

16th March 2020

With the news dominated by Coronavirus, I wanted to get in touch and let you know that we are vigilantly implementing enhanced protocols to ensure your safety.

We are closely monitoring the guidance of the World Health Organization regarding the spread of the virus and our focus is to ensure we meet customer needs whilst doing our part to keep you and our employees safe.

Here's what we're doing.

- We've enhanced our already robust cleaning techniques of our vehicles after each rental. In particular, we are paying special attention to the places people touch such as steering wheels, door handles and other hard surfaces.
- We are also cleaning our facilities frequently with recommended sanitizing products and encouraging all employees to be vigilant about frequent hand washing.
- In addition, we are taking steps to ensure the welfare of our employees. This includes instructing employees who feel ill to stay home and consult their healthcare providers.
- We will be waiving cancellation fees for any reservations at any time that need to be cancelled as a result of a government Coronavirus-related travel ban.

For our joint customers with an existing booking, we look forward to seeing them and want to reassure you that we are doing everything we can to promote a safe and secure rental experience.

Book with confidence

For increased flexibility on all bookings, you can change or cancel, without fees, any reservations in Europe for rentals due to start before 1st May.

During this challenging time, many people are choosing different ways to travel. If you need a rental vehicle, we are here for you. Your safety is our highest priority and we truly appreciate the trust that you place in our team and our company.

Best regards,

Keith Rankin
President, International