

October 2025

GENERAL RENTAL CONDITIONS

BASIC INFORMATION

DEFINITIONS

The terms and conditions set out in this document constitute the General Rental Terms and Conditions for POLYRENT AG.

The Specific Terms applicable to the rental country are modifications and local additions to the General Rental Terms. For the country where you pick up the vehicle, these Specific Terms applicable to the rental country apply to your rental.

The General Terms for Electric Vehicles are additional terms applicable when you rent an Electric Vehicle, also referred to as EV.

The Rental Contract is the document you sign when you pick up your rental vehicle (typically titled "Rental Contract" or "Rental File"), and it includes a summary of your rental (e.g., duration, selected services, and an estimate of charges) as well as a QR code and a link to the full General Rental Terms, the Specific Terms applicable to the rental country, and the General Terms for Electric Vehicles, if applicable.

When we refer to the Rental Contract, we mean: (1) the signed document, (2) the General Rental Terms, (3) the Specific Terms applicable to the rental country, and (4) if applicable, the General Terms for Electric Vehicles. By signing the Rental Agreement, you acknowledge that the summarized information it contains is correct and that you agree to the general terms. The Rental Contract becomes effective on the agreed start date of your rental period.

The Rental Contract is entered into with Hertz or a franchised company, and all references to "Hertz", "we" and "us" refer to Hertz.

RESPONSIBILITY

Renting a vehicle requires the presentation of a valid physical driving license. Individuals under the age of 19 or those holding a driving license with less than one year of validity will be refused rental.

A rental will be denied solely based on the presentation of an international driving permit. Since the international permit is a translation of the original driving license, you must also present a valid physical original driving license to be authorized to rent a vehicle.

We are obligated to provide you with a vehicle in good general condition and in proper working order. We may replace the vehicle in the event of a mechanical breakdown, provided that neither you nor an additional driver are responsible for the breakdown, that it does not result from a breach of the rental agreement, and subject to vehicle availability. Our contractual liability is limited to cases of death or personal injury resulting from our own actions or omissions. However, our liability does not extend to other losses that may arise from your rental, unless such losses are a direct and foreseeable result of our negligence or a breach of this Rental Agreement on our part. In such cases, our liability to you will not extend to loss of profits or loss of opportunities you may incur.

You are required to maintain, use, and return the vehicle in accordance with the provisions set forth in this Rental Contract.

Please read your Rental Contract carefully to make sure you understand all your obligations and responsibilities.

If you fail to comply with these Rental Terms and Conditions, we reserve the right to refuse to provide rental services to you in the future.

DISPUTES

We aim to resolve all disputes amicably. If you dispute credit or debit card charges or damage billing, please notify us directly within 14 days following the end of your rental agreement. Include your rental agreement details and/or reservation number, as well as complete information and supporting evidence. The Customer Relations team will review the case and, if agreed, a revised amount will be billed, and if payment has been made, you will be refunded (either fully or partially, as applicable). In case of disagreement, the team will proceed with the collection of the billed amount. The Customer Relations team strives to respond to all customer inquiries within 14 days. (hertz@hertz.pf)

If we are unable to resolve a dispute, it will be subject to the law of the country in which the Rental Contract was signed. If any part of this Rental Contract is found to be illegal or unenforceable under applicable law, that part shall be deemed to have been severed from the Rental Contract, but the remaining provisions shall remain in full force and effect.

PRIVACY

When you rent from us, you consent to our processing of your personal information, which we will do in accordance with our Privacy Policy. Our Privacy Policy can be viewed via the official link: <https://www.hertz.pf/fr/politique-confidentialite.php>

RENTALS OVER 28 DAYS

If your rental involves a "+28 days/Monthly rental" or "Medium-term" rental over several months, the terms of the "+28 days/Monthly rental" endorsement apply in addition to the General Rental Conditions.

In addition, if the duration of your rental is 28 days or more, you must return the vehicle to one of our rental agencies at least every 28 days, or at any time if requested by us, so that we can carry out service checks and renew your Rental Contract. Please note that during this period, if we provide you with a temporary replacement vehicle, we cannot guarantee that it will be of the same make or model, or equivalent, but we will endeavour to return the original vehicle to you as soon as possible. We reserve the right to terminate this Rental Contract, at any time, orally or in writing (including by e-mail), at any time.

IMPORTANT: You are liable to us if you return the vehicle late, or if the vehicle is lost or damaged. You are also liable to us if you are fined or required to pay any other charges during the rental period.

YOUNG DRIVERS

Anyone under the age of 25 is considered a young driver. Additional charges may apply on top of the rental amount. Driver's license must also be valid for more than 1 year, otherwise rental will be refused. Young drivers will only be allowed to drive categories A and B, with a deductible of 500,000 XPF applicable per event. Supplementary insurance cannot be taken out.

SENIOR DRIVER

Any person over the age of 70 will be considered a senior driver. A medical certificate dated within the past year must be presented, in addition to a valid driver's license, otherwise, the rental will be refused. Senior drivers will only be allowed to drive categories A and B, with a deductible of 500,000 XPF applicable per event. Supplementary insurance cannot be taken out.

GOLD CUSTOMER

The GOLD customer loyalty program offers the possibility of benefiting from a free upgrade, subject to availability on the day, as well as free use of the additional driver option. However, priority access and the accumulation of points associated with the loyalty program are not applicable.

VEHICLE PICK-UP

TAXES & FEES

In the event of a delay in the pick-up or return of the vehicle, compared to the time indicated on the reservation or rental agreement, you have a one-hour period to inform our agents. Failure to provide such notice within this timeframe may result in the cancellation of your reservation and the application of fees, in accordance with the fee schedule attached.

Your Rental Contract lists the amounts paid in advance, as well as all charges agreed at the beginning of the rental period that have not been paid in advance, and confirms your agreement to pay these charges as well as any other charges that may be added during your rental period.

The Renter is responsible for all taxes and fees legally applicable to the rental agreement. The so-called "airport tax" is charged in addition to the rental price. Its amount corresponds to the fee set by Aéroport de Tahiti (ADT) or any other competent managing authority, up to the rate in effect at the time of billing.

THE VEHICLE

Definition: In these Rental Terms and Conditions, all references to "the vehicle" mean the vehicle we provide to you as part of your rental, including replacements, all parts and accessories belonging to the vehicle, as well as any additional equipment that may be provided to you, e.g. child seats, portable Wi-Fi devices, etc. The term "Electric Vehicle" means any vehicle that uses exclusively battery power rather than diesel or petrol fuel, as well as all parts and accessories of said vehicle. The term "Electric Vehicle" refers to any vehicle powered exclusively by battery energy rather than diesel or gasoline fuel, as well as all parts and accessories belonging to said vehicle. Hybrid vehicles are considered as vehicles (and not as electric vehicles) for the purposes of these General Rental Conditions.

Vehicle condition: At the start of your rental, we will give you a Vehicle Condition Report detailing any pre-existing damage. It is important that you check the condition of the vehicle and compare it with the Vehicle Condition Report before you depart. Any discrepancies must be reported to the agency staff so that the Vehicle Condition Report can be updated before you leave the agency premises.

Good operating practices: you are responsible for taking good care of the vehicle and using it with the utmost diligence in order to reduce the risk of breakdown and damage in compliance with our Rental Restrictions. You must also ensure that you use the correct fuel and check tire pressure regularly. If a warning light appears in the vehicle, requiring you to adjust the level of a fluid, such as engine oil, it is your responsibility to do so. If applicable, we will reimburse you for the cost of the refill on presentation of a receipt. If you rent an electric vehicle, the General Conditions relating to electric vehicles also apply.

It is your responsibility to drive and park your vehicle with care, in accordance with local Road Code and in a manner appropriate to prevailing road conditions. You should not rely on a GPS device, as it may not always indicate the speed limit or road configuration in force in a given area.

Fuel: We will provide you with your vehicle with a full tank of fuel. You will have to return the vehicle to us with a full tank of fuel, or pay the amount required to fill the tank at the time of return, which will involve you paying a Fuel Service Charge for the refueling service provided by us..

If you rent a hybrid vehicle, we do not guarantee any battery charge level at the time of pick-up. It is your responsibility to recharge the vehicle during your rental period. In addition, any use of public charging stations must comply with their terms and conditions and is at your own expense.

If you are renting an electric vehicle, this section does not apply. Please refer to the General Conditions for Electric Vehicles for conditions relating to the use and charging of batteries.

RENTAL RESTRICTIONS

Use: The vehicle is our property and you may not sublet, transfer or sell it. You may not use the vehicle for :

- Transporting passengers for remuneration (as a cab, VTC or as part of car-sharing or similar arrangements).
- Driving on non-paved or unsuitable roads (including off-road paths).
- Carrying excess passengers or baggage.
- Towing or pushing another vehicle, trailer or any other item (without our express consent).
- Carrying anything that may damage the vehicle (including, but not limited to, highly flammable, toxic, explosive or combustible materials such as nitrous oxide or any other hazardous material or substance) or hinder our ability to re-rent the vehicle (due to its condition upon return or the odor emanating from it).
- Transporting goods for remuneration (unless expressly agreed otherwise by us, trucks, vans and other vehicles suitable for transporting goods may only transport goods for personal use).
- Engaging in motor sports, particularly driving activities where achieving maximum speed is important, or for associated training, such as racing, rallies, or other competitions.
- Vehicle testing and/or driving tests or driver safety training.
- Driving in restricted areas, such as airports, service roads and similar thoroughfares.
- Driving in violation of traffic regulations or any other regulations in force.
- Use the vehicle for illegal purposes.

IMPORTANT: you are required to return the vehicle in the same condition as when it was provided to you, with the exception of wear and tear resulting from normal use. You will be liable to us, within the limits permitted by applicable law, for any additional damage to the vehicle upon its return.

Authorized drivers: unless a person is named on the Rental Contract, or added subsequently with our express consent, they are not authorized by us to drive the vehicle. Authorized drivers will not be allowed to drive the vehicle if they are extremely tired or under the influence of any substance likely to impair their attention or reflexes, such as alcohol, drugs or certain medications.

Driving abroad and inter-island travel: you are only authorized to drive the vehicle on the islands of Tahiti and Moorea. If you wish to drive the vehicle on other islands, you must request our prior agreement, and inter-island fees may apply.

Renting multiple vehicles: You are not allowed to rent more than two vehicles at a time unless you have opened a corporate account with us and have been pre-authorized to make such rentals.

IMPORTANT: If you do not comply with these Rental Restrictions:

- You will be liable for any loss, damage or expense that your failure to comply may cause us.
- You may lose the benefit of any assistance services, insurance or optional guarantees you may have taken out.
- Additional charges may apply.
- We may terminate this Rental Contract and repossess the vehicle at any time at your expense. In addition, you will not be entitled to any refund for any unused portion of the invoiced rental rate.

DURING RENTAL

MILEAGE

Your rental may be limited to a maximum number of kilometers included in the price. If you exceed this limit, additional charges may apply.

The TKN offer excludes kilometers. Extra charges will apply at the end of your rental, depending on the kilometers driven during your trip. The charge per kilometer depends on the vehicle category booked. The TKN offer is available only for rentals of 1 to 7 days. Beyond 7 days, the STD (Standard) offer will automatically apply, with additional charges. The STD offer includes unlimited kilometers and excess insurance. Feel free to consult the extra charges at the end of this document.

FINES, TOLLS AND OTHER CHARGES

You are responsible for paying all fines, tickets, traffic violations and similar charges (including parking fines or fees) related to the vehicle during the rental period. Some of the above charges will be sent to us for payment. In such cases, we will make the payment before recovering the amount from you as a refund. We may also be asked to provide your details to the relevant authority or to a third party, who will then contact you directly. Any transfer of your data to a third party will be carried out in accordance with our Privacy Policy.

BREAKDOWNS

Assistance: If you encounter any problem with the vehicle due to a mechanical failure or an accident, you must call Hertz Assistance (+689.40.430.430), your Rental Contract or the stickers on board the vehicle). Although this service is included in the rental price, you will be liable to us for any breakdown and emergency costs incurred by you (including, but not limited to, running out of fuel or battery, or losing or forgetting your keys in a locked vehicle). Please note that you must not allow anyone else to repair or provide any service on the vehicle without our authorization.

ACCIDENTS

In the event of an accident, you agree to cooperate with us and our insurers in any investigation or legal proceedings that may follow.

You should also take the following measures:

1. Always :

IMPORTANT: in addition to the fines or other costs you incur, we may also apply a Flat Rate Compensation to cover our losses due to the infringement, including the administrative procedures involved in dealing with these matters.

Premium Roadside Assistance (PERS): in some countries, you can purchase this additional product to cover the costs of breakdowns for which you are responsible.

a. Inform the rental agency and the local police immediately (by phone or, if they cannot be reached by telephone, by going to the nearest police station) ;

b. Fill out a French Accident Report (you will find this or a similar document in the vehicle's glove compartment) and send a copy to the rental agency immediately (the e-mail address can be found on the Rental Contract); and

2. Additionally, if someone is injured :

a. Report the accident to the local police (+689.17) ;

b. Admit no responsibility ;

c. Note the names, addresses and contact details of all involved parties, including witnesses.

3. Similarly, if the vehicle is not roadworthy, contact Hertz Assistance (+689.40.430.430).

DAMAGES AND THEFT

Liability: if the vehicle is lost, stolen or damaged during the rental period, you are liable for all losses we incur (up to the full replacement value of the vehicle) and for all expenses we must pay, unless the damage or loss is directly attributable to us or we have received compensation from third parties or their insurance companies.

Security: you are responsible for the security of the vehicle and should do your utmost to minimize the risk of theft or vandalism by parking in a safe place. Never leave valuables in plain sight, and make sure the vehicle is properly locked.

IMPORTANT: Failure to comply with these accident instructions may invalidate any optional coverages you may be entitled to.

IMPORTANT: Your liability to us may extend to (but is not limited to):

- Repair costs ;
- Replacement costs for missing or damaged parts or accessories;
- Loss of rental income ;
- Towing and immobilization costs;
- Loss of vehicle value; and/or
- Damage management costs applied to the recovery, by our services, of the costs of handling these issues and any related claims.

Theft: If your vehicle is stolen, you must :

Immediately:

1. File a theft report with your local police ;
2. Call Hertz Assistance (+689.40.430.430); and

You must be able to prove that you took adequate precautions by returning the vehicle keys to us, along with a copy and/or reference of the police report, failing which our optional warranties will no longer be valid.

Insurance and Optional Coverages

Your rental price automatically includes Third-Party Liability Insurance, which protects you and any other authorized driver against claims from third parties in the event of death, injury or property damage caused by the vehicle during the rental period. In addition, if not already included in the price, you can choose :

- Optional coverages such as SuperCover (SCDW / SCDW +), CDW and TP to reduce or eliminate your liability to us for vehicle damage or loss.

It is important to check the terms and conditions that apply to these products. If you accept our optional products, you also accept our additional terms and conditions relating to these products.

Your liability insurance: if you have your own supplementary coverage or similar insurance from a third party to cover your liability to us for anything not covered by our own coverages, you will nevertheless remain liable to us up to the amount of the deductible stated in the rental contract and will have to claim reimbursement from your third-party insurer.

IMPORTANT: To the extent permitted by applicable law, our insurance and optional warranty products will be null and void in the event of any breach by you of this Rental Contract or if the loss or damage claimed has been caused intentionally. Our guarantees may also be cancelled if the loss or damage claimed is caused by gross negligence on your part or on the part of an authorized driver.

SOFTWARE UPDATES

Vehicles can be equipped with on-board computers that periodically recommend software updates.

You should never update the on-board software unless specifically instructed to do so by a Hertz representative. If a software update request is issued by the computer during your rental, please contact Hertz Support (+689.40.430.430).

If you perform a software update without following explicit instructions from a Hertz representative, you do so at your own risk. Hertz accepts no responsibility or liability, including but not limited to any loss of enjoyment, service interruption, compatibility issues with instructional materials, or any other issues.

RETURN

RETURN PROCEDURE

Requirements: You must return the vehicle to the drop-off location at the time indicated on your Rental Contract or as otherwise agreed. Failure to do so will result in additional charges;

Outside opening hours: subject to our prior agreement, you may return the vehicle outside opening hours, in which case you must :

- Lock the vehicle and park it in our parking lot if available, otherwise in a safe place nearby.
- Leave all relevant documents on the driver's seat, such as parking access ticket, French accident report, gas station receipt (if returning the vehicle with a full tank of fuel), any receipts for other fluid refills, etc.
- Drop the keys, along with clear instructions on where to find the vehicle, into the secure key drop box at the agency. The key drop box will be clearly marked. Do not deposit the keys in the standard office mailbox. Do not leave the keys with a third party after parking the vehicle, even if they appear to belong to our staff.

If you wish to return your vehicle to another departure agency, such as from Tahiti to Moorea or from Moorea to Tahiti, you must obtain prior approval from a Hertz agent. In addition, a fee of 15,000 XPF will be charged to cover the costs of transporting your vehicle between Tahiti and Moorea or costs related to the immobilization of your rental car. The return of the vehicle at a different agency in Tahiti (for example, between the airport and Papeete) is possible, subject to prior approval by an agent. This modification will incur a fee of 3,000 XPF if the request is made and approved less than 48 hours before the originally scheduled return date stated in your rental agreement, in order to cover the associated logistical costs.

MODIFICATIONS

Change of time or place: if you wish to change the time or place of return of the vehicle, or if you wish us to collect the vehicle, you must contact the rental agency by e-mail at the address indicated on the Rental Contract. Any changes to the agreed pick-up arrangements are at our discretion and may incur additional charges.

IMPORTANT: if you return the vehicle outside business hours, you remain fully responsible for the vehicle, including any potential damages, until we are able to take possession of it. Rental charges will continue to accrue until the agency reopens.

Early return: if you have committed to a certain rental period and return the vehicle early, we will recalculate the rental cost based on the rates in effect at the time of return. You will only pay for the days used, but the recalculation may result in an increase or decrease in the overall price.

Additionally, we reserve the right to charge an Early Return Fee to compensate us in part for our inability to rent your vehicle for the remaining reserved time.

Late return: your rental charges are calculated for periods of 24 hours from the time indicated on the Rental Contract. If you delay in returning the vehicle, you will start a new 24-hour period that will be charged, as will each subsequent 24-hour period, at the current rental rate.

If you are slightly late in returning the vehicle, we will grant you a small grace period of 29 minutes beyond the return time, after which you will be charged for an additional day, as agreed upon at the beginning of the rental.

In some cases, we may also apply a Late Return Fee to cover the costs of returning the vehicle at a different time than agreed upon.

CANCELLATIONS

Cancellation without prepayment: If you have not made a prepayment for your rental and wish to cancel, no fees will be charged. However, we encourage you to inform our team via email or phone.

Cancellation	with	Prepayment:
If you have made a prepayment for your rental and wish to cancel, an amount of 15,000 XPF (including tax) will be retained from the total amount of your reservation. The remaining balance will be refunded within a specified period. If the rental price is less than 15,000 XPF, the total rental amount will be retained.		

Please note that it is mandatory to notify our team by email or phone in such cases.

Additionally, we reserve the right to charge an Early Return Fee to partially compensate for our inability to rent out your vehicle for the remaining reserved time, as well as to cover the administrative fees associated with reimbursing the balance.

FEES

Notification: We will conduct an inspection of the vehicle upon return and will include on your invoice any additional charges incurred during your rental. These charges may include fees related to fuel, the condition of the vehicle, vehicle damage, missing vehicle accessories, and early/late return of the vehicle. (Refer to the annex detailing the fees);

IMPORTANT: Any modification of the Return Time may result in an increase in rental fees, with a different rate (current rate) potentially applying. If you change the Return Location, we may charge a Drop-off Fee to cover the costs of transferring the vehicle back to its original rental location.

IMPORTANT: Certain fees cannot be determined at the time of return, such as those related to significant or hidden damages or fines received later that pertain to your rental. Once identified, we will notify you of these fees by email to the address you provided, before you proceed with the payment.

Invoice and payment: We will provide you with an invoice or a Summary of Charges at the time of vehicle return, or by email or postal mail. If you do not pay the invoiced fees within the specified timeframe indicated on your invoice, we may apply the legal interest rate in effect for late payments.

Additional information... FEES

(A) YOUR ESTIMATED FEES (SEE YOUR RENTAL FILE/CONTRACT)

Your Rental File/Contract includes an estimate of the fees applicable to your rental. These charges will generally include the following:

MANDATORY FEES

Rental prices

The agreed rental price is indicated on a weekly or daily basis and includes liability insurance. The rental price may include a Collision Damage Waiver (CDW) and Theft Protection (TP) coverage. Your rental file/ contract will specify these elements.

Mileage

An estimate of the mileage may also be included in your rental price. Additional charges may apply if you exceed this estimate.

Local surcharge

A surcharge is applied by certain agencies (particularly at airports) to account for the higher cost of services at such locations.

Young driver surcharge

This surcharge may apply to you or an additional authorized driver if you or they are under 25 years old.

IMPORTANT: as agreed upon in your Rental Agreement, we may charge all fees due by you to the credit or debit card presented at the rental agency, without further authorization from you.

OPTIONAL PRODUCTS AND SERVICES

Additional driver

We apply a standard fee for each additional driver added to your rental to cover our additional insurance costs.

Drop-off fees

These fees may apply if you return the vehicle to a different branch from the one where you picked it up. You will be informed of this possibility at the time of booking.

Delivery and collection fees

This fee applies if you request that your rental vehicle be delivered to or picked up from a location other than the rental agency.

Insurance and Optional Coverage

The Rental Contract will indicate whether you have accepted or declined our optional coverages, or whether they have been included in your price in any way. We also indicate the deductible per incident applicable to the Collision Damage Waiver (CDW) and Theft Protection (TP) coverages, as well as the total fees for the agreed rental period, including all taxes.

Optional equipment

The Rental Contract includes a list of any optional equipment you may have chosen, such as baby or child seats. This list shows the total fees for the agreed rental period.

TOTAL

Estimated rental fees

Estimated Total Fees Including Tax at the Start of the Rental:

These fees are an "estimate" as they exclude potential fuel costs or other fees resulting from your use of the vehicle.

Estimated Total Rental Fees:

The rental fee estimate includes the maximum possible fuel charges you might incur if you return the vehicle with an empty tank (i.e., a full tank of fuel at the prevailing price plus a fuel service surcharge).

(B)

POTENTIAL ADDITIONAL FEES

You may incur additional charges depending on how you use the vehicle or due to any other incident occurring during the rental. These charges are as follows:

FUEL

Fuel Purchase Option (FPO)

You can prepay for a full tank of fuel in advance at the beginning of the rental period (note that no refund will be issued if this fuel is not used).

Refueling charge at agency

If you do not refill the tank when returning the vehicle and have not opted for the FPO, we will charge you a per-liter price for refueling the tank.

Fuel service surcharge

This surcharge is applied in addition to amount charged for the fuel if we refill the tank on your behalf after the vehicle is returned and you have not opted for the FPO.

If you have rented an electric vehicle, please refer to the General Terms and Conditions for electric vehicles for specific additional/complementary charges.

VEHICLE CONDITION

Fees for damage or loss

(i) If you have not subscribed to our optional coverages (e.g. CDW and TP) and the vehicle is stolen, lost or damaged, you are liable for the full value of the vehicle; and

(ii) If you have subscribed to our optional coverages and the vehicle is stolen, lost or damaged, you are liable for the amount of the deductible for each incident (unless the optional coverages have been invalidated). The SuperCover warranty waives the deductible.

Fees for missing accessories/items

These fees apply if items or accessories (including optional extras you have rented, such as child seats) are not returned with the vehicle or are damaged and need to be replaced.

Fees for replacement of charging cables for hybrid vehicles

If you have rented a plug-in hybrid vehicle, one or more charging cables may be provided. If these are not returned with the vehicle or are damaged (beyond normal wear and tear), you will be charged for the replacement cost of the cables.

Damage management fee

This fixed fee covers our costs for managing damages to the vehicle. These fees are not applicable in most countries if you opt for the SuperCover coverage.

Additional cleaning fee

A fee of 15,000 XPF applies if you return the vehicle in a condition that requires more than standard cleaning to make it ready for the next rental.

Fee for violating the no-smoking policy

Smoking is prohibited in all our vehicles. A fee of 15,000 XPF covers the costs we incur to prepare the vehicle for the next rental if this policy is violated.

If you have rented an electric vehicle, please refer to the General Terms and Conditions for electric vehicles for specific additional/complementary charges.

VEHICLE USAGE

Local road fees.

You are responsible for paying all required local road fees during your rental period.

Fines for traffic or parking violations

You are responsible for paying all penalties and surcharges for any fines or parking fees, traffic tickets, or other penalties incurred during the vehicle rental period.

Flat fee for fines

These standard fees are intended to cover our losses due to the violation, including our costs for processing any road tolls, parking fines, traffic fines, or other penalties that you may incur during your rental period.

Early return fees

If you have opted for deferred payment and you have committed to a certain rental duration but return the vehicle early, we will recalculate the rental cost based on the rates in effect at the time of early return. You will only be charged for the days used, but the recalculated amount may result in an increase or decrease in the overall price.

Additionally, we reserve the right to charge an Early Return Fee of 5,000 XPF on top of the recalculated amount to partly compensate us for our inability to rent out the vehicle for the remaining reserved period.

Additional rental days

An additional rental day will be charged for the vehicle and any optional equipment, at the current rental rate, for each new 24-hour period commenced after the agreed-upon return time. However, a "grace period" of 29 minutes is granted for returning the vehicle after the scheduled return time.

Late return fees

In addition to charging for additional rental days in case of late return, we also reserve the right to apply Late Return Fees. These fees partially compensate us for the costs incurred in securing another vehicle for rent to fulfill another reservation during the delay. Furthermore, these fees may include administrative costs associated with handling the vehicle return requests we have addressed to you.

All estimated rental fees are calculated based on our current rates, and the final total amount will be calculated at the end of the rental period.

Additional information... FUEL

Fuel is not included in the rental price of your vehicle. Your vehicle will be delivered to you with a full tank, and it is your responsibility to decide how you wish to pay for the fuel used during the rental. You have the following options:

PAY FOR A FULL TANK AT THE BEGINNING...

Fuel Purchase Option (FPO), often referred to as the "full to empty" policy.

We charge you for a full tank of fuel at the start of your rental. You will not need to refill the tank again at the time of vehicle return, and you will not have anything additional to pay. This is a convenient option for high-mileage trips where it is likely that you will use up the full tank of fuel.

This is a convenient option for high-mileage trips where it is likely that you will use up the full tank of fuel.

We do not refund unused fuel.

RETURN WITH A FULL TANK...

Often referred to as the "full to full" policy.

Return the vehicle with a full tank of fuel purchased from a local gas station.

This is a convenient option for low-mileage trips.

...OR WITHOUT REFILLING

A good option if you're in a hurry, if you haven't chosen the FPO option and don't have time to refuel before returning the vehicle.

Fuel charges

IMPORTANT: Fuel gauges sometimes indicate the tank is "full" even if several kilometers have been driven since the last fill-up. A practical way to address this is to fill up within the last 15 kilometers before reaching the return location and keep your gas station receipt when you return the vehicle. Failure to do so may result in additional charges. Please inquire at your rental counter for further details..

We will charge a per-liter price to fill the tank, which may include or be subject to a Fuel Service Surcharge for the service provided when we refuel the tank on your behalf.

If you rented a hybrid vehicle, this section applies to you. You are not required to ensure it is returned with a specific battery charge level.

If you rented an electric vehicle, this section does not apply.

DAMAGES

Your liability for any damage that may occur to the vehicle is outlined in the Damage and Theft section of these Rental Terms and Conditions. This policy covers how we assess and charge for damage, as well as how we handle disputes related to assessed damages.

VEHICLE INSPECTION

At the beginning of your rental, we will provide you with a Vehicle Condition Report detailing any pre-existing damages. Please ensure this report is properly filled out before leaving the rental agency. We will also inspect the vehicle upon its return and provide you with a Damage Assessment Report (DAR), documenting any new damages (excluding those from normal wear and tear).

Normal wear and tear

This refers to "ordinary wear due to reasonable use." It includes minor scratches, dents, normal wear on tire treads, and windshield wipers.

During peak hours, please allow 20 to 30 minutes for our staff to complete the inspection and agree on identified damages. If you do not have time for this inspection, any new damages will be assessed in your absence and billed accordingly.

Hidden damages

Some damages may not be immediately visible during the post-rental inspection, such as damage to inaccessible vehicle components (e.g., engine, fuel tank, clutch) or damages obscured by low light or poor weather conditions. If such damages are identified, we will notify you via email at the address you provided, along with supporting evidence, before billing you for them.

ASSESSMENT AND BILLING OF DAMAGES

If you have purchased an optional damage waiver, we will charge you for damages up to the applicable deductible amount (which may be zero or reduced), unless the optional waiver has been invalidated.

The assessment and billing of damages follow two common scenarios:

- i) Damages covered by our Fixed-rate Damage Grid.

Our Fixed-rate Damage Grid allows us to handle damages quickly and conveniently. This grid outlines the average cost of repairing common minor damages, based on costs at auto body shops for parts and labor.

Whenever possible, we will bill damages according to our grid. Damage costs and applicable damage management fees will be itemized on your final invoice.

- ii) Damages not covered by our Fixed-rate Damage Grid.

We will refer your case to our damage expert for evaluation. Our goal is to complete this evaluation within 30 days. However, if a third party is involved or if the police are involved, this timeline may extend to 90 days. We will email you a Damage Assessment Report (DAR) detailing the damages with accompanying photos at the time of vehicle return. Once our damage expert completes the assessment, we will send you an individual invoice listing the damage costs and applicable administrative fees. You will be notified of the amount due at least seven days before we charge your credit card, using the email address you provided.

Notification and supporting documents

We will provide supporting documents for the invoiced damage, which must include (i) the Rental Contract number, date and agency of return, (ii) a damage assessment from a body shop and repair facility and (iii) a signed Vehicle Condition Report, Accident Report Form, photos of the damage(s) in situ and odometer.

DISPUTES

1. If you dispute the charges billed to you for damage, please notify us within 7 days following the end of your rental contract, including the rental contract details and/or reservation number. We will forward all information related to the damage, including your arguments and any supporting documents you provide, to our Customer Relations team, who will reassess your case. If our service agrees with your position, revised charges will be billed, and you will be fully or partially reimbursed if you have already made the payment. In case of disagreement, our service will proceed with the recovery of the amount due as stated on your invoice.

Our Customer Relations team strives to handle customer claims within 14 days.

Additional information... OPTIONAL INSURANCES AND GUARANTEES

We offer insurance products and optional guarantees to cover the main risks you face when driving your rental vehicle. These products can be included in the price of your rental or offered as optional products.

The main benefits, limitations and exclusions of these products are summarized below.

DESCRIPTION AND SERVICES

MAIN LIMITATIONS AND EXCLUSIONS

MANDATORY THIRD-PARTY LIABILITY INSURANCE (TLI), YOUR LIABILITY TO THIRD PARTIES (I.E. OTHER THAN HERTZ)

Third-party liability insurance (TLI) is automatically included in the price of your rental.

- It meets all legal obligations relating to third-party liability;
- It protects you and any other authorized driver against claims from third parties (including your passengers) in the event of death, injury or property damage

Within the limits allowed by applicable law, your insurance and optional guarantees will be considered null and void and will no longer protect you if :

- you fail to meet your contractual obligations under the Rental Agreement.
- the loss or damage was caused intentionally and resulted from your use of the vehicle during the rental period.
- the driver was not authorized by Hertz as the main or additional driver.

OPTIONAL COVERAGES (CDW, TP, SUPERCOVER, SUPERCOVER+, PREMIUM INSURANCE, MARINE INSURANCE), YOUR RESPONSIBILITY TO HERTZ (FOR LOSS OR DAMAGE TO THE VEHICLE)

Your liability to us for loss of or damage to the vehicle may extend to the total value of the vehicle. You can reduce or cancel this liability by purchasing one or more optional coverages, such as those listed below.

Please note: some of our optional coverages (CDW and TP) may already be included in your rental price (check your Rental Contract) and are subject to a deductible. Other coverages (SuperCover, SUPERCOVER+ and PREMIUM INSURANCE) are optional and supplement CDW and TP coverages by further reducing or eliminating the deductible in certain cases.

However, administrative fees of 10,000 XPF per incident will be charged to cover the management costs of the claim(s), with or without optional coverages (CDW / TP / SCDW / SCDW+) except for the PREMIUM insurance.

In addition to the limitations listed under Third-Party Liability (TLI) above, your optional coverages will be null and void - meaning that your liability to us for loss of or damage to the vehicle will not be reduced or eliminated - where you or an authorized driver have been grossly negligent (by acting in a way that you knew or ought to have known was likely to result in injury or damage), and particularly in the following cases:

Inability to assess the height of the vehicle, such as:

- Colliding with objects placed or suspended overhead;
- Colliding with a barrier too low for the vehicle to pass underneath; and
- Colliding with a parking barrier before it is fully raised.

Driving on degraded roads or in unsuitable conditions, for example:

- Driving on a poorly maintained road without exercising the necessary caution, resulting in damage underneath the vehicle;
- Driving on a beach, causing damage due to sand or salt water; and
- Driving on flooded roads, resulting in engine damage.
- Driving on unpaved roads

Improper use of the vehicle, for example :

PARTIAL DAMAGE/COLLISION DEDUCTIBLE WAIVER (CDW)

The optional CDW coverage is often included in your rental price and limits your liability to us to the amount of the applicable deductible (shown on your Rental Agreement) for any incident or damage other than theft, attempted theft or vandalism.

Here are some examples of damages covered by the CDW warranty:

- Collision with a fixed or moving object (e.g., damage sustained in an accident).
- Loss of control of the vehicle, provided it is not due to gross negligence on your part or on the part of an authorized driver.
- Natural events, such as hail, flooding or falling rocks.
- Fire resulting from a vehicle defect, including electrical failure, or from an explosion nearby,, or from a criminal or terrorist act.
- Damage to tires and windows caused by objects on the road or propelled objects ;
- Filling the tank with unsuitable fuel or contaminating the fuel tank;
- Causing damage to the vehicle after ignoring a warning light;
- Burning out the clutch through repeated misuse or improper use of the handbrake;
- Damaging a rim after driving with a deflated tire;
- Introducing prohibited objects into the passenger compartment or external parts of the vehicle; and
- Transporting particularly dirty and foul-smelling items, resulting in additional cleaning costs, or even damage or burns to the passenger compartment.

Contribution to vehicle degradation/theft, for example :

- Forgetting the keys inside the vehicle or losing the keys;
- Leaving a window open;
- Losing the vehicle because you are unable to return the keys.

Additional limitations :

- Accessories. Our guarantees do not cover accessories that you may rent. Replacement of these items will be charged in case of loss or damage, regardless of the cause.
- Removable items. Unless the vehicle has been stolen or involved in an accident, our guarantees do not cover removable items of the vehicle if they are missing at the time of return (e.g., keys, keychains, charging cables, rear shelves, warning vests or triangles, etc.).

PARTIAL THEFT PROTECTION (TP) DEDUCTIBLE WAIVER

The optional Theft Protection (TP) warranty may be included in your rental price upon request and limits your liability to us to the amount of the applicable deductible (indicated on your Rental Contract) for each incident related to the loss of the vehicle or damage to the vehicle caused by theft, attempted theft or vandalism.

Here are some examples of incidents covered by the TP guarantee:

- Damage caused by vehicle break-in.
- Attempted theft of the vehicle or its accessories (e.g. car radio).
- Acts of vandalism (e.g. bent antenna, broken side mirror).
- Vehicle theft.

TOTAL SUPERCOVER (SC) DEDUCTIBLE WAIVER

The SuperCover (SC) option is an additional product that provides complete peace of mind during your rental:

- Eliminating your potential liability for any deductibles under the CDW or TP coverage in the event of vehicle loss or damage incurred during your rental.

Certain general conditions and exclusions apply.

- Damage Management Costs. Optional CDW coverages do not reduce or eliminate your obligation to pay the Damage Management Costs that may apply in the event of any claim occurring during the rental period (without contravening the examples listed in the "Rental Restrictions" section).
- Theft of your belongings. Damage to or theft of personal and professional items and/or goods carried in the vehicle is not covered by our optional guarantees.

SCDW+ (SuperCover+)

The SCDW+ or SuperCover+ is an optional product that provides coverage for the vehicle's metal parts, as well as for tires and windows. When subscribed to, this coverage cancels your potential responsibility towards us for the excesses related to CDW or TP coverage. However, the side skirts and roof are not covered by this warranty. SCDW and SCDW+ insurances are not available for all utility vehicle categories.

PREMIUM ROAD ASSISTANCE (included in the PREMIUM INSURANCE package), YOUR RESPONSIBILITY TOWARDS HERTZ FOR BREAKDOWN COSTS (FOR WHICH YOU WOULD BE LIABLE)

Premium Roadside Assistance is an optional product included in the PREMIUM INSURANCE package, which covers the following protections: CDW, SCDW+, Maritime Insurance, Premium Roadside Assistance, and one additional driver at no extra cost. The Premium Insurance package is not available for all utility vehicle categories.

Examples of emergency intervention costs covered :

- Lost or locked-in keys.
- Running out of fuel or using incorrect fuel.
- Flat battery.

You remain liable for :

- Battery or key replacement costs.
- Damage to the vehicle following the intervention, including replacement of windows.
- Fuel replacement when unsuitable fuel has been used.
- Vehicle replacement travel expenses.
- Any instance where a request for intervention is the result of a fault on your part.

MARINE INSURANCE

Marine insurance is an optional extended warranty. This option covers events related to the maritime crossing (operated by local maritime companies) between Tahiti and Moorea. This extension of coverage includes incidents occurring during the crossing and the total loss of the vehicle in case of shipwreck. However, administrative fees remain the responsibility of the renter (refer to the "applicable fee table"). Without marine insurance, the client will be fully liable for the vehicle in the event of incidents or shipwreck during the crossing between Tahiti and Moorea. In other words, if the client has optional coverages (CDW / SCDW / PREMIUM INSURANCE) but did not purchase marine insurance, they will be liable up the full value of the vehicle, not just the deductible specified.

PROCESSING OF PERSONAL DATA

The following provisions apply to the Driver identified in the rental contract.

- The personal data collected as part of this rental agreement is necessary for the execution of the said contract, as well as for pursuing the legitimate interests of the Lessor and the recipients of this data.

Where the legal basis is the contract, refusal to provide your data will result in the inability to conclude the contract.

We process your data for the following purposes:

- To conclude, manage, and execute your rental contract (client account management, short- or long-term contracts, corporate contracts), billing, claim management, commercial management and relations, and after-sales service for contractual purposes.
- Execute your online payment orders via the secure SYSTEM PAY system, which will be shared with third parties solely for the purpose of processing credit card payment transactions.
- To conclude, manage, and perform the services of your rental agreement related to Vodafone products that we resell (routers, TravelSIM), for which identification may be required to activate the ordered services.
- To maintain marketing relationships with the consent of our customers: satisfaction surveys, newsletters allowing you to unsubscribe by clicking on the unsubscribe link identified in our emails or send your request to: **hertz@hertz.pf**
- To manage fines and associated insurance and assistance guarantees, develop statistics to improve operations, verify mileage in connection with your contract, fulfill legal, regulatory and administrative obligations.

The data is processed by the rental company, identified as the data controller in our privacy policy, which we invite you to read: <https://www.hertz.pf/fr/politique-confidentialite.php>. The data is also processed by its subcontractors and will be transferred to its business partners who may provide services to the renter in connection with the obligations arising from this rental agreement, specifically the insurer identified in the contractual documents.

Data retention :

We retain your data for the duration of the contractual relationship. In the context of prospect management, your data is retained for 3 years after your last contact, if it was not followed up. In the context of commercial management, your data is kept for the duration of the customer relationship and then for 5 years after the end of the commercial relationship.

Our customers' personal data is stored in a dedicated room on a secure server. Access is restricted to Hertz management.

Access to your personal data :

In accordance with Law No. 78-17 of January 6, 1978, "Information Technology and Freedoms," as amended, and the General Data Protection Regulation (RGPD in French), the Renter has the right to access, correct, and delete their personal data, as well as the right to object to the processing of their data, request the restriction of data processing, and the right to data portability.

The Renter can exercise these rights by contacting the Rental Company in writing at the following postal address:

POLYRENT - HERTZ TAHITI

Attn: DPO

B.P.1617

98713 Papeete

French Polynesia

Alternatively, by e-mail at **dpo@solari-mobility.pf**

- The Renter also has the right to file a complaint with a supervisory authority responsible for overseeing the application of the RGPD at the following address: <https://www.cnil.fr/fr/plaintes>
- For data transferred to the insurer, these rights can be exercised with the insurer at the following address: **axa.solari@mail.pf**

DURING THE RENTAL

If you have any questions or issues during your rental (for example, if you wish to change the time or place of return), you can email the relevant agency at any time using the email address provided in your Rental Contract.

Any other issues that arise during your rental should be reported to our agency staff at the time of vehicle return.

In the event of an accident or breakdown, you must contact the Hertz Assistance number.

AFTER YOUR RENTAL

If you do not agree with any charges you have been invoiced upon return of the vehicle, or if you have a complaint about your rental experience, you should contact our Customer Service Department, who will help you resolve these issues:

- by e-mail.

We make every effort to process customer requests within 14 days.

General Terms for Electric Vehicles ("EV General Terms")

When do these EV Terms apply?

If your rental vehicle is an Electric Vehicle (EV), these EV Terms apply. They form an integral part of the Rental Contract and supplement the terms outlined in the General Rental Conditions.

In these EV Terms, "EV" means a battery-powered vehicle that uses battery energy rather than fuel, diesel or gasoline.

These EV Terms do not apply to Hybrid Vehicles (i.e. vehicles that use both battery power and fuel).

VEHICLE MANAGEMENT

Choice of vehicle

IMPORTANT: Make sure you are aware of the capabilities and limitations of your rental vehicle. It is your sole responsibility to ensure that it is suitable for your needs. We may need to replace the vehicle you selected with another one, in which case you must check that it is suitable for you.

DURING THE RENTAL

Best practices for using your Electric Vehicle (EV)

We recommend charging the battery as frequently as possible to maintain it within a 20% to 80% charge range. Charging the EV when the battery's range is below 20% will result in a longer charging time.

Range

The vehicle information on our website describes a theoretically achievable range on a full charge, based on available market data. Please note that this is a theoretical range and not a guaranteed range. The battery's lifespan depends on a number of factors, including the model, driving style, road/terrain and weather conditions, as well as the components and age of the battery.

Battery recharge

CHARGE STATUS: When you pick up the Electric Vehicle (EV), we strive to ensure that it has a charge status of at least 80%. The condition of the battery is recorded on your Rental Contract.

During your rental, to avoid running low on battery, you should plan for charging stops. Recharging an EV is fundamentally different from refueling a gasoline or diesel vehicle. The best practice is to recharge whenever and wherever you park, including overnight, and top up with a quick charge if necessary.

IMPORTANT: you must not allow the battery charge to fall below 10%, as this significantly reduces battery life and may damage the battery. Failures caused by a low battery are your sole responsibility.

IMPORTANT: it is your responsibility to ensure that the EV has sufficient range to reach its destination or a charging station.

Charging stations must be used in accordance with local instructions. Your use of any charging station is your sole responsibility.

Any misuse or damage to a charging station (whether part of a network or not) may expose us to fines or claims for compensation. If applicable, we will charge you for any fines or compensation costs, plus administrative fees.

You must ensure that you use the charging station and the cable (either the one provided with the EV or a cable attached to a public charger) responsibly and attentively to avoid creating tripping hazards or other risks to the public.

We reserve the right to assist in investigations and to provide any relevant information to third parties in relation to misuse and/or damage to charging stations.

Equipment

IMPORTANT: If you choose to use a charging station that is not part of the network, you may be required to register with the relevant supplier and be charged a vehicle charging fee. You are responsible for this registration (including acceptance of the terms and conditions and privacy policy) and any related fees.

IMPORTANT: parking fees are separate from charging fees. Always check the parking rules posted at the entrance to a parking lot or charging station.

IMPORTANT: when using a public charging station (including one that is part of the network), you are required to move the vehicle once the charging is complete. Failure to do so may result in immobilization fees or parking fines, which we will pass on to you, along with a flat-rate penalty for the fine.

CABLES: One or more charging cables will be supplied with the Electric Vehicle (EV). These may include the following cable models:

1. EV to Charging Station Cable (Mode 3): This cable allows for charging from 7 to 22 kW when connected to a suitable charging station using a Type 2 plug. The charging rate is limited by the onboard charger of the EV and the technical specifications of the cable; and/or
2. EV to Domestic Network Cable (Mode 2): This cable enables charging up to 3 kW via an appropriate domestic outlet.

Please inform Hertz staff if you are not provided with a cable when you pick up your Electric Vehicle (EV). If this failure is not recorded at the time of pick-up, you will be liable for the replacement cost of the cable(s) recorded in our systems as being included with this EV.

IMPORTANT: fast/superfast charging at network charging points is always carried out using a cable and connector attached to the charging point (due to electrical and safety requirements). You do not need to use the cables supplied by Hertz when using fast/superfast chargers.

IMPORTANT: only the cables supplied with your vehicle should be used to recharge it (unless the use of a network Fast Charging Point requires the use of a cable attached to the terminal). You are responsible for any loss or damage to the cable(s), beyond normal wear and tear.

Charging cables must be used with care and attention and in accordance with the user manuals. If you use a cable outside of an electric vehicle charging outlet, you are responsible for any loss or damage incurred.

RETURN

Battery status

The cost of recharging the EV is not included in your rental price. You may choose how you wish to recharge the EV.

We will record the battery status of the EV before you take possession of the vehicle and measure it again upon return.

RETURN WITH THE SAME CHARGE LEVEL

If you return the EV with at least the same level of charge or 80% (whichever is lower), you will not incur additional recharging fees.

RETURN WITH A LOWER CHARGE LEVEL

If you return the EV with a lower charge level than recorded at pickup, we will recharge the EV for you. Recharging fees will apply and will be added to your invoice or billed separately.

If the EV is returned with a battery so depleted that accessing the vehicle becomes impossible, you will be charged for the costs incurred to access the vehicle as well as any damage caused to the EV as a result of this negligence. The SuperCover warranty (if available) does not cover this oversight.

RECHARGE PURCHASE OPTION (RPO or OAR in French)

If the EV's charge level is at least 80% at the time of pick-up, you may opt for the RPO at the start of your rental and pay a set amount to cover the cost of the electricity needed to recharge the EV at the end of your rental ("OAR Fee"). The RPO Fee is a flat rate based on the vehicle model and its battery capacity, calculated at a competitive per-kilowatt-hour price compared to EV charging stations. The RPO Fee will be added to your invoice at the end of your rental. As long as the EV has a charge level of 10% or more when you return it, you will not need to recharge the EV before returning it, and you will not incur any additional recharging fees at the end of the rental (you will still need to pay for any recharging done during the rental period).

If the vehicle is returned with a charge level below 10%, you will be charged additional standard recharging fees on top of the RPO Fee.

If you opted for the RPO and you return the EV with a charge level of 70% or higher :

- the RPO will be canceled, and the RPO Fee will not be charged; and
- if the charge level is below 80%, we will recharge the EV for you, applying the standard recharging fees.

This option is beneficial if you expect to use a significant portion of the battery charge and want to avoid the hassle of recharging the EV yourself. If you have any questions, feel free to ask at the counter when picking up your vehicle.

Please note that we do not refund unused electricity.

One-way rental

The Electric Vehicle (EV) must be returned to the agency specified in the Rental Contractt, as some of our rental locations do not accommodate electric vehicles. If you return the EV to a location that does not handle electric

vehicles, it may need to be transported to another location. In such cases, we reserve the right to charge the Return Fees outlined in the Rental Terms to cover the costs of transportation and loss of use, and/or to adjust the rental price accordingly.

Fees

Use of network charging stations

Charging Fees/Service Fees

We will record the battery level of the electric vehicle (EV) before you take possession of it and measure it again upon return. To avoid charging fees, we ask that you return the EV with at least the initial charge level or 80% (whichever is lower). If you return the EV with a charge level below this, we will recharge the EV for you. We will charge you for the electricity used to recharge the EV, plus a service fee ("Charging Fees"). The price per kWh is specified in the Rental Contract and includes the Charging Fees.

If the battery level of the EV is below 10% upon return, additional service fees will be applied in addition to the Charging Fees due to increased processing time and personnel required to address this issue.

Recharge Purchase Option (OAR in French)

You agree to pay a Recharge Purchase Option Fee to cover the costs of recharging the EV (although no refund will be given for unused electricity).

Cable

If a cable is lost or damaged (beyond normal wear and tear), you will be charged for its replacement. The optional SuperCover warranty (if available) does not cover this issue.

Damage to charging station

If you cause damage to a charging station, any fines or other costs we incur will be passed on to you. This amount may be substantial depending on the severity or nature of the damage. You will be responsible for the full amount. We will also charge a Damage Management Fee to cover our costs related to this issue..

Vehicle immobilization fees / Parking fines at charging stations

If you use a public charging station (including network charging stations) and do not move the EV once charging is complete, you may prevent other users from charging their vehicles. You may be liable for Vehicle Immobilization Fees or parking fines. The amount of these fees or fines is indicated at the charging station, in its terms and conditions, and/or on the EV's onboard display. We will pass these costs on to you and may also charge a Flat Fee for Fines.

Please observe the parking regulations (as is customary) at all sites you visit. Separate parking fees may apply.

Damage management fees

These standard fees are intended to cover our costs for managing losses or damages incurred during your rental.

Flat Fee for fines

These standard fees are intended to cover our losses due to the infraction, including administrative efforts and costs related to managing fines and fees incurred during your rental.

Traffic restrictions : You will be held fully responsible for any loss of or damage to the vehicle, and will bear all the consequences, including the cost of repatriating the damaged vehicle.

Miscellaneous expenses	Fixed charge per unit	Comments
Prepaid cancellation fee	15,000 XPF	
Late return		if > 29 mn ; 1 extra day
Early return	5,000 XPF	
Refuelling Petrol	300 XPF	Price per liter + refueling service
Diesel refueling	300 XPF	Price per liter + refueling service
Fuel refueling service	3,000 XPF	
Drop off to another agency (airport and Papeete) within less than 48 hours	3,000 XPF	Your request must, however, be approved by an agent.
Drop off at another agency - Drop off (Tahiti / Moorea)	15,000 XPF	
Young driver fee	3,000 XPF	Per day of rental.
Baby seat (cosy)	1,000 XPF	Per day of rental or a maximum of 10,000 XPF per contract
Toddler seat	1,000 XPF	Per day of rental or a maximum of 10,000 XPF per contract
Booster seats	1,000 XPF	Per day of rental or a maximum of 10,000 XPF per contract
Additional driver	1,500 XPF	Per day of rental or a maximum of 15,000 XPF per contract
Additional kilometer	from 59 XPF to 79 XPF	Depending on category and per kilometer
Airport tax		Subject to change depending on the ADT fee
Restoration costs		
Exterior		
Scratch on bodywork	42,500 XPF	
Dent on bodywork	60,000 XPF	
Scratch on rim	30,000 XPF	
Rim replacement (Aluminium)	Up to 130,000 XPF	
Missing hubcap	15,000 XPF	
Flat tire	Up to 4,000 XPF	
Torn tire	Up to 35,000 XPF	
Abnormally worn tire (due to negligence)	Up to 35,000 XPF	
Missing / flat / torn spare tire	Up to 160,000 XPF	
Missing radio antenna	10,000 XPF	
Roof (exterior)	Excess price or 500 000 XPF with TKN rate (no kms includes)	
Undercarriage of the car	160 000 XPF	
Restoration costs		
Broken radio antenna	10,000 XPF	
Broken / Scratched headlight	45,000 XPF	
Damaged or replacement turn signal	45,000 XPF	
Cracked or chipped windshield	80,000 XPF	
Cracked or broken rear window	80,000 XPF	
Damaged backup parking sensor	30,000 XPF	
Fueling error	300,000 XPF	
Part replacement		
Front bumper	135,000 XPF	
Rear bumper	135,000 XPF	

Hood	160,000 XPF	
Fender	90,000 XPF	
Front door	160,000 XPF	
Rear door	160,000 XPF	
Trunk lid	185,000 XPF	
Restoration costs		
Interior mirror	95,000 XPF	
Exterior mirror	95,000 XPF	
Door Handle	50,000 XPF	
Interior		
Damaged seat cushion	50,000 XPF	
Seat replacement	150,000 XPF	
Damaged or missing floor mat	10,000 XPF	
Damaged floor covering	150,000 XPF	
Missing rear shelf	35,000 XPF	
Damaged touchscreen	300,000 XPF	
Damaged headliner	60,000 XPF	
Smell of smoke (cigarette, cigar or other) / vomit / foul odor	15,000 XPF	
Cleaning	15,000 XPF	Charges apply if cleaning takes longer than 30 minutes or requires additional cleaning products.
Other expenses		
Roadside assistance (provided by a tow truck operator)	Up to 120,000 XPF	Price applicable on tarmac roads, other additional breakdown charges related to towing may apply.
Intervention (performed by a Hertz agent)	15,000 XPF	
Battery replacement (neglect)	30,000 XPF	
Claims handling fees	10,000 XPF	
Admin fees for traffic fine	3,000 XPF	
Charging cable (hybrid and electric vehicles)	115,000 XPF	
Lost key	42,000 XPF	
Damaged key	42,000 XPF	
Applicable deductibles		
Category A / B	120,000 XPF	
Category C	130,000 XPF	
Category D	140,000 XPF	
Category E / F / I / J / M / W	150,000 XPF	
Category G / H	160,000 XPF	
K / L / N / X / Y / Z	350,000 XPF	
Young driver (19 - 25 years / +70 years) Cat A and B only	500,000 XPF	

Tarifs variables pour l'année 2025, et sont susceptibles d'évoluer	1 DAY /jour	2 - 3 DAYS / jours	4 - 7 DAYS / jours	8 - 14 DAYS / jours	15 - 21 DAYS / jours	22 - 30 DAYS / jours	EXCESS / FRANCHISE	SCDW <= 14 Days / jours	SCDW >=15 Days / jours	SCDW+ <= 14 Days / jours	SCDW+ >=15 Days / jours	PREMIUM <= 14 Days / jours	PREMIUM >=15 Days / jours	ASS MARITIME (forfait)	SEGES BB facturé 10j max	CONDUCTE UR AD facturé 10j	TAKE APT (forfait)
GRP TARIF / RATE STANDARD	CFP NETT	CFP NETT	CFP NETT	CFP NETT	CFP NETT	CFP NETT	NETT	NETT	NETT	NETT	NETT	NETT	NETT	NETT	NETT	NETT	NETT
A KIA PICANTO (MANUAL)	10 760	9 235	8 390	7 270	5 705	4 700	120 000	2 200	1 700	2 600	2 000	2 800	2 100	3 800	1 000	1 800	3 200
B KIA PICANTO (AUTOMATIC)	13 860	12 475	10 950	9 010	7 560	5 975	120 000	2 200	1 700	2 600	2 000	2 800	2 100	3 800	1 000	1 800	3 200
C PEUGEOT 208 (MANUAL)	13 860	12 475	10 950	9 010	7 560	5 975	130 000	2 600	1 800	3 100	2 200	3 300	2 300	3 800	1 000	1 800	3 200
D SUZUKI SWIFT (AUTOMATIC)	15 070	13 565	11 305	9 800	8 220	6 580	140 000	2 600	1 800	3 100	2 200	3 300	2 300	3 800	1 000	1 800	3 200
E CITROEN C3 AIRCROSS (MANUAL)	15 070	13 565	11 305	9 800	8 220	6 580	150 000	2 600	1 800	3 100	2 200	3 300	2 300	3 800	1 000	1 800	3 200
F HYUNDAI KONA (AUTOMATIC)	15 730	14 160	11 800	10 225	8 820	7 060	150 000	2 600	1 800	3 100	2 200	3 300	2 300	3 800	1 000	1 800	3 200
G PEUGEOT RIFTER (MANUAL)	17 200	15 480	12 900	11 180	8 085	6 470	150 000	2 800	1 800	3 400	2 200	3 500	2 300	3 800	1 000	1 800	3 200
H TOYOTA COROLLA (AUTOMATIC)	16 800	15 120	12 600	10 920	9 030	7 225	160 000	2 800	1 800	3 400	2 200	3 500	2 300	3 800	1 000	1 800	3 200
I KIA SELTOS (AUTOMATIC)	17 705	15 935	13 280	11 510	9 605	7 685	150 000	2 800	1 800	3 400	2 200	3 500	2 300	3 800	1 000	1 800	3 200
J HYUNDAI TUCSON (AUTOMATIC)	18 765	16 730	13 940	12 080	10 180	8 145	150 000	2 800	1 800	3 400	2 200	3 500	2 300	3 800	1 000	1 800	3 200
K SUZUKI AVEY (8 SEATS AUTO)	18 860	16 975	14 145	12 260	9 950	7 860	350 000	3 800	2 800	4 600	3 400	4 800	3 500	3 800	1 000	1 800	3 200
L HYUNDAI STARIA (9 SEATS AUTO)	23 765	21 390	17 825	15 445	11 990	9 595	350 000	3 800	2 800	4 600	3 400	4 800	3 500	3 800	1 000	1 800	3 200
M SUZUKI JIMNY (AUTOMATIC)	15 235	13 710	11 425	9 905	8 160	6 530	150 000	2 800	1 800	3 400	2 200	3 500	2 300	3 800	1 000	1 800	3 200
N MITSUBISHI L200 (MANUAL)	21 390	19 255	16 045	14 510	10 715	8 930	350 000	3 800	2 800	4 600	3 400	4 800	3 500	3 800	1 000	1 800	3 200
S HYUNDAI STARIA (7 SEATS AUTO)	21 580	19 240	16 030	13 890	11 710	9 570	350 000	3 800	2 800	4 600	3 400	4 800	3 500	3 800	1 000	1 800	3 200
W Véhicule utilitaire 5m3	13 600	12 240	10 200	8 840	6 800	5 440	150 000	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1 000	1 800	3 200
X Véhicule utilitaire 11m5	15 600	14 040	11 700	10 140	7 800	6 240	350 000	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1 000	1 800	3 200
Y Véhicule utilitaire 17m5	18 700	16 830	14 025	12 155	9 350	7 480	350 000	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1 000	1 800	3 200
Z Véhicule utilitaire plateaux	17 300	15 570	12 975	11 245	9 000	6 920	350 000	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1 000	1 800	3 200

Les véhicules présentés sont donnés à titre indicatif et ne sont jamais garantis.

Les prix indiqués sont TTC et incluent l'assurance CDW (Franchise/excess) ainsi que les kilomètres illimités. Des frais supplémentaires peuvent s'appliquer localement, tels que des frais pour jeune conducteur ou des frais liés à un sinistre ou aux conditions générales.

The cars shown are indicative and not guaranteed.

Prices include taxes and CDW protection (excess) with unlimited kilometers. Additional fees may be applied locally, such as young driver fees, damages to our vehicles, or other charges mentioned in our general conditions

Méthode de calcul :

- Choisir la catégorie
- Prendre la colonne correspondant à la tranche de jours de location.
- Multiplier le prix trouvé par le nombre de jours. Le total correspondra au montant de la location, hors options complémentaires.
- Prendre les options choisies et les multiplier par le nombre de jours, en fonction de la tranche de jours (ex : moins ou plus de 14 jours pour les assurances).
- Ajouter le prix au montant de la location afin de déterminer le total.
- Si le départ est à l'aéroport de Tahiti, ajouter alors 3 200 XPF.

Calculation method :

- Choose the category
- Take the column corresponding to the rental duration bracket
- Multiply the price found in the rental duration bracket by the number of rental days. The calculated price will be the rental price without additional options.
- For additional options: the same method as the rental price applies. Take the additional options column corresponding to the rental duration bracket and multiply by the number of rental days.
- Add the rental price to obtain the total including additional options.
- If the pickup location is Tahiti Airport, you must add the airport tax of 3 200 XPF.

Tarifs valables pour l'année 2025, et sont susceptibles d'évoluer		1 to 7 DAYS /Jour	Prix par kms / Price per kms	EXCESS / FRANCHISE	SIEGES BB (child seat) facturé 7j max	CONDUCTEUR AD (Ad driver) facturé 7j max	TAXE APT (forfait)
		CPF					
GRP	TARIF / RATE TKN (prix exclusif internet)	NETT	NETT	NETT	NETT	NETT	NETT
A	KIA PICANTO (MANUAL)	2 900	59	1 400 000	1 000	1 800	3 200
B	KIA PICANTO (AUTOMATIC)	3 900	59	1 700 000	1 000	1 800	3 200
C	PEUGEOT 208 (MANUAL)	3 900	69	1 700 000	1 000	1 800	3 200
D	SUZUKI SWIFT (AUTOMATIC)	4 900	69	2 100 000	1 000	1 800	3 200
E	CITROEN C3 AIRCROSS (MANUAL)	4 900	69	2 600 000	1 000	1 800	3 200
F	HYUNDAI KONA (AUTOMATIC)	5 900	69	3 100 000	1 000	1 800	3 200
G	PEUGEOT RIFTER (MANUAL)	5 900	69	2 700 000	1 000	1 800	3 200
H	TOYOTA COROLLA (AUTOMATIC)	6 900	69	3 000 000	1 000	1 800	3 200
I	KIA SELTOS (AUTOMATIC)	7 900	69	3 000 000	1 000	1 800	3 200
J	HYUNDAI TUCSON (AUTOMATIC)	8 900	79	3 600 000	1 000	1 800	3 200
K	SUZUKI APV (8 SEATS AUTO)	8 900	69	2 900 000	1 000	1 800	3 200
L	HYUNDAI STARIA (9 SEATS AUTO)	10 900	79	4 600 000	1 000	1 800	3 200
M	SUZUKI JIMNY (AUTOMATIC)	7 900	59	3 100 000	1 000	1 800	3 200
N	MITSUBISCHI L200 (MANUAL)	8 900	69	3 600 000	1 000	1 800	3 200

Les véhicules présentés sont donnés à titre indicatif et ne sont jamais garantis.

Les prix indiqués sont TTC et incluent l'assurance aux tiers, sans kilomètres inclus. Des frais supplémentaires peuvent s'appliquer localement, tels que des frais pour jeune conducteur ou des frais liés à un sinistre ou aux conditions générales.

The cars shown are indicative and not guaranteed.

Prices include taxes and third party without kilometers included. Additional fees may be applied locally, such as young driver fees, damages to our vehicles, or other charges mentioned in our general conditions

Méthode de calcul :

- 1 Choisir la catégorie
- 2 Prendre la colonne correspondant à la tranche de jours de location. Limite entre 1 et 7 jours max
- 3 Multiplier le prix trouvé par le nombre de jours. Le total correspondra au montant de la location, hors kilomètres et options complémentaires.
- 4 Prendre les options choisies et les multiplier par le nombre de jours (7 jours max)
- 5 Ajouter le prix au montant de la location afin de déterminer le total.
- 6 Si le départ est à l'aéroport de Tahiti, ajouter alors 3 200 XPF.

Calculation method :

- 1 Choose the category
- 2 Take the column corresponding to the rental duration bracket. Max 1 to 7 days of rental
- 3 Multiply the price found in the rental duration bracket by the number of rental days. The calculated price will be the rental price without kilometers & additional options.
- 4 For additional options : Take the additional options column corresponding to the rental duration bracket and multiply by the number of rental days. (max 7 days)
- 5 Add the rental price to obtain the total including additional options.
- 6 If the pickup location is Tahiti Airport, you must add the airport tax of 3 200 XPF.