

As a valued customer, we are closely monitoring the ongoing and increased uncertainty that surrounds the Coronavirus (COVID-19) and have implemented enhanced measures to ensure the safety of our customers and employees.

Some of the key initiatives we have put in place include:

- Our standard cleaning routines are very thorough; however, during this time, we have enhanced our efforts in cleaning and disinfecting hard surfaces and frequently touched items.
- Increased sanitization of our public rental spaces with recommended cleaning products.

We are communicating with our employees on a regular basis, providing updates on the virus and how AEZ is supporting a safe and healthy workplace. Among the workplace practices we are instituting are additional employee attentiveness and mandated frequent hand washing, as well instructing employees who feel ill to stay home and consult their healthcare providers.

Reservation Flexibility:

- If you have an existing reservation, we look forward to serving you and want to assure you that we are doing everything we can to ensure a safe and secure rental experience. If you need to modify a reservation, you can do so without incurring any change fees.
- Cancellation/refund Information-

Non-prepaid Reservations:

Please make changes with us online at advantage.com and e-zrentacar.com or call us directly at (800) 777-5500

Prepaid Reservation:

For Reservations booked through:

Hotwire: <https://vacation.hotwire.com/lp/coronavirus-travel?cache=false>

PriceLine: <https://www.priceline.com/help-page/fag/237288/advisories-&-covid-19-information->

Expedia: <https://www.expedia.com/service/#/articles/398/61/25643>

Europcar: <https://www.europcar.com/customer-information>

For all other Prepaid Reservations please send an email request with the reservation confirmation number and your current contact Information directly to our *Voice of the Customer* team at vocTeam@advantage.com

Your safety is our highest priority and we appreciate the trust that you place in our team and our company. Please call us at (800) 777-5500 with any questions.