

Vehicle Rental Agencies' COVID-19 Response

Below are some of the ways the vehicle rental agencies are working to help our Bobcat community.

Avis Car Rental

Avis is cleaning their vehicles before every rental transaction with disinfectant that is CDC recommended and EPA certified to be effective against human coronavirus, including novel pathogens such as COVID-19.

In addition, to ensure travelers have uninterrupted service and to thank their loyalists, they have automatically **extended those with current Avis Preferred status through January 15, 2022, regardless of their 2020 rental activity.** This applies to all Avis Preferred status – Avis Preferred Plus, President's Club, and Chairman's Club.

Enterprise Rent-A-Car & National Car Rental

While still accepting reservations from any branch location online or by phone, they are limiting physical locations by consolidating operations to centralized branches.

- Curbside rentals and delivery options to your workplace or home
- Flexibility to transact virtually anywhere

They are also offering:

- Discounted one-way rentals to help people travel back home safely and affordably (the State of Texas employee one-way rental program is still live and available)
- Waiving underage fees for college students and military

When you go to pick up your vehicle, you will need your Texas State Student ID Card, driver's license, and the method of payment, which must match the student's name.

For information on the process, available models, ID requirements, and to begin the rental reservation process, students can visit enterprise.com/studenttravelassistance or call 1 (844) 624-4412.

Regarding cleaning, they have modified their procedures using recommendations from local health authorities. On top of vacuuming and general wipe-down cleaning of the interior, they are sanitizing key areas of each vehicle, which includes the dashboard, instrument panel, steering column/wheel, accessory panel, center console, cup holders, compartments, seats, between console and seats, between doorjamb and seats, door, and door pockets with disinfectant cleaner. They also have measures in place to isolate and quarantine vehicles.

Please do not hesitate to reach out to the Enterprise State of Texas assistance line at (512) 912-5500 or via email at txuts@ehi.com for more information.

Hertz Corporation

Hertz is taking additional measures to demonstrate their commitment to keeping us informed and getting travelers where they need to be safely and with confidence, so they have implemented some changes to better accommodate traveler's needs.

At Hertz' corporate U.S. and Canada locations, they have temporarily waived young renter fees and lowered the renter age from 20 to 18 years old to help college students and young drivers returning home or needing transportation. This offer expires May 31, 2020.

To book a rental, call the San Marcos branch location at (512) 392-5394. Tell the agent you are booking under the Texas State University Leisure Program to get the proper rental rate.

When you go to pick up your vehicle, you will need your Texas State Student ID Card, Driver's License, and the method of payment, which must match the student's name.

Robust Cleaning & Safety Measures:

As we are all working to social distance and exercise more control over the safety of our environments, Hertz is committed to providing clean, safe vehicles. They have implemented more rigorous cleaning and disinfecting protocols for their rental vehicles, shuttle buses, and locations as follows:

- Employees are wearing disposable gloves while cleaning vehicles, counters, and all surfaces and they are following glove safety guidelines in how they use and remove gloves. They are in the process of distributing protective face masks to locations and have already implemented social distancing measures to ensure the safety of both their customers and team members.
- Using approved disinfectant to regularly wipe down high-touch areas such as door handles, seats, the steering wheel, dashboard, console, etc. as well as counters, kiosks, and other hard surfaces.
- Added more alcohol-based hand sanitizers and are reminding employees to take important hygiene steps, including frequent hand washing and staying home if ill.