller or dryer sheet. These will attract any hair your pet left in the car, and it really only takes a few minutes.

9. **DON'T LEAVE YOUR PET UNATTENDED**

At home, you might be used to leaving your pet in the car while you run errands. Even in a dog-friendly rental car, it's wise to avoid unwanted nibbling by bringing your pet with you everywhere—or leaving the pet at your sleeping accommodations if you're trekking somewhere pets aren't welcome.

10. **VACUUM THE INTERIOR BEFORE YOU RETURN THE CAR**

On the last day of your rental, swing by a car vacuum center to perform a final, thorough interior cleaning. Vacuum all areas of the car your pet rode in, especially in

the seat cracks and under the floor mats. Your Return Agent is sure to be impressed with the cleanliness of your car.

Although our rental cars do allow dogs, cats, and other pets to ride along, we encourage you to use these tricks to keep your vehicle clean.

One Way Rental

H.U.E. Car Rentals LLC does not offer one way car rentals at this time. Check with us at a later date to see if we will bring this accommodation.