



**We CONTINUE TO TAKE THE ANXIETY OUT OF RENTING A CAR IN IRELAND**

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# HOW TO TAKE THE **ANXIETY** OUT OF RENTING A CAR IN IRELAND



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If you do your homework you can have a GREAT car rental experience.

This is a collection of Regular Briefings written by Conn O'Scannlain CTC and published on the Conn's Ireland Car Rental website ([connsirelandcarrental.com](http://connsirelandcarrental.com)) and the Conn's Ireland Car Rental Facebook page [facebook.com/ConnsIrelandCarRental](https://facebook.com/ConnsIrelandCarRental)

They are compiled in this book to provide easy access by the reader to important facts and advice that will enable you to do your homework so you can have a great car rental experience.

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## Section One - Do Your Homework

### Conn's Briefing #1 - Starting the Research - **Forewarned is forearmed.**

Don't just book the 'cheap' rate without finding out what you are buying.

Too many posts on Ireland travel forums on social media sites are from folks who were 'surprised' when they got to the rental counter in Ireland. If they only read the terms and conditions, what is included and what is NOT included there would be NO surprises.

In reading social media Ireland travel forum posts you would see that there are folks who complain about their rental from EVERY car rental company in Ireland. They warn the reader that they should NEVER rent from that car rental company they used.....if one believed all of that you would be looking for a bicycle rental company for as far as those posters are concerned there is NOT ONE car rental company in Ireland that will treat you well.

Hog Wash!

Most of those that post negative stories about their rental experience DID NOT read what they reserved. They thought they got a "DEAL" and a "CHEAP" rental only to find that those don't exist when they get to the car rental counter.

Rather than including the insurances that would take the anxiety out of the rental experience they chance their luck that the 'cheap' rate they got will be all they have to pay.

I highly doubt that any reputable car rental company would intentionally mislead their customer.

It is the obligation of the customer to do the research, read the terms and conditions and ask questions before they make a reservation.

If you do your homework you can have a GREAT car rental experience.

There is no free lunch. You get what you pay for. Caveat emptor...and the list of sayings regarding what you are buying is endless.

If you take the time to read ALL the Briefings that I have posted on the Conn's Briefings Book you will become a well educated renter and enjoy an anxiety-free rental experience.

Ireland has many reputable car rental companies from which to choose. My preference has been Hertz Ireland with Irish owners and based in Wexford. Conn's Ireland Car Rental has had a relationship with them for many, many years.

Call Conn at 316 361 0460 (Central Time) and have a chat. Get your questions and concerns answered. Visit [ConnsIrelandCarRental.com](https://www.ConnsIrelandCarRental.com) and get a quote and find out how you can Take The Anxiety Out Of Renting A Car in Ireland with their EXCLUSIVE discounted Hertz Ireland Fully Inclusive Rate with No Deductible and NO Hidden Charges.

If you do your homework you can have a GREAT car rental experience.

## **Conn's Briefing #2 - Doing the Research - Part 2**

### **Reading Social Media and Ireland Travel Forum Posts**

As you research your plans for your Ireland visit you will no doubt visit the Ireland Forum pages of Facebook, Trip Advisor, Ireland Yes, Fodors, Frommers and many other Ireland touring chat forums.

You will read about various experiences that those that post on those sites have had. Many may be honest, many can be fictitious. It has been my belief after reading those forums, for all the years they have been available, that it becomes a way for posters to become relevant in this internet age.

For many their contribution is genuine and reflects THEIR experience. That does not mean that everyone that visits Ireland will have the same experience. The Ireland visit that YOU are planning is YOURS and may be different than what someone else has planned.

My advice is to verify what you read and don't just take the poster's comment at face value. At least go beyond what someone is asking you to accept by doing your own due diligence and check out all the advice you read by going directly to the sources the poster identifies.

Call and have a conversation with each company. Ask questions. Ask about customer service before, during and after your car rental.

### **WISH YOU HAD SOMONE TO HELP PLAN YOUR TOURING ITINERARY?**

Why discuss your tour plans with strangers, seek advice from folks who may not have the same touring interests, or not sure of the quality or expertise of the advice? Our solution is to provide you with an inexpensive way to get the EXPERT advice from someone who has been doing Ireland tour planning for over 53 years! Contact Conn and receive PROFESSIONAL SELF-DRIVE TOURING ADVICE, regarding the itinerary planning research you have done already and you're on your way to having the best planned itinerary you can have. Conn will assist you by telephone or email to go over your research, provide his experienced advice to your itinerary, recommend accommodation, recommend rental car size, recommend sites to visit .... then YOU book the

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accommodation directly, book the Fully Inclusive Hertz Car Rental directly (rental rate GUARANTEED in EUROS and you don't pay for it until the rental is finishes!). The itinerary planning packages come in two levels: BASIC and PREMIUM. To view the service [click here](#)

If you take the time to read ALL the Briefings that I have posted on the Conn's Briefings Book you will become a well educated renter and enjoy an anxiety-free rental experience.

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## Conn's Briefing #3 - Doing The Research - Part 3

### Choosing the Car Rental Company

You might think that choosing a car rental company for your Ireland vacation is simple.....get the cheapest rate because they are all the same! Not so fast! You think it is the same as choosing an airline seat to fly from New York to Chicago for a family reunion.

For the most part they seem the same but the devil is in the details. Cheap air fares come with heavy restrictions, higher air fares would have fewer restrictions. You can purchase the cheap air fare and then pay extra for checking a bag, extra for getting a window or aisle seat, extra for a meal, extra for buying a beer or spirits. Those are a few of the experiences you may already be used to.

Car rental companies are similar in that they will initially present a cheap daily rate on the smallest car category. You look at that car and find that it will barely handle two persons and a minimal amount of luggage. You assess your needs and determine you need a larger car with more luggage space. That cheap rate just got more expensive.

Keep in mind that when you rent a car you sign a Rental Agreement which is a 'contract' where it spells out what the car rental's responsibility is and also spells out what YOUR responsibility or LIABILITY is. Rental cars in the fleets of Irish car rental companies have a value considerably more than the same car in the USA. The reason is that the Irish Government puts a 40% tax on the purchase price of a new car. In addition the Motor Tax increases as the value of the car increases. Those costs and some other costs/taxes determine what the car rental company has to charge per day. That is one reason why car rental rates are higher in Ireland than in most states in the USA.

Once you have determined the right size of vehicle you now have a price but need to find out what is included in that price.

## Conn's Briefing #4 - Doing The Research - Part 3

### Car Rental Rate versus Amount of Insurance Included

How much insurance coverage is in a car rental quote depends on what risk level you can handle. Cheaper rates will have less insurance coverage and higher financial risk. Adding additional insurance to lower your financial risk will increase the rate.

So you have to determine what is included in the rate that you have been quoted. You realize that the rate you see does not include all the insurance you need and/or the amount of insurance included has a deductible or as they call it in Ireland an 'excess.' (That is the amount of money you would have to pay should you damage the car or the amount over and above the insurance coverage that is your liability.)

I read several social media Ireland forum posts recently where the person was angry at a car rental company for charging for additional insurance coverage when that person arrived at the car rental counter.

The person booked the car rental company's 'basic cheap rate' which had some insurance (usually CDW - collision damage waiver and Theft Coverage) included BUT had deductibles (or excess as it is called in Ireland). Those deductibles or excess can be as high as €3500. The person thought that the 'basic cheap rate' was all that was needed. According to the person the car rental company was to blame for having to purchase additional insurance coverage at the counter. If that person had read on the confirmation what was included and what was NOT included then the counter experience would have been much different.

Well, let me breakdown car rental rates so you don't blame the car rental company for something you should have known when you made the reservation.

The fundamental question you should ask yourself is how much 'risk' can I accept? A rental car in Ireland has a value of €12,000 to €100,000 depending on the category of car. When you rent a car the rental agreement you sign (contract) makes you financially responsible for the

If you do your homework you can have a GREAT car rental experience.

value of the car. If you have a 'high risk' tolerance that the 'basic cheap rate' with deductibles may be right for you. That means that should you damage the car you will be responsible for the amount of damage up to the deductible amount.

If you don't want to be responsible for the damage you do to the car then you should add additional insurance to lower that risk. On the example explained above you can add 'Super Cover' which waives the deductible or excess to a small amount or with some companies zero. Most car rental companies exclude tire damage and wheel damage, fuel contamination, and lost car keys from the Super Cover. Some companies exclude glass as well. You can cover some of those risks with a nominal daily amount at the counter.

A car rental company will NOT let you drive away with their car unless they know you have satisfied the financial responsibility and have sufficient insurance coverage.

Knowing how much confusion and concern the above scenario can cause, Conn's Ireland Car Rental partnered with the Hertz Ireland franchise for an exclusive rate that offers a way to Take the Anxiety Out of the Rental Car Experience. Conn's Ireland Car Rental has a Fully Inclusive Rate with NO deductible and No Hidden charges that includes the Super Cover in the rate. Hertz excludes tire damage, wheel damage, fuel contamination and lost car keys from the Super Cover. The excluded tire and wheel damage coverage can be added to your rental contract from €6 to €13 per day. You can do that at the Hertz counter.

## **Conn's Briefing #5 - Doing The Research - Part 4**

### **Credit Card Coverage - Measure Your Risk Tolerance - Part 1**

This, in my opinion, is the ultimate risk and causes the most frustration with car rental customers causing customers to feel they are being hassled and 'sold' what they consider to be unnecessary 'extra' insurance.

Using a credit card's third party insurance 'benefit' has always been a point of discussion for renting a car in Ireland. All the car rental companies are reluctant to accept it when you get to the counter. Usually they are successful in 'selling' the renter their primary insurance and that becomes a point of complaint by the renter as they think their credit card 'benefit' should be accepted and feel they are being ripped off by the car rental company. The car rental company is under no obligation to accept it and in Ireland you may have a 'battle at the counter' which has never been the best way to start off a driving vacation.

One of those anxieties is folks thinking they can rely on 'credit card insurance coverage' to save money. That benefit to certain credit card holders works great in the USA as you have your own auto policy to fall back on. Once you leave the USA and drive in a foreign country you are subject to the laws and customs of that country and it would be foolish to assume that a third party insurer (the insurance company that the credit card company contracts with) would take away the anxiety.

Should you use that coverage then the car rental company will take a HOLD on your credit card for potential damage...an amount up to \$5000 depending on the value of car rented. Should you scratch the car, chip a window, or worse total the car then the car rental company will charge the value of the damage up to \$5000 to your credit card against the HOLD.

The value (cost) of cars in Ireland is about 40% more than in the USA as Ireland Revenue (Ireland's IRS) add a 40% Vehicle Registration Tax on all new cars so a car that may sell in the USA for \$40,000 will cost close to \$60,000 in Ireland. Plus what the dollar=euro exchange rate would be.

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So once the car rental company charges the damage to your credit card you have to file a claim with the credit card company's insurer and provide photos, damage estimates, police report, etc., most of which you forget to obtain while you are in Ireland and have to chase it down from 4,000 to 6,000 miles away. That insurer may take up to 18 months to process your claim and in many cases on large claims will have you settle for 50%.

To me that has never been one of the more fun aspects of a vacation!

So before you decide to 'save money' by relying on your credit card's third party insurer to provide all the insurance coverage....measure your tolerance of RISK!

I have been in the Ireland tourism business for 48 years and the car rental 'insurance' conversation has never changed over that time. 26 of those years I have been partnering with the Hertz franchise in Ireland as they are, in my experience, the best of the car rental companies for overall customer experience and quality. The reason Conn's Ireland Car Rental created the Fully Inclusive Rate with NO Deductible and NO Hidden charges with the Hertz Ireland franchise is to take the anxiety out of the car rental experience.

Our exclusive Fully Inclusive Rate's insurance is with Hertz. That is what I call PRIMARY. The insurance is with Hertz and NOT a third party insurer.....It takes the Anxiety Out of the Car Rental Experience.

As this is a vacation and you don't want what I call 'Car rental hangover' I would recommend that you choose our Fully Inclusive Rate with Hertz Ireland and enjoy the vacation.



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## **Conn's Briefing #6 - Doing The Research - Part 5**

### **Credit Card Coverage - Measure Your Risk Tolerance - Part 2**

As I read the posts on social media Ireland forum sites this last week, I wonder if those who make recommendations about car rental insurance coverage really understand the liability of what they post.

Just because one person may have had a 'damage-free' rental using their credit card coverage does not mean that someone who takes that person's recommendation will experience the same 'damage-free' rental experience.

To those folks that are asking for advice through an Ireland forum PLEASE do your homework and understand that what you read about insurance coverage from someone who shared their rental car experience is just that...their experience.

As I advised in my previous Regular Briefing you must be comfortable with the level of the financial risk you wish to take....from high risk using a credit card's third party insurance...to full insurance from the car rental company.

Certainly the lure is to 'save money' on the car rental price by using the credit card's third party insurance versus increasing the rental car price by including full insurance from the car rental company. The first would bring some anxiousness hoping that you don't damage the rental car and the other takes the anxiety out of the car rental experience.

Sometimes the 'deal' that you read about has high financial risk in the case of damage to the rental car.

Renting a car in Ireland is renting a car in a foreign country, if you live outside of Ireland. Remember you don't have the back-up of your own car insurance you have at home as that policy will not cover you in a foreign country. So when you decline the Ireland car rental company's insurance you are relying solely on the credit card's insurer to pay ALL of your damage claim. Using a credit card's third party insurance coverage come with requirements for you to follow. Be sure you READ that insurance

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policy and its requirements for making a claim BEFORE you commit to using it to cover a rental car.

Risk tolerance is real.

My advice is to be fully covered to eliminate what I call 'car rental hangover.'

So before you decide to 'save money' by relying on your credit card's third party insurer to provide all the insurance coverage....measure your tolerance of RISK!

I have been in the Ireland tourism business for 50 years and the car rental 'insurance' conversation has never changed over that time. 28 of those years I have been partnering with the Hertz franchise in Ireland as they are, in my experience, the best of the car rental companies for overall customer experience and quality. The reason Conn's Ireland Car Rental created the Fully Inclusive Rate with NO Deductible and NO Hidden charges with the Hertz Ireland franchise is to take the anxiety out of the car rental experience.

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## Section Two - Getting The Car Rental Quote

### Conn's Briefing #7 - Getting the Car Rental Quote - A Rental Day

Car rental companies calculate their rental rates in 24 hour periods. For example a seven day rental will start on March 1st at 9:00A and end at March 8th at 9:00A. If you were to start the rental at 9:00A and return it at 2:00P you would be adding an extra day or on the above example it would become an 8 day rental.

So when you are requesting a quote, either through a car rental website or by email and phone call to the car rental company make sure you have a fairly good idea of your pick up times and return times.

If you're not sure when you make the request then get two quotes so you know (per example above) what it would cost for 7 days and 8 days.

That extra day would include one more day of whatever the rate includes.

I find that folks have to deal with airline arrival times and return departure times and with some airlines that mean an early morning arrival and an afternoon return. That usually determines whether you may have that extra day on the rental.

## **Conn's Briefing #8 - Getting the Car Rental Quote**

### **Choosing the Right Car - Part 1**

The next step is to choose the right size car for the number of persons in your party AND the amount of luggage you are bringing as well as the type of transmission required.

Renting a car in Ireland is more expensive than renting one in the USA. Mainly that is due to the purchase price of cars in Ireland which are about 40% to 60% more than the same car in the USA. Three factors for that: all cars have to be imported into Ireland, the Irish government adds a 40% vehicle registration tax on all new cars, and the exchange rate between the US Dollar and the Irish Euro.

In Ireland there is a difference in cost between a manual transmission car and one with automatic transmission. You may not know it but car rental companies buy their cars from new car dealerships. They contract with that dealer to buy back the car after its life as a rental car. In turn the dealer sells those cars to the local consumers as program cars, executive cars, and such. The local consumer would choose a manual transmission car to buy for fuel economy and familiarity on how they learned to drive.

They all learn to drive on a manual transmission. Automatic transmission cars cost more to buy for the dealer and consequently more for the rental car company.

When you are requesting a quote on the Conn's Ireland Car Rental website - you will see on the Car Display page that manual transmission cars are less than automatic transmission cars. In the higher summer season the automatic can be twice the cost of a manual. Be sure to scroll down the car display and look at each car and make sure the price you like is for the transmission type you require.

So when you are visiting our website and getting a quote be sure to select the correct car for your vacation. In the header of each car displayed you will see the category and the transmission type: for example Compact Manual, Compact Automatic, etc. You will see in the car description in

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each car category symbols for the number of passengers, luggage capacity, air conditioning, type of engine (petrol or diesel) and type of transmission (automatic or manual). You can look to the left column on the page and see a legend that translates the symbols.

When considering luggage capacity consider this:

When you drive around town at home or go away for a weekend or a driving a vacation in the USA you know that part of the logistics is making sure you can fit your luggage into your car. You may drive a larger car at home than you may want to rent in Ireland. So the formula is the same for renting a car in Ireland. Rent a car that has enough comfort for the passengers and the capacity to store the luggage you are bringing.

Here's an example: If you drive a full size Chevy Malibu or a Ford Explorer SUV at home you may find that that size vehicle in Ireland will be at the higher end of the rental car tariff. For economy reasons you may want to 'downsize' to a less costly rental car category. Here is where you need to assess how much luggage you should bring.



## Conn's Briefing #9 - Getting the Car Rental Quote Choosing the Right Car - Part 2

Many folks pick the 'right' car to rent by what it costs to rent. Not always the wisest way to end up with a car that has to be comfortable AND hold the luggage you are bringing. My advice is to do two things when looking at the car display on a rental car company's website: the cost for the smallest car that may meet your needs AND the one that is a bit larger.

***SPECIAL NOTE: If you drive a larger car at home I would NOT recommend that you rent the smallest car in the Hertz Ireland fleet as they have a very small engine. You may not enjoy the poorer performance of the smallest car (e.g. Economy category). See Briefing #47.***

The reason I say that is that you have to 'live' in your choice for the duration of your Ireland visit. You want your choice to be one that adds to your enjoyment of your visit and not becomes a 'why did we rent this car?' conversation everyday.

Aside from how many passengers will the car hold you have to also look at how many suitcases will the car hold 'out of view.' On the Hertz car display on the Conn's Ireland Car Rental website you can view the information next to each car category. For example the category B - VW Polo shown says it will hold one large suitcases and 2 small suitcases.....OK you ask what is a 'large' suitcase and what is a 'small' suitcase. The definition I came up with after packing suitcases in Irish rentals cars for over 40 years is this: A small suitcase is 15" in height to 22" in height. A large suitcase is 25" to 27" in height. Once you get to 29" and larger the width of suitcases get fatter and consequently take up more room in a car's trunk (boot) and you would want to consider those to equal to a two small suitcases.

So now that you know the definitions of a 'large' and a 'small' suitcase you are ready to start looking at the car categories based on LUGGAGE CAPACITY.

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EXTRA! EXTRA! - I WISH TO ADD SOME ADDITIONAL COMMENTS REGARDING LUGGAGE CAPACITY. When I provide the definitions of a large suitcase and a small suitcase i should have cautioned that that applies to NOT using the Expansion zipper! If you overfill a suitcase or use the expansion zipper then you are DOUBLING the girth of the suitcase so now it becomes TWO suitcases instead of one.

HERE IS MY PACKING SUGGESTION: Pack your bags two to three days before your departure day...then the day before you leave take half of it out as you won't need it. Ireland is an informal country so jeans,, tees and sweatshirts and a windbreaker with a hood would be the uniform for most of your touring days.

There are service laundromats in most towns so no need to bring 14 changes of clothes for a 14 day trip.

## Conn's Briefing #10 - Getting the Car Rental Quote - Choosing the Right Car - Part 3

In my previous briefing I discussed the luggage capacity and gave you some ideas on how to choose the right size vehicle for your party. Keeping in mind that the 'cheapest' price car may not be the best choice so we need to look at passenger room and comfort.

I mentioned on an earlier briefing about how you drive around your home town or state in your own vehicle so you know how much room you need for the number of folks on your party. Most Americans drive a larger car, pick-up truck or large SUV at home so passenger comfort is not a problem.

Considering that your driving vacation in Ireland will be around 7 days maybe up to 14 days you want to have the same comfort that you are used to at home. In my last post you were able to choose a vehicle based on the need to fit all your luggage. Now take that selection of vehicles and determine which will have the best comfort as well.

On the Car Display page of the Conn's Ireland Car Rental website you will see a symbol showing how many passengers each vehicle will hold. That really means how many seat belts are in the car or vehicle.

It does NOT mean that if a car has 5 seat belts it will comfortably accommodate 5 adults. For example: The VW Polo, category B on the Conn's Ireland Car rental website car display page, shows 5 passengers or 5 seat belts. It won't accommodate five large adults nor five average size adults.

You would need to look at a larger car such as, at a minimum, the category D - VW Jetta or category J - VW Passat. If you determined that your luggage needs meant you needed a 7 seat people carrier or a full size Audi A6 to accommodate your luggage then that would be the vehicle to also provide the touring comfort as well.

If you do your homework you can have a GREAT car rental experience.

Here's a trick that I tell folks when I talk to them about choosing the right car category. If you drive an SUV or larger car at home and are not familiar with the capacity of smaller cars then go around to car dealerships in your home town and take a look at the smaller cars and even their larger cars because all of those car dealerships carry the same cars that you see displayed on the car rental website. The model name may be different but the sizes are exactly the same.

For example the category C - VW Golf, a compact car is sold in the USA at VW dealerships. The Ford compact is the Ford Focus, and so on. By doing your homework and taking a look at the different size cars while you at home will help you determine which car or vehicle you will need to rent. Check you neighbors, work colleagues and friends and see what they drive as that may be the car you are thinking of renting.

Sure the rental cost is a factor in the vacation budget but driving comfort is essential to fully enjoying your Ireland experience. It is a vacation after all!

If you do your homework you can have a GREAT car rental experience.

## Conn's Briefing #11 - Getting the Car Rental Quote - Comparing The Quotes

I always recommend that you visit several car rental websites when researching your car rental for Ireland. For one thing it makes you aware that all car rental are NOT EQUAL!

Many websites that act as aggregators or brokers ( they are not the car rental company) will lead with the cheapest rate they can publish. Caveat emptor (buyer beware) the devil is in the details.

So in order to assist you in finding out what is the BEST deal I have outlined below my areas of comparison:

Then compare those to the Conn's Ireland Car Rental Hertz Ireland Fully Inclusive Rate with No Deductible and No Hidden charges.

Conn's Ireland Car Rental Includes	Rental Company 1	Rental Company 2	Rental Company 3
Personal Customer Service by Conn			
Value Added Tax			
Location Service Charge or Airport Fee			
Collision Damage Waiver			
Theft Coverage			
Super Cover			
Personal Accident Insurance			
Personal Effects Insurance			
No Deductible			
No Hidden Charges			



If you do your homework you can have a GREAT car rental experience.

Conn's Ireland Car Rental Includes	Rental Company 1	Rental Company 2	Rental Company 3
No Cancellation Charge			
Guaranteed Rate in Euros with Confirmed			
Reservation			

### **CROSS BORDER FEE TO DRIVE INTO NORTHERN IRELAND POST BREXIT**

**Northern Ireland is part of the United Kingdom and the UK is no longer a European Union member country. The Republic of Ireland IS a member country of the European Union. When picking up the car you must now advise the Hertz agent at the counter that you intend to drive into and through Northern Ireland. There will be a cross-border fee of approximately €30 euros. Permission to drive in Northern Ireland MUST be stamped on your Rental Agreement.**

### **United Kingdom Travel (Northern Ireland - UK) Effective 2025**

**UK Travel Authorisation** — If you are traveling into or through Northern Ireland you will need to secure an Electronic Travel Authorization (ETA). You will need to get your **ETA** granted before your journey to the **UK**. Your Electronic Travel Authorization lasts for 2 years and is valid for multiple trips. [Click this link to register and purchase: click here](#)

**Hertz assistance while driving your rental car:** A **BASIC** break down **service** is included in the Customer's rental to cover Call Outs for mechanical faults and Accident. **PREMIUM EMERGENCY ROADSIDE SERVICE (PERS)** will be available to purchase at the Hertz counter starting at €5 Euros a day. You can purchase this additional coverage for the Call Out Costs relating to breakdowns that are the driver's fault with the **PREMIUM ROADSIDE SERVICE AGREEMENT INCLUDING** Flat Batteries, Flat Tires, Keys locked in vehicle, Towing as the result of a Lost Key (excludes the cost of replacement of the key), Running out of fuel. Customer will only need to pay for additional items needed to get back mobile such as replacement fuel, Tires, Keys, etc.

If you do your homework you can have a GREAT car rental experience.

## **Conn's Briefing #12 - Getting the Car Rental Quote Driver Experience Requirements**

I get questions from customers about qualifications to rent a car. Every car rental company sets their own requirements for their customers when it comes to driver experience in renting a car.

This is usually set by the insurance carrier they use and the claims experience of the car rental company. As with any insurance company, say your own car insurance company, the more claims you have, the monetary amount of those claims will determine the premium they charge or the exclusions they include in your policy. Car rental companies are not any different when it comes to that....they just have a larger volume of claims as each rental customer brings with them their own driving experience.

Auto insurance companies do have more concerns about younger drivers and in some cases older drivers. You'll find some car rental companies will add a surcharge to any driver under 25 years old to rent and in some cases those over 70 years old. I have seen examples across the spectrum for car rental companies in Ireland.

It is really not a case of discrimination for age but a result of damage claims to the insurance company for renters in certain age groups.

If you compare that to the company you get your own auto policy at home you will find the same examples.

As Conn's Ireland Car Rental deals exclusively with Hertz Ireland I can speak to their driver requirements. In comparing them to other car rental car companies I know them to be the most generous in both the examples I outlined above.

So do your homework. Get quotes from several car rental websites and discover your best deal and most inclusive rate is with Conn's Ireland Car Rental.

## **Conn's Briefing #13 - Getting the Car Rental Quote Driver Experience - Requirements For Hertz Ireland and Conn's Ireland Car Rental**

As Conn's Ireland Car Rental deals exclusively with Hertz Ireland I can speak to their driver requirements. In comparing them to other car rental car companies I know them to be the most generous.

Here is how they define the driver experience requirement:

Customer must be a minimum age of 25 years and a minimum of 2 years at full license status and can rent the following car categories: (A) VW Up or similar, (B) VW Polo or similar, (C) Volkswagen Golf Diesel or similar, (E) VW Up or similar, (F) Ford Focus or similar.

Customer be a minimum age of 28 years and including a minimum of 2 years at full license status and can rent the following car categories: ((D) VW Jetta Diesel or similar, (G) Ford Mondeo or similar, (J) VW Passat Diesel or similar, (P) Opel Zafira or similar,(Q) & (V) Nissan Qashqai or similar (S) VW Caddy Maxi Life or similar, (T) VW Touran or similar.

Customer be a minimum age of 30 years and including a minimum of 2 years at full license status and can rent the following car categories: All car categories.

Customers over 75 years through the age of 79 years are eligible to rent with the following specific conditions: You must drive on a regular basis; You will need to provide to the counter a letter from your insurance company to state that you have not had an accident within the last 5 years, that you hold a current policy of motor insurance with you and that you are currently driving; You will need to provide a current letter from your doctor to state you have been in good health.

## **Section Four - What Happens At The Car Rental Counter**

### **Conn's Briefing #14 - What Happens at the Car Rental Counter**

#### **- Part One - First Impression**

You've done your homework and did your research and now you have made your car rental reservation. With confirmation in hand you arrive at the destination ready to rent the car.

Depending on which company you rented from you may have all your questions answered OR what awaits at the car rental counter may become one of those horror stories you find on social media car rental sites.

Hopefully I can provide some insight for you so you can at least know what to expect from the car rental company you booked.

Note: If you booked with Conn's Ireland Car Rental you will be going to the Hertz counter. I will provide what to expect if you are one of Conn's Ireland Car rental customers as I go along.

The car rental agent at the counter will be someone who speaks English but with a local accent and may pronounce common words a little differently than what you may be used to. Try and tune your ear to listen for the 'soft' syllables and you should understand the person speaking to you.

The agent will ask for your name and perhaps the confirmation number. You should be prepared to provide the agent with your credit card and your valid driver's license. (note: if you haven't read my Briefing in Driver Experience you may wish to go back and do that).

If you do your homework you can have a GREAT car rental experience.

If you chose to confirm a rental that has minimal insurance coverage be prepared for the request to add insurance to your reservation. As I wrote in my 'Measure your Risk Tolerance' briefing you will be sold insurance if your rental rate does not include it.

Now if you rented through Conn's Ireland Car Rental you go to the Hertz Counter and they will have your name and confirmation in their system, so just give them your name. As you will have confirmed the Hertz Ireland Fully Inclusive Rate with NO deductible and NO hidden charges the rental process will go smoothly. Your only decisions to make at the counter are to add the Tire and Wheel coverage, add a second driver if you wish, and decide if you wish to return the car with a full tank of fuel or elect the FPO - fuel purchase option.

I have been in the Ireland tourism business for over 50 years and the car rental 'insurance' conversation has never changed over that time. 28 of those years I have been partnering with the Hertz franchise in Ireland as they are, in my experience, the best of the car rental companies for overall customer experience and quality. The reason Conn's Ireland Car Rental created the Fully Inclusive Rate

[ConnsIrelandCarRental.com](https://www.ConnsIrelandCarRental.com)



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## **Conn's Briefing #15 -What Happens at the Counter - Part Two - Interacting with the Hertz Customer Service Representative**

It may seem to be a bit intimidating when you face the car rental representative at the car rental counter but remember you are the customer.

The representative does have some front-line authority to make decisions as to whether or not you will rent the car. Even though you may have a confirmation, how you act can have an effect on the representative's decision making.

Here are points to consider:

If you are coming off a flight especially one that has been an overnight flight from the USA chances are you are experiencing some fatigue and perhaps some jet-lag. This can affect some folks' demeanor. Get as much sleep as you can on the flight so you are alert and aware when you present yourself.

If you are one to enjoy adult beverages while flying be sure to limit your alcoholic intake as if the representative smells alcohol on your breath he may ask you to return after you have had some rest.

Make sure your driver's license is current and has at least one year left before it expires. You might want to pull it out of your wallet now and double-check it and if it expires soon get it renewed so you have the new license in hand when you arrive at the counter.

I have talked to customers that arrived at the car rental counter with an expired license and were refused the car.

If you are paying by credit card be sure you have sufficient credit available so the representative can get an authorization for the amount of the car rental PLUS any options you add at the counter (more on that later) and the value of the fuel in the car's fuel tank.

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If the representative can't get an approval on your credit card you won't be able to rent the car. Call your credit card company before you leave for Ireland and make sure they know you will be using the card in Ireland and double check your available credit.

If you are paying by Visa Debit Card then make sure you have enough funds in your account so the representative can get an HOLD on the debit card for the amount of the car rental PLUS any options you add at the counter (more on that later) and the value of the fuel in the car's fuel tank.

If the representative can't get an approval for the HOLD on your Visa debit card you won't be able to rent the car. Call your bank before you leave for Ireland and tell them you will be using your Visa debit card company and make sure they know you will be using the card in Ireland and double check your available balance.

You should always behave maturely and be courteous. Don't arrive at the car rental counter looking for a challenge or a fight! The car rental representative has a job to do and his or her first priority is to insure that the vehicle you are renting will be responsibly driven.

Even though you may be including ALL the insurances available it does not give you license to be reckless. The car rental company prefers that you return the car in the same condition you received it. Your attitude at the counter is an important consideration.

**VERY IMPORTANT - Listen** - When you arrive at the Hertz counter be aware that even though the Hertz CSR (Customer Service Representative) speaks English it may be with an accent. Some customers have advised that they had trouble understanding the conversation. **Here is a tip: Tune your ear! What I mean is that if you come from another English speaking country the way common words are pronounced may differ and you need to 'tune your ear' as the Irish pronounce the heavy accent of a multiple syllable word at the END of the word. Those coming from the USA pronounce the heavy syllable at the beginning of the word.**

If you do your homework you can have a GREAT car rental experience.

## **Conn's Briefing #16 - What Happens at the Counter**

### **Part Three - What You Reserved Will Decide What Will Happen**

There are TWO types of Customers that I will write about here. Those that confirmed the Conn's Ireland Car Rental Hertz Ireland Fully Inclusive Rate (CICR) and those that DID NOT.

If you confirmed the CICR rate your decisions at the counter are just a few:

You will choose to add the optional Tire & Wheel Coverage, add the optional Premium Emergency Roadside Service, add an additional driver, add a Hertz NeverLost GPS and lastly decide whether to purchase the fuel in the tank or return it full. All of the other insurances are already included in the confirmed rate including the Super Cover or also known as Super CDW.

That's it!

Those that DID NOT go through CICR and have chosen to reserve a rate that has minimal insurance or plan to decline the car rental company's insurance and use a credit card to cover the financial liability for the value of the car will have MORE decisions to make.

If you are in the DID NOT category the car rental representative will attempt to SELL you the insurance you did not wish to include when you made the reservation. Remember in my last post I explained that the car rental company wants to be certain that any potential damage to the vehicle is covered BEFORE they have you sign the rental agreement.

## Conn's Briefing #17 - What Happens at the Counter

### Part Four- Upgrade To A Larger Car

In one of my previous briefings I explained how to select the right size car or vehicle for your rental. It comes down to how many people will comfortably fit and how much luggage will fit in the trunk (boot) of the car or vehicle you reserved.

***Hertz Counter Upgrade:*** *If you arrive at the Hertz counter with four suitcases and three persons and you have reserved an economy size car don't be surprised if the Hertz CSR tells you you will need to upgrade to a larger car. You might want to reconsider your reserved choice and choose a larger car BEFORE you depart for Ireland. Otherwise you will be at the mercy of what is available to upgrade to when you arrive. **If you are asked to upgrade be sure to look at the car you confirmed FIRST to see if it will accommodate your party and luggage BEFORE you agree to pay for an upgrade to a larger vehicle. ALSO be sure you UNDERSTAND the additional cost you are adding to your rental cost. It is better to be sure of the upgrade choice BEFORE you accept it because ONCE you sign the Rental Agreement you are committed to the additional UPGRADE cost.***

If the car or vehicle you reserved IS comfortable and will fit your luggage BUT now that you are at the counter you feel it might be nice to have a larger car or perhaps a premium car, you can ASK the Hertz CSR if they have a special price for an upgrade. If they have a car sitting in the parking lot that is not spoken for they would rather get it on the road than leave it there. You can always say NO to the upgrade but then they may come back with a lower upgrade amount.

Here is a hint: You might want to reconsider your reserved choice and choose a larger car BEFORE you depart for Ireland. Otherwise you will be at the mercy of what is available to upgrade to when you arrive.

Ask Conn to email you photos of the inside and luggage capacity of the category you reserved and consider doing the UPGRADE before you depart for Ireland.

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**Please note:** *An upgrade is for the duration of the rental and CAN NOT be extended to a second reservation you may have later or after the current reservation ends.*

## Conn's Briefing #18 - What Happens at the Counter Part Five - License Requirements

I receive many inquiries about driver license requirement. As Ireland is a European Union member country that is a logical inquiry.

If you have a valid state or national driver license that is in English then you can use that license to rent a car in Ireland. There may be some exceptions to licenses issued in certain countries around the world so if you're not sure then ask.

For those folks coming from the USA or Canada you only need a valid state or national license. Be sure that it has at least one year remaining in validity. If you are close to the renewal date of the license I would recommend that you get it renewed.

The reason I recommend that is that many folks do not look at their driver's license frequently and are not aware that it may have expired. I have had several customers arrive at the car rental counter with an expired license and were denied a rental car.

For those of you over the age of 25 the above applies to you.

**VERY IMPORTANT - Ask Questions** - When you are presented with the Rental Agreement to sign BE SURE to go through it line by line and if you don't UNDERSTAND what you see ASK THE Hertz CSR a question about it. The assumption with ANY contract or agreement is that once you sign it you are ACCEPTING that you understand and AGREE with the document. Get something changed or corrected BEFORE you sign it.

## Conn's Briefing #19 - What Happens at the Counter

### Part Six - Driver Experience

#### Driver Experience For Certain Car Categories

Customer must be a minimum age of 25 years and a minimum of 2 years at full license status and can rent the following car categories: (A) VW Up or similar, (B) VW Polo or similar, (C) Volkswagen Golf Diesel or similar, (E) VW Up or similar, (F) Ford Focus or similar.

Customer be a minimum age of 28 years and including a minimum of 2 years at full license status and can rent the following car categories: ((D) VW Jetta Diesel or similar, (G) Ford Mondeo or similar, (J) VW Passat Diesel or similar, (P) Opel Zafira or similar,(Q) & (V) Nissan Qashqai or similar (S) VW Caddy Maxi Life or similar, (T) VW Touran or similar.

Customer be a minimum age of 30 years and including a minimum of 2 years at full license status and can rent the following car categories: All car categories.

**Customers over 75 years through the age of 79 years are eligible to rent with the following specific conditions:** You must drive on a regular basis; You will need to provide to the counter a letter from your insurance company to state that you have not had an accident within the last 5 years, that you hold a current policy of motor insurance with you and that you are currently driving; You will need to provide a current letter from your doctor to state you have been in good health.

1. You must drive on a regular basis
2. You will need to provide to the counter a letter from your insurance company to state that you have not had an accident within the last 5 years, that you hold a current policy of motor insurance with them and that you are currently driving.
3. You will need to provide a current letter from your doctor to state you have been in good health.

## **Conn's Briefing #20 - What Happens at the Counter**

### **Part Seven - Paying for the Rental**

Depending on which car rental company you choose you may experience something different than what I will describe in this Briefing.

Note: If you booked with Conn's Ireland Car Rental you will be going to the Hertz counter.

You have three options on how to pay for the car rental: by credit card, by debit card, or in cash.

The most common method is by credit card. When you use a credit card you must have sufficient credit available to be able to pay for the rental amount.

The Conn's Ireland Car Rental rate is a 'Pay At Location' rate which means that once you have your confirmation number, the Euro amount shown is the price you will pay when you return the car.

Let's look at payment by Credit Card:

The Hertz CSR (Customer Service Representative) will obtain an authorization on your credit card for the confirmed amount of the rental plus the value of the fuel in the tank. When you return the car at the end of the rental your credit card will be charged using the pre-authorization obtained at the beginning of the rental.

Let's look at payment by Debit card:

Hertz will allow you to use a Visa Debit Card to pay for the rental. Selected debit cards are accepted as a valid method of payment when you make a reservation. The renter should present the debit card used for the booking at the Hertz counter. The procedure is the same as using a credit card but you must have funds available at the time of rental to cover the car rental amount plus fuel. This amount will be blocked for the duration of the rental. The rental amount will only be charged by Hertz when you return the car.



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**Please note** - A service charge of € 5.68 (including tax) for cars will be applicable on all payments made with non-EU issued credit/debit/charge cards.

Let's look at payment by Cash:

Some folks have asked if they can pay cash when they return the car as they would prefer not to have their credit card charged. Yes, you can pay for the rental in Euros (cash) by going into the Hertz counter at the return location and tell the Hertz CSR that you wish to pay cash.

### **Pay in Euros or Dollars?**

*You can have a choice of currency to pay for your rental charges; whether to charge your card in USD or Euros. This decision HAS TO BE MADE at the time of pick-up. That decision will be FINAL and cannot be changed when you turn in the car. Please double-check your choice by looking at the sentence immediately ABOVE the place where you sign: **If you elected to have the rental charged in Euros it would read: I confirm ..... and have chosen to pay my rental charges in local currency.** If you elected to have the rental charged in the currency of your credit card it would read: I confirm ..... and have chosen to pay my rental charges in my home currency. If you choose 'home currency' the rental charges will be converted by Monex Financial Services Ltd from the currency of the country of rental to the currency in which your card is issued. Monex will use the commercial daily rate of exchange for the day we bill the charges to your account and will charge an administration fee of up to 2.75% of the transaction. **Make sure you advise the Hertz CSR at the counter that you wish to elect this option.***

**VERY IMPORTANT - Ask Questions** - When you are presented with the Rental Agreement to sign BE SURE to go through it line by line and if you don't UNDERSTAND what you see ASK THE Hertz CSR a question about it. The assumption with ANY contract or agreement is that once you sign it you are ACCEPTING that you understand and AGREE with the document. Get something changed or corrected BEFORE your sign it.

If you do your homework you can have a GREAT car rental experience.

## **Conn's Briefing #21 - What Happens at the Counter**

### **Part 8 - Rental Agreement - Questions Asked Of You**

You've read Parts One to Seven on what happens at the car rental counter so now you need to understand and look over the paperwork (Rental Agreement) before you sign it.

Depending on which company you rented from you may have all your questions answered OR what awaits at the car rental counter may become one of those horror stories you find on social media Ireland forum websites.

If you booked with Conn's Ireland Car Rental you will be going to the Hertz counter. I will provide what to expect if you are one of Conn's Ireland Car rental customers.

The Hertz CSR will ask you for information that he needs to complete the Rental Agreement.

Is the information you provided when making the reservation still correct?

Is the information on your Driver's License correct?

Will there be an additional driver?

Do you wish to take advantage of the FPO - Fuel Purchase Option or do you intend to return the car with a full tank of fuel?

Do you wish to add the Comfort Pack (Tire, Wheel & Glass Coverage)

Do you wish to add the Premium Emergency Roadside Service?

Do you wish to add the Hertz NeverLost GPS system?

Do you wish to Upgrade to a larger or different category of car?

Do you wish to add a Child Seat or a Booster Seat?

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Will you be paying by credit card or debit card?

Will you be driving in or through Northern Ireland?

## **POST BREXIT CROSS BORDER FEE TO DRIVE INTO NORTHERN IRELAND**

Northern Ireland is part of the United Kingdom and the UK is no longer a European Union member country. The Republic of Ireland IS a member country of the European Union. When picking up the car you must now advise the Hertz agent at the counter that you intend to drive into and through Northern Ireland. There will be a cross-border fee of approximately €30 euros. Permission to drive in Northern Ireland **MUST** be stamped on your Rental Agreement. If the fee is **not added** at the Hertz counter then your insurance will not cover you while driving in and through Northern Ireland.

## **United Kingdom Travel (Northern Ireland - UK) Effective 2025**

**UK** Travel Authorisation — If you are traveling into or through Northern Ireland you will need to secure an Electronic Travel Authorization (ETA). You will need to get your **ETA** granted before your journey to the **UK**. Your Electronic Travel Authorization lasts for 2 years and is valid for multiple trips. Click this link to register and purchase: [click here](#)

***Be sure to advise the Hertz agent if you wish to have your rental charged in the currency of your credit card or debit card or in local currency? See Briefing #23***

Use the above as your check-list to make sure you cover each of the items with the Hertz CSR before you sign the rental agreement.

**VERY IMPORTANT - Ask Questions** - When you are presented with the Rental Agreement to sign BE SURE to go through it line by line and if you don't UNDERSTAND what you see ASK THE Hertz CSR a question about it. The assumption with ANY contract or agreement is that once you sign it you are ACCEPTING that you understand and AGREE with the document. Get something changed or corrected BEFORE you sign it.

## **Conn's Briefing #22 - What Happens at the Counter**

### **Part 9 - The Rental Agreement - Explained - Part One**

In my last Briefing I listed the questions that the Hertz CSR (Customer Service Representative) will ask you in order to complete the Rental Agreement.

I will explain each question in this Briefing.

Is the information you provided when making the reservation still correct?

When you made the reservation, you listed a driver's name on the reservation. Will that still be the same person? You listed a phone number, email address, residence address and credit card information. If any of those may have changed be sure to update that with the Hertz CSR.

Is the information on your Driver's License correct?

You will present your driver's license to the Hertz CSR so be sure to advise of any change of address. IMPORTANT: before you leave for Ireland be sure you check to see if your license has NOT expired. If it has get it renewed!

Will there be an additional driver?

In addition to the driver listed on the reservation will you be adding an additional driver. If so, that person will have to present a valid driver's license and meet the driver eligibility requirements for the vehicle being rented. There will be a an additional charge of €9.50 euros a day to add the additional driver.

Do you wish to take advantage of the FPO - Fuel Purchase Option or do you intend to return the car with a full tank of fuel?

The rental comes comes with a full tank of fuel. The value of that will be shown on the Rental Agreement as a potential charge if you do not return the car with a full tank of fuel. The Hertz CSR will explain the FPO or Fuel

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Purchase Option whereby you purchase the fuel for a discounted price and it becomes part of the rental charge. That way you can return the car without having to fill the tank. This is mainly a convenience for those who don't wish to take the time to refuel before turning in the car.

Do you wish to add the Comfort Pack (Tire & Wheel Wheel Coverage)?

As you know the Super Cover portion of the Conn's Ireland Car Rental Inclusive Rate excludes damage to tires (tyres), wheels and glass. Hertz offers a Comfort Pack which allows you to reduce the liability of damage to tires (tyres), wheels and glass to zero. The Hertz CSR will explain that should you elect to add this option there will be an additional charge from €7 euros a day to €13 euros a day, (plus 13.5% tax) depending on the size of the car you rent. Should you have a situation where you blow a tire and purchase a new one at a tire (tyre) shop be sure to keep your receipt and when you return the car the Hertz CSR will deduct that amount from your final rental invoice. Should you damage a wheel by scraping or denting it the Comfort Pack option will waive that damage amount.

Do you wish to add the Premium Emergency Roadside Service?

**Hertz assistance while driving your rental car:** A **BASIC break down service** is included in the Customer's rental to cover Call Outs for mechanical faults and Accident. **PREMIUM EMERGENCY ROADSIDE SERVICE (PERS)** will be available to purchase at the Hertz counter starting at €5 Euros a day. You can purchase this additional coverage for the Call Out Costs relating to breakdowns that are the driver's fault with the **PREMIUM ROADSIDE SERVICE AGREEMENT INCLUDING Flat Batteries, Flat Tires, Keys locked in vehicle, Towing as the result of a Lost Key (excludes the cost of replacement of the key), Running out of fuel.** Customer will only need to pay for additional items needed to get back mobile such as replacement fuel, Tires, Keys, etc.

Use the above as your check-list to make sure you cover each of the items with the Hertz CSR before you sign the rental agreement.

If you do your homework you can have a GREAT car rental experience.

**VERY IMPORTANT - Ask Questions** - When you are presented with the Rental Agreement to sign BE SURE to go through it line by line and if you don't UNDERSTAND what you see ASK THE Hertz CSR a question about it. The assumption with ANY contract or agreement is that once you sign it you are ACCEPTING that you understand and AGREE with the document. Get something changed or corrected BEFORE your sign it.

## Conn's Briefing #23 - What Happens at the Counter Part 10 - Rental Agreement Explained - Part Three

In my last Briefing I explained some of the questions that the Hertz CSR (Customer Service Representative) will ask you in order to complete the Rental Agreement.

Here are the explanations of the remainder of those questions.

Do you wish to add the Hertz Wi-Fi?

Hertz offers a Wi-Fi Hotspot through the mobile cellular provider Vodafone. For those that may not be familiar with this device it is the size of a deck of cards and operates by the use of a dedicated simm card. It provides access to unlimited data cellular service. It is capable of connecting between five and 8 devices at the same time. It can be added to your rental for €14 euros a day. Many customers enjoy the ability to use their smart phones, ipads and laptops as they tour around Ireland. Not only is it useful in the rental car but you can take it with you into your accommodation and have your own wi-fi rather than join a public wi-fi.

Do your wish to add the Hertz NeverLost GPS system?

Hertz has offered their own NeverLost Satellite Navigation System (GPS) for many years. Many customers already use a GPS system in their cars at home so having the ability to rent the Hertz system adds peace of mind while touring Ireland. You can add it to your rental for €12 a day. (Special Note: Conn's Ireland Car Rental offers a promotion each year to allow you to get the Hertz Sat Nav FREE if you make your reservation during the

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promotional period. Check the [ConnsIrelandCarRental.com](https://www.ConnsIrelandCarRental.com) website to see if the promotion is on when you are looking to rent.

Do you wish to Upgrade to a larger or different category of car?

In one of my earlier briefings (Briefing #17) I covered this subject. Your needs may have changed since you made your reservations and you may have more luggage that you anticipated or perhaps added an extra person or two to your party. The Hertz CSR will go over the options for you and offer you a special daily rate to upgrade to a larger car or vehicle. Discuss it with the Hertz CSR and decide if it something you wish to consider.

Do you wish to add a Child Seat or Booster Seat?

If you are traveling with children you must abide by Irish law and have an Child Seat or a Booster Seat for your children. It would be a good idea to add this to your reservation when you make the reservation (select on the Available Extras page) and that way it is already fitted into the rental car. The cost is €40 euros for the Child Seat and €15 for the Booster Seat. That is a one time charge for the rental period.

Will you be paying by credit card or debit card?

In one of my earlier Briefings (Briefing #20) I covered Paying for the Rental. The Hertz CSR will want you know if you wish to use the credit card or debit card that you provided when you made the reservations. If you wish to use a different card be sure you present that to the Hertz CSR and make sure you say you want that card used for payment of the rental.

Remember if you are using a Debit Card you must have sufficient funds in your account so the Hertz CSR can get a hold of the card for the Estimated Rental Charge. A Credit Card is different in that you have a line of credit from which the Hertz CSR will obtain an Authorization for the Estimated Rental Charge.

Do you wish to have your rental charged in the currency of your credit card or debit card or in local currency?



If you do your homework you can have a GREAT car rental experience.

Be sure to advise the Hertz CSR in which currency you wish to have your rental charged. There is a choice of currency to pay for your rental charges; whether to charge your card in USD or Euros. This decision HAS TO BE MADE at the time of pick-up. That decision will be FINAL and cannot be changed when you turn in the car. Please double-check your choice by looking at the sentence immediately the place where you sign: If you elected to have the rental charged in Euros it would read: I confirm ..... and have chosen to pay my rental charges in local currency. If you elected to have the rental charged in the currency of your credit card it would read: I confirm ..... and have chosen to pay my rental charges in my home currency.

If you choose 'home currency' the rental charges will be converted by Monex Financial Services Ltd from the currency of the country of rental to the currency in which your card is issued. Monex will use the commercial daily rate of exchange for the day they bill the charges to your account and will charge an administration fee of up to 2.75% of the transaction.

***Make sure you advise the Hertz CSR at the counter that you wish to elect this option.***

Use the above as your check-list to make sure you cover each of the items with the Hertz CSR before you sign the rental agreement.

**VERY IMPORTANT - Ask Questions** - When you are presented with the Rental Agreement to sign BE SURE to go through it line by line and if you don't UNDERSTAND what you see ASK THE Hertz CSR a question about it. The assumption with ANY contract or agreement is that once you sign it you are ACCEPTING that you understand and AGREE with the document. Get something changed or corrected BEFORE your sign it.

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## Conn's Briefing #24 - What Happens at the Counter

### Part 11 - Rental Agreement - Line By Line- Part One

In my last Briefing I outlined the additional items you may wish to add to the rental when you are at the counter. Now it comes time to sign the Rental Agreement.

You will be presented with a printed document called the Rental Agreement. At the top of the form you will find the Rental Record number, your name, address, driver's license number and the make and model of the car you are renting and the license plate number.

<b>Rental Record</b> RA 80/000000000		<b>HERTZ</b>
<b>John Doe</b> 123 Main Street Anytown, TH 12345 US License No: D5643A123 Model: MII 5 DR AUTO	PLATE 182D 18789	

Here is where some folks are confused. The Conn's Ireland Car Rental confirmed rate inclusion are bundled together on your reservation confirmation. However, for Irish tax purposes that amount has to be 'unbundled' as different items have a different tax percentage. The tax percentages are coded as (A) 13.5% and (B) 23 %.

<b>Estimate of Charges</b>		
<b>€ 000.00 per week</b>	@ 1 weeks (A)	€0.00
<b>€ 000.00 per day</b>	€ 1 day (A)	€0.00
<b>Includes Unlimited Kilometers</b>		
<b>Additional Products</b>		
<b>Super Cover (SC does not covers, wheels, tyres, glass, fuel contamination or keys</b>	Accepted (A)	€0.00
<b>CP - Comfort Pack Tyre/ Wheel/Glass</b>	Accepted (A)	€0.00
<b>PERS - Premium Roadside Service</b>	Accepted (A)	€0.00
<b>Service</b>		

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<b>Driver Baggage Protection</b>	FREE	
<b>NeverLost Charge</b>	Accepted (A)	€0.00
<b>Car/Vehicle Upgrade</b>	Accepted (A)	€0.00
<b>Additional Driver</b>	Accepted (A)	€0.00
<b>FPO (Fuel Purchase Option)</b>	Accepted (B)	€0.00
<b>Mi-Fi</b>	Accepted (A)	€0.00
<b>Adjustment of Charges (if you had a FREE GPS Coupon NVS Allowance)</b>	Accepted (A)	€0.00
<b>Location Service Charge</b>	Accepted (A)	€0.00
<b>Tax Code (A)</b>	13.500%	€0.00
<b>Tax Code (B)</b>	23.000%	€0.00
<b>Estimated Rental Charges</b>		
<b>Estimated rental Charges (Excludings Tax &amp; Fuel)</b>		€0.00
<b>Maximum Refueling Price</b>	€ €0.00 per litre including tax	€0.00
<b>Fuel Service Charge incl tax</b>		€0.00
<b>Total Estimated Rentla Cg Charges (Incl Tax &amp; Fuel)</b>		€0.00

### **CROSS BORDER FEE TO DRIVE INTO NORTHERN IRELAND POST BREXIT**

**Northern Ireland is part of the United Kingdom and the UK is no longer a European Union member country. The Republic of Ireland IS a member country of the European Union. When picking up the car you must now advise the Hertz agent at the counter that you intend to drive into and through Northern Ireland. There will be a cross-border fee of approximately €30 euros. Permission to drive in Northern Ireland MUST be stamped on your Rental Agreement.**

Note: You see two Estimated Rental Charges above. One is without the value of the fuel and below that the value of the fuel and charge IF you return the car with an empty tank. If you take advantage of the FPO Fuel Purchase Option then this section will not appear.

If you do your homework you can have a GREAT car rental experience.

## Conn's Briefing #25 - What Happens at the Counter

### Part 12 - Rental Agreement - Line By Line- Part Two

In my last Briefing I showed you what the Rental Agreement looks like and the Fully Inclusive Rate broken out line by line including how Hertz shows the value of the fuel on the agreements. You now know what the Estimated Rental Charges will be excluding the fuel and including the fuel.

Now for the section below the Estimated Rental Charges total:

Credit/Debit Card Hold Amount €000.00 <b>Note: This is the estimated Rental Charge including Fuel</b>		
Last 4 Digits: 0000 Auth: 00000 <b>Note: This if the last four digits of your credit or debit card and authorization code from card issuer</b>		
CDP No: 00760262 <b>Note: This is the Conn's Ireland Car rental Hertz Rate Code</b>	Rate Plan: EAS3IE <b>Note: This is the Conn's Ireland Car rental Hertz Rate Code</b>	
Group Charged: F	Group Rented: F	Group Reserved: F
Unit: 000000 <b>Note This is the car you rented, mileage and fuel at delivery</b>	KMs Out: 00000	Starting Level: 8/8
Rented: DD/MM/YY <b>Note: This is the actual time the rental started</b> Tel: Number	HH/MM Location	Location
Return: DD/MM/YY <b>Note: This is the time you stated you would return</b>	HH/MM	Location

Smoking is prohibited in all vehicles. A maximum cleaning charge of €250 can apply when smoking has occurred during the rental.

Please retain fuel receipt and provide to staff as proof of purchase on return

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I confirm that the Customer Declaration (on the back of this rental record (or below) which I have read and understood, is true and **I have chose to pay my rental charges in my home currency.**

Renter's Signature.....

(**Note:** Be sure to read the back of the Rental Agreement. “pay my rental charges in my home currency” means that it is the currency of the credit/debit card you presented . **SPECIAL NOTE:** If you want the rental charged in EUROS then it would state: “pay my rental charges in local currency”)

END OF RENTAL AGREEMENT FORM

### **CROSS BORDER FEE TO DRIVE INTO NORTHERN IRELAND**

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**Please note** - A service charge of € 5.68 (including tax) for cars will be applicable on all payments made with non-EU issued credit/debit/charge cards.

**VERY IMPORTANT - Ask Questions** - When you are presented with the Rental Agreement to sign BE SURE to go through it line by line and if you don't UNDERSTAND what you see ASK THE Hertz CSR a question about it. The assumption with ANY contract or agreement is that once you sign it you are ACCEPTING that you understand and AGREE with the document. Get something changed or corrected BEFORE your sign it.

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## **Conn's Briefing #26 - What Happens at the Counter**

### **Part 13 - Rental Agreement - Line By Line- Part Three**

My last two Briefings you learned about what is on the front side of the Hertz Rental Agreement.

Now for the BACK of the Rental Agreement (Customer Declaration) and what some folks call the “small print.”

Please take time to read this as it will explain four VERY IMPORTANT terms of the Rental Agreement (Rental Record) and the Estimated Charges.

Turn the Rental Agreement over and READ - before you sign the other side.

THE CONTENT BELOW APPLIES TO THE RENTAL RECORD AND ESTIMATE OF CHARGES ONLY

Customer Declaration:

By signing the Rental record I confirm that:

I have read, understood and agree to the terms of the rental (contained on my Rental Wallet). In particular, I confirm that my rental vehicle is in the condition indicated on the Pre-Inspection Form and acceptability for any further damage or loss of the vehicle in accordance with paragraph 3 of the terms and conditions. I agree that I will not allow the rental vehicle be driven by any person other than those approved by Ryans Investments and noted on the Rental Record.

Conn's note: When you rent a car you sign an agreement that you are responsible for it. Even though you may have included all of the Hertz insurance you should take care to respect the condition of the car and return it in the same condition and that includes the interior as well.

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I agree to take the coverage and additional charges listed in the Estimate of Charges overleaf and to pay the Total Estimated Charges and any other sums that arise during the rental under the terms and conditions I also agree that you may reserve credit to the amount if the Total Estimated Charges with my credit card company and take any sums owed by me under this Rental record from my credit or charge card.

The amount shown includes a charge for statutory third party insurance unless insurance transfer arrangements have been made.

#### Choose Your Currency (CYC)

For your convenience all customers have the option of Instant Return OR returning keys to the desk at the end of the rental, at which time the CYC option can be reviewed and your document changed. In the event of Instant Return with CYC, I have been offered the choice of two payment currencies. (i) my billing currency, (ii) the local currency, this choice is final and the rate used for currency conversion will be determined by the merchant at a later date without any additional consultation.

Conn's note: I wrote about this in my earlier briefing. You have to advise the Hertz customer service representative in which currency you wish to have the rental charged. This must be done BEFORE you sign the Rental Agreement.

#### Your Estimate of Charges Explained:

1. The Estimate of Charges is based on the following assumptions: that you return the vehicle and all equipment undamaged at the time and place indicated and comply with the terms and conditions of rental. If any of these assumptions is incorrect additional charges may apply.
2. This is NOT a VAT invoice.
3. If you decline Fuel Purchase Option (FPO) and the vehicle is not full on return we will fill the tank ourselves at the price indicated on the front of the Rental Record. A Fuel Service Charge will also apply if indicated.



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**SPECIAL NOTE:** The Conn's Ireland Car Rental Hertz Ireland rate includes **Collision Damage Waiver (CDW)** and **Theft Protection (TP)**, and "**Super Cover**," to **waive your already limited liability in case of damage to, or theft of the Hertz vehicle, its parts and accessories, including those losses resulting from collision, vandalism, theft or attempted theft**, provided the vehicle is used in accordance with the terms and conditions of the rental agreement.

Please note your liability for damage to, or loss of, the vehicle will not be waived where you or the authorized driver are in breach of your obligations under the rental agreement, and in particular the rental restrictions section of the rental terms, or if the loss or damage is caused intentionally, or if the driver was not authorized by Hertz as the main or additional driver.

Moreover, if the main or the additional driver are grossly negligent (for example failure to assess the vehicle's height, driving on unsuitable road conditions, improper use of the vehicle, contribution to damage to / theft of the vehicle) and in particular, but not limited to, the following circumstances:

Striking overhead or overhanging objects;

Driving into a barrier that is too low for the vehicle to pass beneath;

Driving into a barrier in a car park before it fully opens;

**Driving on a road in bad condition without due care resulting in damage to the undercarriage;**

Driving on a beach causing damage by salt water and/or sand;

Driving through flooded roads causing damage to the engine;

Putting wrong fuel in the vehicle or otherwise contaminating the fuel;

Damage occurring as a result of ignoring a warning light;

Burning a clutch (which requires persistent ill use) or using the handbrake incorrectly;

**For example** if you rent a car with manual transmission because it is less cost than an automatic and you haven't driven a manual transmission car recently or have never driven a manual transmission car before and you damage the clutch due to abusive shifting then you may be liable for the damage to the transmission you caused. If the car needs to be towed because you damaged the clutch and it is no longer drivable then you will also incur the towing charges. **My advice is that if you have not recently**

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**driven a manual transmission car then bite the bullet and rent an automatic transmission.**

Damage to the wheel rim caused by driving with a flat tyre;  
Fitting unauthorized objects to the interior or exterior of the vehicle;  
Carrying especially dirty or smelly materials that require extra cleaning costs or that damage or burn the interior;  
Damage resulting from locking the keys in the vehicle or losing the keys;  
Damage resulting from leaving the windows open;  
Loss of the vehicle caused by failure to use the anti-theft system (if provided);  
Loss of the vehicle when you are unable to return the key

Be sure to read the Terms and Conditions printed on the reverse side of the Rental Agreement you signed at the Hertz counter. It covers in detail no cover age for negligent and abusive driving and you responsibility for the damage to the vehicle.

### **CROSS BORDER FEE TO DRIVE INTO NORTHERN IRELAND POST BREXIT**

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***Please note*** - A service charge of € 5.68 (including tax) for cars will be applicable on all payments made with non-EU issued credit/debit/charge cards.

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## **Conn's Briefing #27 - What Happens at the Counter**

### **Part 14 - The Rental Agreement Wallet**

My last three Briefings you learned about both sides of the Rental Agreement (Rental Record).

The Hertz CSR (Customer Service Agent) will put your copy of the Rental Agreement into a RENTAL WALLET. The paper brochure-folder holds a wealth of information you can refer to during your rental. Take a few minutes to become familiar with the information and you should read before you drive away.

There are TEN panels.

The COVER PANEL has your Name, Date, Time (Rental Start Time), Vehicle Registration Number (License Plate), Car Model and Bay#.

Below that are several IMPORTANT CUSTOMER INFORMATION points.

Hertz is NOT to be held responsible for personal items left in the vehicle.

You have a 29 minute Grace Period after the 'due back time' before an extra day is automatically charged.

Only licensed drivers listed on the Rental Agreement may drive. You must obtain Hertz approval for additional drivers.

You must return the vehicle to an authorized Hertz location or incur a charge of €200.

Reminder that Super Cover does not cover wheels, tires, glass, Fuel contamination and keys.

Advised that five of the 10 panels of the RENTAL WALLET contain the Hertz terms and conditions.

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You can access your vehicle Pre-Inspection report by visiting [hertzvpi.ie](http://hertzvpi.ie) and provide your 9 digit Rental Record Number and pick-up date. It is a PDF document that contains the information about the vehicle's condition with supporting photos. You can refer to this during your rental if you are unsure about any damage on the vehicle occurred during the period you have been driving the vehicle.

## **The BACK PANEL:**

### What To Do If An Accident Occurs

Five points to follow:

Refer to Incident Pack supplied in vehicle

Do NOT admit to any fault relating to the incident.

Do not give money to any persons

Call Police if Necessary...dial 999

A written official incident report form for Hertz insurers must be completed before, or at the terminal of the rental.

Please also refer to section 11 of the Terms and Conditions.

### EMERGENCY ROADSIDE ASSISTANCE

Phone +353 (0)53 915 2564

### RENTAL EXTENSIONS

Phone +353 (0)53 915 2564 or closest Hertz rental location

M50 TOLL INVOICE: You can contact [customerservices@hertz.ie](mailto:customerservices@hertz.ie)

You will also find a section on the BACK PANEL you can complete if you are returning the car OUT OF HOURS (or when the Hertz location is closed).

You can complete those boxes with the car information.

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## INSIDE PANELS:

M50 Toll Information - There is NO Toll Plaza on the M50 and should you cross under the transponder Hertz will automatically pay the toll and your credit card on file will be charged the toll plus any administration fee if applicable. ALL OTHER TOLLS must be paid by you at each toll plaza.

HERTZ LOCATION PHONE NUMBER AND GPS COORDINATES  
Phone Numbers and GPS Coordinates PLUS a map of how to find the Hertz Dublin Airport RETURN location

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If you do your homework you can have a GREAT car rental experience.

## **Section Five - What Happens While Driving The Rental Car**

### **Conn's Briefing #28 - While Driving The Rental Car Part 1 - Before You Drive Away**

You've received your car keys and your copy of the Rental Agreement. The Rental Agreement is in the paper Wallet.

Check it over for TWO very important things:

The return date and time that you advised Hertz you would return the car and the 24 Hour phone number is you need assistance while driving.

More on those two items in a later Briefing.

Make your way to where the car is located. Then before you put the luggage in the trunk check the spare tire area to determine if you have a full spare wheel, or a 'donut' or a compressed canister of instant tire repair fluid. If it is a spare tire then check to see if you have the car jack. It is better to know what you have so if a situation arises where you need to access them then you will know you have it.

Next go over the car both inside and out. On the outside check the car for existing damage, scrapes, etc. Hertz would have shown you photos of the car at the counter that show any existing damage. They would also have emailed you those same photos and the completed VPI (Vehicle Pre-rental Inspection) form.

On the inside of the car put the key in the ignition or if you have a keyless ignition have it in the car and then start the engine. Check the turn signals, check the headlights and tail lights. Check the fuel gauge to make sure the tank is full.

If you do your homework you can have a GREAT car rental experience.

Check the fan, radio, heater, AC (if included in the category of car). Look in the glove box and find the Emergency Accident Kit. Take a look at it and see the instructions so you know what to do should you be involved in an accident.

If you rented a Hertz NeverLost GPS be sure to plug it in to the power source to make sure the battery is charging in the unit. Turn on the GPS and go through the menu to LEARN HOW TO USE IT. Make sure the power plug is seated fully in the GPS unit. There is a battery charging symbol on the screen that should show it is charging. This will let you know that the power is connected from the charging source.

I have had many customers complain that the GPS didn't work when it worked fine but they just never took the time to find out how to operate it. The unit has a MENU. Become familiar with it.

I find that if you keep the unit plugged into the power source it will always work. If you just allow it to work on the battery then the battery may not be fully charged and will shut down if it is depleted.

If you have a smartphone you know what I am talking about. A smartphone won't operate either if the battery is depleted.

Should you determine that it is NOT working...don't throw up your hands in disgust....call the 24 hour Hertz number located on the cover of the Rental Wallet. They can walk you through your question or advise you what to do. If the unit is defective you can take it to any of the Hertz locations and swap it out for a different one.

If you rented a Wi-Fi Hot Spot do the same thing. Plug it into the power source and turn it on. The colored lights on it will indicate the power and strength of wi-fi signal. Turn on your smartphone and go to settings and look for the wi-fi signal coming from the hot spot. Connect by providing the password supplied in the case that came with the hot spot. Once you're connected then you're ready to surf or use the phone maps, etc.



## Conn's Briefing #29 - While Driving The Rental Car Part 2 - You're on your way!

By this time you have recognized that you MUST drive on the left hand side of the road and you also realize that the steering wheel is on the right hand side of the vehicle.

Do two things now that won't surprise you later. Turn on your direction indicator and know where it is. Turn on the windshield wiper and find out how to use the washer. You may realize they are on the same side of the steering wheel that they are at home. You may have been expecting them to be opposite.

**Hertz assistance while driving your rental car:** A **BASIC** break down **service** is included in the Customer's rental to cover Call Outs for mechanical faults and Accident. **PREMIUM EMERGENCY ROADSIDE SERVICE (PERS)** will be available to purchase at the Hertz counter starting at €5 Euros a day. You can purchase this additional coverage for the Call Out Costs relating to breakdowns that are the driver's fault with the **PREMIUM ROADSIDE SERVICE AGREEMENT INCLUDING** Flat Batteries, Flat Tires, Keys locked in vehicle, Towing as the result of a Lost Key (excludes the cost of replacement of the key), Running out of fuel. Customer will only need to pay for additional items needed to get back mobile such as replacement fuel, Tires, Keys, etc.

Before you put the Rental Agreement Wallet in the glove box and forget about it find the Hertz 24 Hour Emergency phone number. The number is 053 9152564. That is a local number in Ireland. Should you have a situation involving anything to do with the vehicle you can call them and they will provide a solution for you.

If you are looking at a map or a GPS and see road numbers and letters here is the translation. M stands for Motorway. N stand for National road. R stands for Regional Road. L stands for Local Road.

If you do your homework you can have a GREAT car rental experience.

Ireland has speed limits like any other country. Distances and speed limits are shown in kilometers. A kilometer is roughly six-tenths of a mile or you can multiply the numbers you see by .621 to get an idea of what it would be in miles.

That national speed limit on most 'N' roads is 100 kilometers per hour or times .621 - 62 miles per hour. If there is no posted speed limit then the limit is 80 kilometers per hour or 50 miles per hour.

'R' roads would have a maximum of 80 kilometers per hours and on 'L' roads you would want to drive slower depending on road conditions

When approaching towns and villages and school zones you will see reduced speed limits reducing you down to 60 kilometers per hour - 37 miles per hour, to 50 kilometers per hour - 32 miles per hour.

When you pass through a speed zone and are coming to the end of it you will see a gradual increase in speed limits back to 80 kilometers per hour or evening up to 100 kilometers per hour.

Sometimes you will see an 'end of reduced speed zone' sign which is a circle with a diagonal line through it.

Should you enter a Motorway signified by the letter 'M' such as M1, M2, M17, etc you are on a limited access highway where the posted speed limit is 120 kilometers per hour or 74 miles per hour. That is the highest speed allowed in Ireland.

I do recommend that your take a look through the Road Safety Authority's Rules of the Road manual which can be accessed from their website in PDF form. The have a website: RSA dot ie

The odometer and speedometer on your dashboard are shown in kilometers. It won't take you long to adjust to kilometers for speed and distances.

If you do your homework you can have a GREAT car rental experience.

**Engine - Petrol (Gasoline) or Diesel:** There are petrol (gasoline) and diesel cars in the Hertz Ireland fleet. If the car you received is a diesel car there will be a label on the key chain that says 'Diesel.' There will also be a label on the fuel gauge on the dash board that says 'Diesel.' When you open the refueling lid there will be a label that says 'Diesel.'

Look at the keys when the Hertz agent hands them to you and see what it says. Then look at those other two places I mentioned above when you get into the car. If it is a diesel car it will be labeled in all three of those places.

**See Briefing #32 regarding the difference in cost of both fuels.**

## **Conn's Briefing #30 While Driving The Rental Car Part 3 - Speed Traps or Fair Warning**

In my last briefing I discussed speed limits around Ireland. You should know that those speed limits are enforced.

This briefing is being written now because I just received an email from a customer that incurred a speeding ticket and had some questions. So I thought this might be a good time to write a series of briefings on the subject.

As you drive take a good look at the road signs along the side of the road. You will see every so often a sign that shows an icon of a camera. That doesn't mean that there is a fantastic 'photo op' ahead! It means that in the next stretch of road there may be a camera van parked on the side of the road with their camera window facing you.

The vans have a set of diagonal safety stripes on the back of their van below a window that has a camera behind it. One of the Irish traffic laws stipulates that the motorist must be provided a warning that they are entering a speed camera zone.

If you do your homework you can have a GREAT car rental experience.

So the road sign with the 'camera' icon on it is your warning. When you see the camera van parked on the side of the road ahead you will again see the 'camera' icon. The van is parked in such a way that the rear of the van with the 'camera' icon is facing you.

If you are exceeding the speed limit and there is a camera van the camera inside the van will take a picture of your car, the registration plate and the person behind the driver's steering wheel.

So the best advice is to slow down to below the posted speed limit when you see the road side 'camera icon' sign. If you see the van it is too late.

## **Conn's Briefing #31 - While Driving The Rental Car Part 4 - Speeding and Parking Tickets Will Follow You**

In my last briefing I discussed the 'speed camera vans and how you can be aware of them and how you will be issued a speeding ticket should you be caught speeding by one of them.

The process to receive a ticket goes through the car rental company initially as the rental car you are driving is registered to the rental car company.

Let's use Hertz for this briefing as that in our exclusive rental car partner in Ireland.

The speeding violation is issued by the Garda, Ireland's national police force. They send a written request to Hertz to find out who the driver was of the speeding vehicle. That request is then serviced by Hertz Ireland staff and the information is then given to the Garda who issue a summons and send it to the address that was provided by you on your Hertz rental agreement.

In other words the speeding ticket will follow you home.

Hertz will charge your credit card on file for an administrative fee of €35 for having to process the Garda information request.

If you do your homework you can have a GREAT car rental experience.

Please don't blame or get angry at Hertz or the car rental company for charging an administrative fee as THEY did NOT do the SPEEDING.....you did!

The minimum fine is €80 euros and increases to €120 if not paid within 30 days. There are additional delinquency charges which are explained on the summons you receive from the Garda.

So my advice is to watch your speed and do NOT exceed the posted speed limits as you may be unaware that you are on 'Candid Camera!'

Parking tickets and other violations of the driving laws will be handled in the same way and an administrative fee assessed as well by the car rental company.

Do not ignore parking regulations either. Most of the parking lots or even street parking in major towns have 'Pay and Display' parking rules posted. There is a coin operated (some have credit card capability) machine that dispenses a receipt after you insert the correct coinage for the amount of time you wish to park. You will need to display that receipt on the dash board while you are parked.

If you do not pay or exceed the time you paid for you are subject to getting a ticket. The information gathering process is the same as I outlined above. However, the summons may come from a local town council authority rather than the Garda.

In other words the parking ticket will follow you home.

## Conn's Briefing #32 - While Driving The Rental Car Part 5 - Fuel: Diesel vs Petrol....Savings?

Many folk ask about the two types of fuel available in Ireland. Diesel is very popular in Ireland for the locals. Since they drive 15 - 20,000 kilometers a year it can mean some savings over using petrol (gasoline) as diesel is less in price than petrol.

Keep in mind that fuel in Ireland is expensive compared to the USA as the Irish Government adds a lot of tax to the base price of the fuel.

In an earlier briefing I mentioned that car rental companies, for the most part, contract their rental fleet through mainline car dealerships. They arrive new in the fleet, are rented out over the season to tourists and returned back to the dealership to be sold to the local consumer as 'program' cars, 'executive' cars, or the like. Since the local consumer prefers a diesel engine, more and more of the rental car fleets are having a large percentage of diesel cars.

For the tourist, however, there really is not a lot of a savings but there is some. Today's car engines are engineered for fuel savings and are considerably more efficient than just a few years ago.

Fuel is sold in liter measurements and priced by the liter. If you are used to the US gallon then you can calculate 3.85 liters will equal one US gallon.

At the time of writing this briefing the fuel was costing €1.85 euro a liter for petrol (gasoline) and €1.95 euro a liter for diesel. In other-words €0.10 a liter MORE for diesel over petrol. So if we extrapolate that out based on 3.85 liters to a US gallon the cost is € 0.38 (euro) a gallon MORE if you have a diesel rental car.

Now here is the fun part. Most rentals are an average of 6 or 7 days in length. The average tourist will drive 75 miles a day....maybe 90. So if we use 7 days x 90 we get 630 miles.

If you do your homework you can have a GREAT car rental experience.

Most of the economy, compact and intermediate cars will have average MPG (miles per gallon) of 50 to 60. So if you rent an economy, compact or intermediate car and drive 630 miles you will use a little over 12 gallons. or a savings of €4.50 euros over the course of a driving tour using petrol.

You can't buy a pint of Guinness for that anywhere in Ireland with the savings.

For the aggressive tourist who likes to pile on the miles and wishes to drive 1,000 miles in a week and consume 20 gallons the savings would be € 7.60 euros using petrol.

Now you can buy one pint of Guinness and have something left over for a tip to the barman with the savings.

For those who need to know what the fuel cost is in US Dollars you can do the math: €1.95 x 3.85 equals €7.50 euros a US Gallon. You can convert that by the exchange rate between the euro and the US Dollar (at the time of writing this briefing was \$1.10 = €1.00 euro) you get \$6.64 a US Gallon for petrol (gasoline) and \$8.25 a US gallon for diesel.

Larger vehicles with larger engines will have fuel ratings of 30 to 40 MPG so if you can afford the higher rental cost of those vehicles you probably won't mind the lesser fuel cost savings of diesel over petrol of 30% less for the miles driven.

So my advice is don't spend too much time worrying whether you will get a diesel rental car or a petrol (gasoline) rental car.

It all comes down to the cost of one pint of Guinness!



## **Conn's Briefing #33 While Driving The Rental Car**

### **Part 6 - What to do if something goes wrong with the car?**

As with any driving experience the vehicle you are driving could incur a problem or a concern.

Some of the minor ones would be a warning light on the dashboard. In 99% of the case it is a 'service reminder' light to have an engine service. The Hertz maintenance crew will attend to that when the car is returned from the rental.

On some models you can have a 'tire low pressure' light come on. You might check your tire pressure at the next service station. Every so often that light can be attributed to a faulty sensor. You can mention it to the Hertz agent when you return the car.

The 'engine service' lights would not be a concern but just to be on the safe side call the Hertz EMERGENCY ROADSIDE ASSISTANCE Phone +353 53 915 2564. If you have an Irish land line or Irish mobile (cellular) you can call 053 9152564.

The Hertz staff at the other end of that line should be able to troubleshoot your concern and situation.

If you experience a situation where the car is immobile and can't be driven then be sure to make the call and relate your situation to the Hertz staff member and he will provide a solution for you. He will arrange for a tow truck to take your vehicle to where it can be fixed.

If that happens the Hertz staff member will arrange for a replacement vehicle so you can continue with your vacation.

If the car is able to be driven the Hertz agent will direct you to a place where it can be fixed or to the nearest Hertz location.

If you do your homework you can have a GREAT car rental experience.

For minor inconveniences such as the changing a flat tire the car will either have a spare tire, jack and tire wrench or a pressure can that will inflate the tire and you can drive to a service station to get it repaired. The Hertz staff at the emergency phone number can advise where the closest one would be.

The cost of fixing a flat tire is not reimbursable.

If you have the Hertz emergency staff call out a tow truck to change a tire you will be charged a 'call out' fee which is not reimbursable.

In my next series of Briefings I continue with suggestions about driving while touring Ireland. We'll look at situations to be aware of and some helpful hints to make your driving experience more enjoyable.

## **Conn's Briefing #34 - While Driving The Rental Car**

### **Part 7 -Is all the stuff I bring going to fit?**

#### **Are roads really narrow?**

This can also be considered an update to my Briefing regarding luggage capacity. If you go back and read my Briefing #9 which goes into detail about the luggage you bring versus luggage capacity of the car you rent. If you are still planning to rent a car or haven't left for Ireland as yet please reread it.

The reason is I get calls and emails from folks who rented a car only to discover that when they arrive at the Hertz counter and get the car they booked the luggage won't fit and they have to upgrade to a larger vehicle. There really is no need to bring lots of stuff with you for a one week vacation.

Consider this idea - of course, bring the basics...socks, underwear, toothbrush.. one change of jeans, perhaps an extra pair of shoes. As far as tee shirts and sweats go you're going to buy some of those as souvenirs so why not plan to wear them and that way when you arrive at the Hertz counter and pick up your car the luggage may fit the car you rented.

I have always trusted what a client told me 30 years ago about packing: pack your bags two days before your trip. Then the day before take half of it out as you will never use it! That way you keep the number of bags to a minimum.

Another thought... if the car you drive at home is a large SUV or full size car don't rent an economy car to save money because all you're going to do is complain about the size of the car and yes...the luggage space.

Rent a car that you will have equivalent comfort to what you are used to driving. Don't worry about those posts you read about "all the roads in Ireland are narrow." All of 26 Hertz car categories will fit on every road in Ireland. On most roads fit two abreast. Sure there are some very rural roads that are lightly traveled that may be a car and a half wide but you probably won't run into those too often.

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Roads in the rural part of Ireland have hedgerows on either side, some up to 15 feet high in summer, and for the most part do not have a shoulder or margin or verge. To those that have never driven on a road like that it appears narrow but it isn't. With the exception of those very rural roads I mentioned about the minimum width of a road in Ireland is six meters or over 20 feet.

If you are used to driving your car at home but are sitting in the passenger seat while touring Ireland you will see those hedgerows to your left and feel the road is narrow and want to press the brake pedal or turn the steering wheel BUT there are none of those on your side of the car.

My rule of thumb is if you find yourself on a road that feel anxious about then watch your speed. If you see a vehicle coming towards you and you feel there isn't room for both of you then slow down until that vehicle comes closer so you can gauge the distance and if necessary STOP and allow that vehicle to pass you. You will be amazed that there really was enough room for both vehicles to pass each other.

Hopefully that advice will help your navigation of Irish roads and has provided some tips to help you relax (especially the person sitting in the passenger seat) and enjoy the wonderful Ireland experience.

## Conn's Briefing #35 While Driving The Rental Car Part 8 - Road Hazards While Touring

Before I start providing advice on the car return process let me bring up a few more situations you should be aware of while you are driving around Ireland.

The RSA (Road Safety Authority) publishes a driving manual called Rules of the Road. You may wish to get a PDF copy from their website.

[Click here](#) May take a few second to load!

Try and familiarize yourself with some of the basic signage and what they mean. Granted there are similarities with many of the road signs back at home BUT don't assume.... learn.

During the Spring and Summer months you will encounter road maintenance on many of the roads. Like anywhere else in the world that type of work is done when the weather is best for it. On roads that are one lane in each direction you may encounter a temporary lane closure where there is either a flagger with a 'stop' and 'go' sign paddle or in many places now there is a timed traffic light to allow each lane to move when the the lane is free from on coming vehicles.

Patience is the word here. The delay is minimal, may be a couple of minutes or so,

Other road 'hazards' you may encounter might be a flock of sheep being moved along a rural road by a farmer from one of his fields to another. The same may be true for cattle. The caution here is to stop and allow the animals to get to where they need to go rather than startle them and cause a stampede!

In rural areas the transportation of choice for famers is their tractor. By definition they do not go very fast. You may encounter a tractor in front of you going 15 to 20 MPH and you have to follow it for a distance. The driver of the tractor most likely has his ear protection on and will not hear your

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horn...please DO NOT honk your horn.... that is rude! The tractor may not be able to see your car because of the driver's raised position and perhaps no rear view mirror able to see you. Be patient he won't be in front of you very long. Relax and admire the scenery to the right and left of you.

Relax and enjoy the scenery. Be sure to plan your touring day so you are only behind the wheel for about three hours or so. That allows you to have patience and will minimize fatigue.

## **Conn's Briefing #36 - While Driving The Rental Car Part 9 - You Damage the Vehicle or the Tires & Wheels.**

Before I start providing advice on the car return process let me bring up another IMPORTANT situation you may encounter of while you are driving around Ireland.

There are times when you may not be as observant while driving when incur damage to the vehicle. You could be pulling into a parking lot and misgauge the opening and scrape the side of the car again a concrete pillar or barrier.

You could be moving to the left on a rural road and misjudge the closeness of a hedgerow only to find that it is covering a stone wall and the passenger side-mirror get damaged.

Those incidents do happen.

You should report the incident to the Hertz emergency number shown on your Rental Record Wallet, That number is 053 9152564 from any Irish landline or Irish mobile phone. If you are using your US cellular phone then dial 011 353 53 9152564. The Hertz employees at that number will advise you on anything you may need to do.

If the car is still drivable then continue on as that type of damage is covered under the included Super Cover in the Conn's Ireland Car Rental rate.

Bear in mind that since you damaged the car the Hertz agent at the return location will ask you to complete an 'incident report' and sign it. This allows Hertz to maintain a history of the vehicle. It will take just a few minutes but it is important!.

Another type of damage that can occur more other than what I described above is allowing the tire and wheel to scrape up against a curb when you are parking or you mount the curb and then when you correct the wheel it comes down and catches the curb and the result is a damaged tire and dented rim.



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You could also not see a pothole in a road and because of the speed you are driving could not avoid hitting it and the result is the tire blows and the wheel is damaged.

The tire damage, wheel damage and glass damage are EXCLUDED from the Super Cover so you will be liable for the replacement cost of the tire and wheel damage you caused.

The tire and wheel damage happens more times than one might think.

My advice is that you add the optional Tire, Wheel & Glass coverage to the Rental Agreement at the Hertz counter when you pick up the car.

Considering the cost of replacing a tire or wheel the daily premium is nominal.

Once you include the coverage at the Hertz counter you take the anxiety out of damage to tires, wheels and glass.

Should you incur damage to a tire or wheel and need to replace them be sure to keep your receipts and hand them into the Hertz agent upon return of the vehicle and they will subtract that from the rental amount.

**SPECIAL NOTE:** The Super Cover waives accidental damage to the vehicle down to zero with two exceptions: the damage to Tires, Wheels and Glass (see above) and damage to the engine and transmission due to negligent or abusive driving. For example if you rent a car with manual transmission because it is less cost than an automatic and you haven't driven or have never driven a manual transmission car before and you damage the clutch due to abusive shifting then you may be liable for the damage to the transmission you caused. If the car needs to be towed because you damaged the clutch and it is no longer drivable then you will also incur the towing charges.

**My advice is that if you have not recently driven a manual transmission car then bite the bullet and rent an automatic transmission.**

If you do your homework you can have a GREAT car rental experience.

Be sure to read the Terms and Conditions printed on the reverse side of the Rental Agreement you signed at the Hertz counter. **It covers in detail no coverage for negligent and abusive driving and your responsibility for the damage to the vehicle.**

### ***CROSS BORDER FEE TO DRIVE INTO NORTHERN IRELAND POST BREXIT***

***Northern Ireland is part of the United Kingdom and the UK is no longer a European Union member country. The Republic of Ireland IS a member country of the European Union. When picking up the car you must now advise the Hertz agent at the counter that you intend to drive into and through Northern Ireland. There will be a cross-border fee of approximately €30 euros. Permission to drive in Northern Ireland MUST be stamped on your Rental Agreement.***

### **United Kingdom Travel (Northern Ireland - UK) Effective 2025**

**UK Travel Authorisation** — If you are traveling into or through Northern Ireland you will need to secure an Electronic Travel Authorization (ETA). You will need to get your **ETA** granted before your journey to the **UK**. Your Electronic Travel Authorization lasts for 2 years and is valid for multiple trips. Click this link to register and purchase: [click here](#)

## Section Six - Returning The Rental Car

### Conn's Briefing #37 - Returning The Rental Car

#### Part 1 - The Return Time

You have had a wonderful touring experience enjoying Ireland, her people, her history, the incredible scenery, the 7,000 years of interpreted history, the traditional music, and the craic.

Sadly it must all come to an end and you must return home to your family, friends and to work.

You went through the car rental pick up process some days ago and now it is time to return the car. The return process itself is pretty straight forward but there are things you can do to make sure it goes smoothly.

In a previous briefing I advised you about how car rental rates are calculated - in 24 hour increments. You should open up the glove box and retrieve your copy of the Rental Agreement or the Rental Record. It may also have been emailed to you.

Take another look at it. Just above where you would have signed the agreement you will see the time you took delivery of the car. It would show the time, date and location.

If you have a rental that should be returned at the same time you were took delivery of the car then be sure to look at the time shown on the Rental Record. Make sure you return the car by that time shown.

If you have a rental that was to be returned later in the day from the time you were to pick it up then return the car at the time you advised you would return the car.

Take a look at where you were to return the car. Most rentals are returned to an airport location. As you approach any of the airports you should follow the signage for Car Hire, Car Hire Return, etc. If you wish to have

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exact return location instructions you can email me and I will send that to you.

If you are to return to a city location you should check the hours that location is open as city location have shorter hours than airport locations.

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## **Conn's Briefing #38 - Returning The Rental Car**

### **Part 2 - Return Condition**

When I was a youngster I was taught that if you borrow something you should return it in the same or better condition than you received it.

If you soiled it you cleaned it before you gave it back. I was taught to respect the borrowed property of others.

Renting a car would be the same. Clean out the car of trash. If you drove it on muddy roads and the car is filthy outside take it to a car wash and run it through.

If you drove to a beach and brought sand or mud back to the car and it is in all the carpeting, use the car wash vacuum and clean it out.

In a previous Briefing I advised that if you return a car with excessive dirt inside you may be charged a cleaning fee by the car rental company.

Don't think that just because it is a rental car you should return it filthy. Don't say to yourself "It's just a rental car...someone else will clean it."

Here is a way to check and see what the condition of the car was when you rented it. If you booked through Conn's Ireland Car Rental you took delivery of a Hertz car and at the start of the rental it was presented to you in a clean condition. If there were any marks, scratches or previous damage it would have been noted on the Rental Pre-Rental Inspection report that was emailed to you after you signed the rental agreement.

That inspection report included photos of the car with any existing marks or damage circled in red. It would have also noted if there was any existing damage to the wheels or tires.

If you have access to your emails pull up that pre-rental inspection report and look at the photos.

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While you are at it look into every storage area of the vehicle and make sure you remove any of the items you placed there. That could be coins you received in change during your vacation, cash and credit card receipts for lunches and small purchases, perhaps some personal items you put there so you wouldn't forget them.

I have had customers email me a few days after their return home wanting to know if their iPod, camera, or other personal item was turned in as they could not find it when they got home. If you make the inspection before you turn in the car it is less likely for you to be leaving something of value behind.

## Conn's Briefing #39 - Returning The Rental Car - Part 3 - Arrival at the Return Location

When you were checking your Rental Agreement be sure you check to see if you added the FPO (Fuel Purchase Option) which means you agreed to purchase the fuel that was in the tank. If you did, you can return the car with a less than full tank. Most folks who elect this option enjoy the convenience of not having to find a service station before you return the car.

If your plan was to return the car with a full tank of fuel then before you reach the Hertz return location you will need to find a service station close to where you will return the car and 'top-up' the tank. If you are within a few miles of the Hertz return location and 'top-up' the fuel to 'full' then you should be OK for no refueling charge when you turn in the car.

The next item is to find where you need to return the car. On the Rental Agreement it will show the return location you advised when you made the reservation and the time you need to return the car,

Here are the more popular return locations with their hours of operation and their GPS coordinates.

Note: You can find Hertz location information on the Conn's Ireland Car Rental website by scrolling down to the bottom of the page where you can click the link on the location you want.

Dublin Airport  
Hertz Return Location  
Eastlands Car Hire Facility  
Mon-Sun: 05:00 - 01:00  
Latitude: 53.421079  
Longitude: -6.222548



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#### Shannon Airport

Hertz Return Location

Mon-Sun: 06:00 - 23:30

Latitude: 52.692213

Longitude: -8.923808

#### Cork Airport

Hertz return Location

Mon-Sun: 07:00 - 24:00

Latitude: 51.849379

Longitude: -8.489182

When you arrive at the return location you will be met by a Hertz staff member who will check-in your rental car. He will take mileage and fuel readings and then inspect the car. He will hand you a receipt (Statement of Charges) that shows the charge to your credit/debit card.

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## Conn's Briefing #40 - Returning The Rental Car

### Part 4 - The Customer Invoice - Also Known As Statement of Charges

After the Hertz Representative obtains the information he needs and entered it into his hand-held device he will print out a State of Charges and hand it to you. It looks like a cash register receipt. Note: If you are at the Hertz Counter you may receive a larger document that may be called the Customer Invoice. They are the same thing.

At the top of the form you will find the Rental Record number, your name, address, driver's license number and the make and model of the car you are renting and the license plate number. That is followed by the rate code, rental dates, mileage (kilometers) followed by the rental charges, options Vehicle you added at the counter such as, additional driver, Wheel & Tyre coverage, Fuel Purchase Option (FPO), GPS or Wi-Fi rental, Vehicle Upgrade, etc.

Here is where some folks are confused. The Conn's Ireland Car Rental confirmed rate inclusion are bundled together on your reservation confirmation. However, for Irish tax purposes that amount has to be 'unbundled' as different items have a different tax percentage. The tax percentages are coded as (A) 13.5% and (B) 23 %.

CUSTOMER INVOICE		Hertz
Invoice No: RA 80/XXXXXXXX		
JOHN Q. RENTER		
123 MAINSTREET		
ANYTOWN, 12345 US		
Payment Tyre: VISA	XXXXXXXXXXXX0001	
Model; Octavia TDI AUTO	VEH REG:	182KY15955

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Grp: Charged G	Rent: G	Resv: G
Rented: DD/MM/YY	HH:MM	
At Dublin		
Returned:DD/MM/YY	HH:MM	
To: Dublin		
Kms Out XXXXX		
Kms In XXXXX		
Kms Driven: XXXX		
Rental Charges:	CUR: EUR	
1 Week (s) at	XXX.XX	XXX.XX (A)
Sub Total XXX.XX (A)	Additional Driver Charge	XX.XX (A)
CP- Wheel & Tyre Cover		XXX.XX (A)
Miscellaneous Charges		
Fuel Purchase Option XX	Litres at .XXXX / Litre	XX.XX (B)
Car/Vehicle Upgrade		XXX.XX (A)
MI-Fi Rental		XXX.XX (A)
Total Miscellaneous		XXX.XX
SC (Super Cover) Total		XXX.XX (A)
Location Service charge		XX.XX (A)
Additional Products		
Tax Code Analysis		
	Code A at % 13.5000	XXX.XX
	Code B at % 23.0000	XX.XX
Sub Total:		XXXX.XX EUR

If you do your homework you can have a GREAT car rental experience.

AMOUNT DUE		XXXX.XX EUR

I have been offered a choice of currency and chosen to pay my rental in local currency

THANK YOU FOR RENTING FROM HERTZ

***Please note*** - A service charge of € 5.68 (including tax) for cars will be applicable on all payments made with non-EU issued credit/debit/charge cards.

## Conn's Briefing #41 - Returning The Rental Car

### Part 5 - The Customer Invoice - Also Known As Statement of Charges - CONTINUED

There are other charges that may show up on your Customer Invoice as you may incur charges associated with damage to the vehicle that is not covered due to NOT adding the optional CP- Wheel & Tyre Cover.

That would appear under Miscellaneous Charges section:

Miscellaneous Charges		
Breakdown Call Out		XX.XX (A)
Non Waiverable Damage		XXX.XX

There is a second currency option for your rental charges. That is the currency of your credit card or also know as the currency of my home country. If your credit card is issued by a bank in the USA the Hertz system will default to the currency of U.S. Dollars (USD).

Here is how the last few lines of your Customer Invoice will look if that is the case:

Sub Total:		XXXX.XX EUR
Rental Transaction Amount		XXXX.XX EUR
Exchange Rate:		\$ X.XXX USD
(including Conversion Charge)		
Transaction Currency	Exchange rate	XXXX.XX USD
AMOUNT DUE:		XXXX.XX USD

If you do your homework you can have a GREAT car rental experience.

I have been offered a choice of currency and chosen to pay my rental in the currency of my home country.

THANK YOU FOR RENTING FROM HERTZ

Advice: It is important that should you wish to have your rental charged in Euros but the credit card you are using is in U.S. Dollars (USD) that you advise the Hertz agent BEFORE YOU SIGN THE RENTAL AGREEMENT that you wish to have your card charged in euros (EUR).

***Please note*** - A service charge of € 5.68 (including tax) for cars will be applicable on all payments made with non-EU issued credit/debit/charge cards.

## **Section Eight - Post Rental Questions & Answers**

### **Conn's Briefing #42- Post Rental Questions & Answers**

#### **Part 1 - Comparing the Confirmation Inclusions with Rental Customer Invoice**

The driving portion of your Ireland visit has come to an end. You have returned the car to the Hertz location. You may wish to compare the rental agreement you signed at the Hertz desk when you started your rental with the Customer Invoice (Statement of Charges) you just received when you returned the car.

Some folks also compare the Conn's Ireland Car Rental (CICR) confirmation with the Customer Invoice.

Let's look at that scenario first. In my earlier briefings #23 through #26, I provide explanation of how the rental rate inclusions are displayed on the Rental Agreement you signed. In my recent Briefings #41 and #42, I explained how rental charges are displayed on the Customer Invoice. Both of those are displayed differently from the original reservation Confirmation.

There are two obvious differences is the way they are displayed: The Conn's Ireland Car Rental (CICR) confirmation there is one confirmed rate and a list of what is included. On the Hertz documents the rate inclusions are separated into line items as the Irish government Revenue applies a different tax rate to different items included in the rate.

Many questions are answered by looking at what is included in the CICR confirmation and finding them on the Hertz document. Then look for the OPTIONAL items you ADDED at the Hertz counter as each of them has a separate line item. If you do that you will be able to answer your own questions.



If you do your homework you can have a GREAT car rental experience.

Remember the included tax on the CICR confirmation is BUNDLED into the rate quoted. The Hertz documents display is UNBUNDLED and the tax is separated as a separate line item.

***Please note*** - A service charge of € 5.68 (including tax) for cars will be applicable on all payments made with non-EU issued credit/debit/charge cards.

The above is probably the question that is asked the most and emailed to me or asked of me when the customer calls when they get home.

Some folks FORGET they added extras at the Hertz counter. Take a few minutes and compare and you will be able to answer your own question.

## Conn's Briefing #43 - Post Rental Question & Answers

### Part 2 - “I Got Overcharged!”

I receive emails from some customers after they have returned from their Ireland visit that question the charges on their Final Invoice or on their credit card.

In spite of writing 42 briefings that explain in detail the entire rental process from researching to Final Invoice customers still would rather send an email with a post rental question than look up the answer in my Briefings.

One can't change Human Nature so I will try and highlight some of the popular post-rental questions I receive.

Question #1 - I Got Overcharged!

99.9% of the time this question is answered...No You Did Not.

What one should do before you send the email question is to look at the price that was on your rental confirmation. Look at what was included in that price. (Remember that it is shown in Euros, the local currency of Ireland) Then recall those items you ADDED at the Hertz Counter when you pick up the car. For many folks they add an additional driver, they add the optional Tire & Wheel coverage, they may take advantage of the FPO (Fuel Purchase Option), they may add a Hertz Wi-Fi Hotspot rental, they may add a Hertz NeverLost GPS rental, some may even upgrade to a larger vehicle, . All of those are in ADDITION to the price that was on your rental confirmation

The best way to compare is to take a look at your copy of the Rental Agreement and see if any of those options I have outlined above are listed on the Rental Agreement. If they are your question is answered.

The next thing to do is compare the Rental Agreement you signed at the beginning of the rental with the Final Invoice you received at the end of the rental.

If you do your homework you can have a GREAT car rental experience.

It is the amount shown on the Final Invoice that is charged to your credit or debit card....NOT the ESTIMATED Rental Charge amount shown on the Rental Agreement, you signed at the start of your rental.

If you still have an issue, then email the queried discrepancy to me ALONG WITH a scanned or photo your copy of the RENTAL AGREEMENT that you signed at the Hertz counter AND the FINAL INVOICE you received when your turned in the car.

When I have those I can do the comparison and if there is an item that requires an answer or investigation, I will email it to my contact at Hertz Ireland Customer Services in Wexford and it will get it resolved for you in short order.

Important Note: In May of 2018 the European Union enacted the GDPR (General Data Protection Regulation). That means that Conn's Ireland Car Rental is prohibited from accessing the customer's Rental Record. That is why I ask for you to email me copies of those documents along with your permission to answer your question.

## Conn's Briefing #44 - Post Rental Questions & Answers

### Part 3 - Understanding Post Rental Complaint Posts

You'll read complaints posted on social media. Hopefully the following insight will allow you to understand those posts.

Hertz Ireland rents about 2000 and 3000 cars a day during the peak season.

That means that there are that number of drivers of varying driving experience on the roads in Ireland, driving on the left, in a car they are not familiar with and terrified by what they read in social media posts.

It also means that many of those renters did not take out full insurance coverage and chose to use the 'that won't happen to me' so I don't need insurance reasoning.

The amount of experiences mentioned in those posts is minimal based on the number of cars rented.

There is ALWAYS more to the story than what the person posts as in many cases they are looking for 'peer' support for perhaps a misinterpretation of a telephone conversation, a mistake they made or a situation they are anxious about.

Many times the American visitor who has never been to Ireland before nor for that matter never been outside the USA before interprets the other side of a telephone conversation in a worse-case scenario. After the dust settles and their situation is resolved it bears no resemblance to what they complained about.

If you do your homework you can have a GREAT car rental experience.

Most times these events boil down to an over-reaction by the renter and many times that the person did not fully understand the English language spoken by an Irishman. The Irish culture is different to the American culture and one has to allow for that in any conversation.

Cars do have mechanical issues and all can be resolved.

Sometimes a person should not be driving a car and if they damage a vehicle due to carelessness or abuse the car rental company could deny them a replacement vehicle.

That applies to every car rental company in the world.....even in the United States.

I have read one post regarding a clutch issue. I have no idea what insurance coverage she took out as I would need to see a copy of her rental agreement. She was not a customer of Conn's Ireland Car Rental.

The only way to know if there is a clutch problem would be to have the car returned and the Hertz mechanics look it over. No one can determine that during a conversation over a telephone.

Now, to answer a question about who should you call should you encounter a situation with the rental car, you call the Hertz Emergency number that is printed on the document wallet The Hertz agent gave you with the car keys and relate your situation in a calm manner. The Hertz person will assess what needs to be done and go about getting it resolved.

I would ask that you also send me an email or call me and leave a message if it is outside my business hours and I will follow-up with Hertz Ireland. 99 out of 100 times the call to the Hertz Emergency number resolves the issue but if it needs additional massaging I will attempt to get it resolved for the customer.

The reason I write my Briefings is to educate the customer on all aspects of renting a car in Ireland. The link is located at the top of every page of our website. You should read through them starting with Briefing #1

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## **Conn's Briefing #45 - Post Rental Feedback and Advice.**

### **Part 4 - Have To Upgrade at the Car Rental Counter Due To Too Much Luggage**

You arrive at the car rental counter to find you have too much luggage for the car category you rented.

Well it's that time of the year again when the Summer car rental season starts to get busy. Folks traveling as a part of two, three or four or more will be arriving in Ireland with their luggage and hoping that it will all fit in the car they rented.

I receive one or two emails from folks who end up having to upgrade to a larger car at the counter because they brought more luggage than the car description advised.

Some folks don't understand why the car rental company charges for the upgrade. Well the answer is that you should have rented a larger car when you made your reservation with OR kept your luggage to a minimum or to the published capacity of the car category you rented.

If you read Conn's Briefings, especially Briefing # 9 and #10 you would have received some guidance on how to select the right car to rent based on the luggage capacity.

You can read Conn's Briefings here:

<http://www.connsireland.com/Conns-Briefings-Book.pdf>

Better informed means a better car rental experience.

If a car category has a capacity of two large and two small pieces of luggage be sure you keep your luggage to that amount. If your large suitcase is one of those newer styles that is a hard side shell with deep capacity or you use the expansion zipper then I would count it the same as one large and one small because of its girth. In other words two of those extra wide pieces would equal the four suitcase capacity for the car.

If you do your homework you can have a GREAT car rental experience.

Airlines usually allow one checked in piece and one carry on per person. Some airlines allow more based on the air fare you paid or your elite status with their frequent flyer program.

So if the car you choose to rent shows two large and two small.....that may not allow additional carry-on luggage or large back packs.

So my advice here would be to either keep you luggage to a minimum, rent a larger category of car to accommodate all the luggage you wish to bring or if you arrive in Ireland and the amount of luggage you have will not fit then expect to pay for an upgrade to the larger vehicle.

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## Conn's Briefing #46 - Post Rental Feedback and Advice

### Part 5 - Comparing the Original Reservation with the Final Customer Invoice and the Rental Agreement

After you have returned home from your Ireland vacation experience you will most likely review the final customer invoice for your car rental.

If you just look at the reservation confirmation you received when you made the reservation and then look at the final customer invoice you may see that there may be a difference.

If you do be sure to ALSO look at your copy of the Rental Agreement you signed at the BEGINNING of the rental at the Hertz counter.

If you do you can easily compare what you agreed to at the start of the rental (at the Hertz counter) with what you paid for after you returned the car.

You have forgotten that you added an additional driver, or the optional Tire & Wheel coverage, or rented a Hertz NeverLost GPS or Wi-Fi Hot Spot, perhaps opted for the FPO (Fuel Purchase Option), or may have returned the car with less than a full tank of fuel incurring arefueling charge.

You may have also upgraded the car category to a larger car due to having too much luggage or wanted a bit more comfort.

Remember that any options you add at the Hertz counter are subject to Irish VAT (Value Added Tax).

I wrote several Briefings about how to read both the Rental Agreement and the Final Customer Invoice. Briefings #22 through #26 for the Rental Agreement and Briefings #40 and #41 for the Customer Invoice.

Do your homework first before you write an email asking why there is a difference. The answers are right in front of you.



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I have been in the Ireland tourism business for 48 years and the car rental luggage capacity conversation has never changed over that time. 26 of those years I have been partnering with the Hertz franchise in Ireland as they are, in my experience, the best of the car rental companies for overall customer experience and quality. The reason Conn's Ireland Car Rental created the Fully Inclusive Rate.

[www.ConnsIrelandCarRental.com](http://www.ConnsIrelandCarRental.com)

Facebook: @ConnsIrelandCarRental

## Conn's Briefing #47 - Post Rental Feedback and Advice

### **Part 6 - The size of the car you rent may be different than what you drive at home. Smaller cars have less power and comfort than larger cars**

I receive a few emails and phone calls from customers about how the car they rented is not performing well and are unhappy with the rental car.

After I call and chat with each of them I find that what they rented is an economy size car (because social media says you MUST rent the smallest car.... what a crock!) and what they drive at home is a full size car or SUV.

Of course, the small economy car will not perform as well as a Chevy Malibu or a BMW X5 SUV.

The economy size cars in Europe usually have a 1.0 liter engine and a Chevy Malibu would have a 3.5 liter engine with the BMW SUV about the same.

I would advise that you do not listen to the social media posts scaring you into renting the smallest car.....rent a car that would be something that would perform close to what you are used to driving at home.

If you drive a Chevy Malibu at home then rent a category G - Ford Mondeo automatic or similar car or the category J - VW Passat or similar manual car.

Definitely do not rent an economy size car as you will not be happy if you are used to driving a larger car at home.

The European is comfortable with the very small car as fuel is expensive, twice the price...and more than the USA, in European countries and over the course of a year's driving they can achieve great savings of fuel costs.

If you do your homework you can have a GREAT car rental experience.

Before you make your rental car reservation give Conn a call and discuss the car choices and together you will come to the right choice.

Sure, larger cars cost more but larger anything always costs more than the smaller version.

It is a vacation, not a penance retreat, so don't be a martyr and choose the right size car for comfort and performance.

Don't blame the car rental company if YOU choose the wrong size car to rent.

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## Conn's Briefing #48 - Post Rental Feedback and Advice

### Part 7 - Patience...the secret to an anxiety free rental experience.

I have written 13 Briefings on what happens at the Hertz counter. It is always my assumption that customers will read them and be well informed as to what to expect when you arrive at the Hertz counter and be better prepared to ask questions on anything that may concern you or that you may not fully understand.

I guess the one assumption that I may have made that varies from customer to customer would be 'Patience.'

For many customers their visit to Ireland may be the first time and for a few the first time out of the USA and into a foreign country. So after reading my Briefings on How to Take The Anxiety Out Of Renting A Car In Ireland then the next thing to do is to practice patience.

I have written about how busy some locations can be and there may be a line of customers in front of you...patience. Just think of a situation at home where you go to the supermarket and when you have filled your basket and approach the check-out line there was a line.....patience.

When you go down to the service station to fill up your car's gas tank on Saturday morning and there was a line of cars.....patience.

When you checked in for your flight to Ireland and there was a line of passengers in front of you waiting to check-in....patience.

When you went through airport security and TSA there was a line....patience.

When you arrive at your destination airport (Dublin, Shannon, etc) there was a line at Passport Control.....patience. At the baggage carousel your bags took a while to come out.....patience.

If you do your homework you can have a GREAT car rental experience.

So when you get to the Hertz counter, if several wide-body aircraft landed within a short time of each other that will create a volume of passengers experiencing the same experiences you are. If they are all from the USA then a large percentage of those will be renting cars from the six or seven car rentals companies servicing the airport.....patience.

When it is your turn at the Hertz counter pay attention to what the Customer Service Representative explains to you. He will ask for your driver's license and the credit card you wish to use to pay for the rental. This is your opportunity to let the representative know you wish to add an additional driver, add the optional Tire & Wheel Coverage, double check if you added a GPS rental or child seats. The representative will ask you if you wish to purchase the fuel that is in the tank at a discount and you can accept or not. You may also be asked if you wish to upgrade to a larger car and you can accept that or not.....patience.

When the representative prints out the Rental Agreement (Rental Record) be sure you take the time to go over it line-by-line and get your questions answered BEFORE you leave the counter.....patience.

If you are patient and take the time to do as I suggest you will have minimized any anxiety that would otherwise bother you as you tour around Ireland.

Patience.....and read Conn's Briefings....the secret to taking the anxiety out of renting a car in Ireland.

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**We CONTINUE TO TAKE THE ANXIETY OUT OF RENTING A CAR IN IRELAND**

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