

General Policies and Fee Information

1. GENERAL RENTAL REQUIREMENTS

- A. Daily rental rates are based on a 24 hour “rental day” starting at the time of the rental. The minimum charge is one day.** Late returns beyond the 59 minute grace period may be subject to extra hour and/or extra day charges, in addition to any other rental charges. The Rental Rate is subject to increase if you return car more than 24 hours before or 24 hours after the scheduled Return Time.
- B. Driving Age:** Renters and additional drivers must be 21 years of age or older. Renters and additional drivers 21-24 years of age are subject to an additional fee. Drivers must be 25 years of age or older to rent trucks, passenger vans, cargo vans or luxury cars.
- C. Authorized Drivers:** The JN RENTALS vehicle may be driven only by an authorized driver. An authorized driver is the renter and any additional person who appears at the time of rental and signs the rental agreement. All authorized drivers must satisfy our age requirements, have a valid driver’s license and fulfill our other qualifications. Employers and co-employees of renters renting on corporate rate plans, if properly licensed and meet our age requirements, are authorized to drive the vehicle while acting within the scope of their employment duties. **No other persons are authorized to drive the vehicle.**
- D. Additional Authorized Drivers and Fees:** All additional authorized drivers are required to qualify to drive the vehicle. To qualify, JN RENTALS requires all additional drivers, including spouses, to satisfy our minimum age requirements, have a valid driver’s license, and are subject to an additional driver fee. However, the following additional drivers do not need to pay an additional driver fee as long as they meet our minimum age requirements and have a valid drivers license:
1. government renters on official orders,
 2. corporate account customers on corporate rate plans,
 3. and drivers/companions of physically impaired customers.
- E. Underage Driver’s Fee:** An authorized driver 21 to 24 years of age may be charged an Underage Driver’s Fee because of such driver’s age and in addition to the additional driver fee, if applicable.
- F. Driver Licenses:**

United States Citizens and U.S. Military Personnel: A renter or any additional authorized driver who is a citizen of the United States, must present at the time of rental:

1. a driver's license issued by any state, territory or possession of the United States, and valid for the entire rental period
2. a valid U.S. military identification card plus an expired driver's license for active duty U.S. military personnel in those states where active duty U.S. military can drive on an expired driver's license.
3. a valid driver's license issued by a province or territory of Canada
4. a foreign driver’s license* issued by the country of residence of the renter and additional drivers. If the driver’s license is not in English, the renter and drivers will be required to present both the foreign issued driver’s license and a current International Driver’s Permit (“IDP”); or, if from Japan, a Japanese Translation Service. An IDP does not give a person the right to drive, but provides a certified translation of the valid foreign driver’s license. An IDP can be obtained in the driver's country of residence only with a valid driver’s license. An IDP (or certified translation) without the foreign issued driver’s license is not acceptable.

*If the foreign issued driver's license is from a country where "permanent" or "non-expiring" driver's licenses are issued, the renter and any additional drivers will also be required to show their passport, visa or other current U.S. issued documentation at the beginning of the rental authorizing the renter or driver to be present in the USA at the time of rental.

- G. Credit Qualifications / Requirements:** To qualify to rent the JN RENTALS vehicle, the renter must present at the time of a rental a current driver's license and a valid major credit card in the renter's own name with available credit. At the time of the rental, an authorization hold will be secured on the credit card provided to cover the estimated rental charges and any additional charges that may be incurred. **These funds will not be available for your use.**

Acceptable Charge Cards

American Express / Diners Club / Discover / JCB / MasterCard / Visa

- H. Authorization Hold:** An authorization hold of either an additional \$100 more than the cost of the rental or \$250 for cars and small SUVs and \$500 for large SUVs, trucks, passenger vans, cargo vans, flat bed and hi-cube truck total, whichever is greater, will be taken at the time of rental pickup. The authorization funds will not be available for use until after the vehicle has been returned. Cash, prepaid cards, or debit cards are not acceptable methods for an authorization hold. JN RENTALS is not responsible for any overdraft fees incurred.

- I. Debit Cards:** Debit cards issued under a VISA or MasterCard logo which draw funds directly from a cardholder's linked bank account are not accepted at the outset of a rental to qualify for the rental.

Debit cards may be used as a form of payment when a customer returns the vehicle. JN RENTALS is not responsible for any overdraft fees incurred.

- J. Payment:** Visa, Mastercard, American Express, Discover. Major credit card is required at the time of rental pick-up. Debit cards are may be used for payment but not as a criteria for renting. JN RENTALS is not responsible for any overdraft fees incurred.

- K. Fuel Policy:** Vehicles must be returned with the same amount of fuel as at the start of the rental to avoid refueling charges.

- L. Mileage:** Rental rates include unlimited mileage.

M. Optional Equipment:

- 1. Child Safety Seats:** For an additional charge infant, toddler and child/youth safety seats are available.
- 2. Global Positioning System (GPS):** JN RENTALS offers a GPS navigator for use during the rental for an additional daily charge. The small, dashboard-mounted device is programmed for multiple languages and contains mapping details of the entire U.S. with nearly six million points of interest, including hotels, restaurants, gas stations, ATMs and tourist attractions.

- N. After Hours Key Drop:** After hours key drop is available. Call 808-831-2724 for more information.

- O. Cancellation:** If your reservation was confirmed directly with JN RENTALS by utilizing the reservation call center at 808-831-2724 or through the JN RENTALS web page at www.jnrentalshonolulu.com, please use the same source to cancel your reservation. JN RENTALS does not charge a cancellation fee, but does request such cancellation notice as soon as travel plans have changed.

- P. Delivery / Pick-up of Vehicle:** Vehicles may be delivered and/or picked up at a specified location other than the rental office location for an additional fee each way. Please call our office to make special arrangements.
- Q. Shuttle:** Upon arrival and after collecting luggage, call our office at 808-831-2724 and an agent will send the shuttle.
- R. Additional Fees:** The renter may incur one or more of the following charges and fees: (i) an off airport access fee; (ii) an (airport) consolidated facility charge; and vehicle license fees which are the estimated average per day per vehicle portion of our total annual vehicle taxes, licensing, titling, and registration costs, and other governmental fees or charges on top of the daily rate and optional product and services the renter selects. These charges are calculated either as a per-day or a per-rental charge.
- S. Smoking:** All rental vehicles are non-smoking vehicles. Renters who choose to smoke in a rental vehicle will be subject to a minimum \$100 fee upon return.
- T. Lost and Found:** JN RENTALS will not uphold responsibility for any personal belongings left in the vehicle or within the location premises. If you have lost items, please contact our office as soon as possible.
- U. Emergency Info:**
For emergencies during our business hours, please call office at 808-831-2724 directly and you will automatically be put in contact with an after hour emergency service.

In case of an after-hours emergency, please call...

For Chevrolet make vehicles: 1-800-243-8872

For Dodge make vehicles: 1-800-423-6343

For Mazda make vehicles: 1-800-866-1998

For Audi make vehicles: 1-800-411-9988

2. LIABILITY, INSURANCE AND OPITONAL PROTECTION PACKAGE

RENTER'S IS PRIMARY; JN RENTAL'S IS SECONDARY. The renter must show at the time of pickup that the renter carries automobile liability insurance in at least the minimum amounts required by law. The Renter's automobile insurance, including liability for bodily injury and property damage, no-fault, uninsured motorist, collision and comprehensive, will be used to pay for any damages due third parties, as well as to cover damage to, or loss of the vehicle incurred during the rental period.

- A. Loss or Damage to the JN RENTALS VEHICLE:** The renter and any additional drivers are absolutely liable for any loss or damage to the rental vehicle regardless of fault. Renters are responsible for all charges associated with a vehicle accident, this may include but not be limited to loss of use fees, towing and storage, police report fees, administrative fees, daily, or weekly rental rates, any taxes, surcharges, and daily extras until vehicle is returned to original rental location.
- B. Third Party Liability Claims:** Unless otherwise required by applicable law, a renter and/or any additional authorized driver (and the respective insurance company of each) is primarily responsible for all third party claims of personal injury, including death, and property damage caused or arising from the use and operation of the JN RENTALS vehicle during the rental. You agree to indemnify and hold JN RENTALS harmless from and against, and will defend JN RENTALS against all loss, liability or damages whatsoever arising out of the use or operation of the vehicle during the rental, plus costs and attorneys' fees. (To the extent JN RENTALS is required to provide coverage, in spite of the terms of the rental agreement, it shall only be in an amount necessary to satisfy the minimum financial responsibility limits required by applicable law.

C. Optional Protection Package: At the time of rental, JN RENTALS, offers for purchase at the option of the renter. Collision Damage Waiver (“CDW”), Personal Accident Coverage (“PAC”), Personal Effects Coverage (“PEC”), and Supplemental Liability Insurance (“SLI”). The optional products offered by JN RENTALS may duplicate coverage provided by the renter’s personal automobile insurance or insurance the renter may have through another source. Purchase of optional products is not required to rent the vehicle. We charge a per day fee each day the vehicle is rented for any optional products you select.

1. Collision Damage Waiver (“CDW”):

If the renter purchases one of the optional CDW plans, JN RENTALS will agree to waive the renter’s responsibility for loss or damage to the vehicle in full or in part (depending on the CDW plan accepted). CDW is not insurance or an insurance product. CDW will not cover overhead damage on vehicles as a result of insufficient clearance (height or width).

CDW does not apply if: (1) the renter uses the vehicle in violation of the rental agreement; (2) the renter fails to remove the keys, or close and lock all windows, doors and trunk, and the vehicle is stolen or vandalized; (3) the renter fails to notify us and the police immediately after the loss; and (4) the renter fails to pay the charges under the rental agreement; or (5) other exceptions as allowed by the State of Hawaii or provincial law.

Before deciding whether to purchase LDW, the renter may wish to determine whether their own automobile insurance or credit card agreement provides coverage for rental vehicle damage or loss and determine the amount of the deductible under your own insurance coverage. The purchase of CDW is not mandatory. CDW is not insurance.

2. Personal Protection Plan includes Personal Accident Coverage (“PAC”) and Personal Effects Coverage (“PEC”) and must be purchased together.

- a. **PAC** provides an accidental death and accidental medical expense benefit for the renter and their passengers for bodily injury resulting from an accident during the rental period. If this optional coverage is purchased by the renter, the renter is covered twenty-four hours per day, in or out of the rental vehicle, during the rental period. Passengers are covered only while in the enclosed portion of the rental vehicle during the rental period.
- b. **PEC** provides protection for the renter’s and any member of the renter’s immediate family traveling with the renter’s personal property 24 hours per day in or out of the vehicle (other than personal residence) during the rental period. A member of a renter’s immediate family must permanently reside in the renter’s household. If this optional coverage is purchased by the renter, PEC covers the renter or immediate family members twenty-four hours per day, in or out of the rental vehicle, during the rental period. PEC pays in addition to the renter’s own homeowners, apartment or other insurance they may already have.

3. Supplemental Liability Insurance (“SLI”) provides additional protection for the renter and any listed authorized driver against claims made by their parties for bodily injury, death and/or property damage caused by the use or operation of the rental vehicle. If accepted, the maximum coverage available to the renter is the difference between the underlying insurance specified within the signed rental agreement and \$1,000,000 combined single limit per occurrence.

THIS IS A SUMMARY ONLY AND IS SUBJECT TO SPECIFIC BENEFITS, EXCLUSIONS, LIMITATIONS AND EXCEPTIONS. FOR MORE INFORMATION ON ANY OF OUR OPTIONAL LIABILITY COVERAGE PRODUCTS, BROCHURES ARE AVAILABLE IN OUR OFFICE.