



AARP Intranet Q & A

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RESERVATIONS AND CANCELLATIONS

How do I book a car rental?

AARP employees are required to reserve vehicles for business travel through Travel Inc. using the online booking system or by contacting Travel Inc. at 1-800-9521950

If booking leisure rentals it is necessary to book with Avis directly, please ensure you include the AARP Avis Worldwide Discount (AWD) number: B077700

www.avis.com or 1-800-331-1212

If booking leisure rentals it is necessary to book with Budget directly, please ensure you include the AARP Budget Customer Discount (BCD) number: D667500.

www.budget.com or 1-800-527-0700

How soon should I book a car rental?

Please book your vehicle rental as soon as possible. This gives Avis and Budget enough time to plan the fleet that is required and ensure that they can satisfy the AARP rental demand.

Do I need to cancel my rental if it is no longer required?

Please do cancel your rental vehicle if you no longer require it. This allows Avis and Budget the opportunity to reallocate the car for another rental.

CAR CHOICE

Which vehicles am I entitled to rent?

AARP policy is to rent an economy, compact or intermediate for individual travellers, or full size for group travel depending on number of people.



What if the car group I reserved is not available?

In the event that the reserved car group is not available, Avis or Budget will upgrade you to the next available car group, at no additional cost. Please ensure that when you accept the vehicle upgrade that AARP has not been charged for this. On rare occasions, it may be necessary for Avis or Budget to downgrade the vehicle choice. Should this happen, please ensure that the invoice is amended to reflect the lower car group.

INSURANCE

What insurance coverage is included within the rates?

In the United States the contracted rates are inclusive of free Loss Damage Waiver (LDW) for business rentals at all corporate and participating locations.

Non Contracted Avis Rates

Avis, Budget and AARP have unique terms within the agreement and therefore you should not rent on non-contracted AARP rates.

If you do choose to rent on non-contracted rates (promotional rates), it is your responsibility to ensure that the correct level of insurance is purchased at the time of the rental.

DAMAGE

What is my responsibility regarding damage?

At the start of the rental, please inspect the vehicle for damage and report any damage that is not already noted on the rental documentation to the Avis or Budget Rental Agent.

Likewise at the end of the rental, please inspect the vehicle. If damage has occurred you will be required to complete the Avis or Budget paperwork to advise them of your knowledge of the damage sustained while the vehicle was in your care.

In United States

If there is an accident with another vehicle, the AARP driver should provide the other driver their name, address, telephone number, driver's license number and rental agreement number. Avis or Budget should also be notified by calling the roadside assistance number on the rental contract. An Avis or Budget accident report should also be completed and turned in to Avis or Budget along with the vehicle.

If you are stopped by law enforcement due to speeding or other traffic violations; you must produce a valid driving license and the proof of insurance card located in the glove box of the vehicle. Any resulting ticket is the responsibility of the renter and should be settled accordingly.



ROADSIDE ASSISTANCE

Avis and Budget work with the leading motorist assistance company to provide a full 24-hour breakdown and roadside assistance service. Details of the free phone number, if you need assistance, are provided on the rental agreement, displayed inside the vehicle, or located on the key tag.

In the event of an accident, property damage or injury, the renter should contact the free phone number, which transfers them to roadside assistance. If the car is not driveable, it will be taken to the nearest Avis or Budget office. Avis or Budget will provide a replacement vehicle if necessary, and do everything to minimize any inconvenience to the renter.

FINES

The renter is responsible for all parking and moving violations as well as any fees associated with the violation. Avis or Budget may pass administrative fees onto the traveler for processing the fee.

AVIS PREFERRED AND BUDGET FASTBREAK

Avis Preferred and Budget Fastbreak are two separate programs and therefore need to be enrolled in individually.

What is Avis Preferred?

Experience Avis Preferred® and accelerate your travel. With a complimentary membership, you'll travel better, saving time and money and gain access to exclusive offers. Skip the counter and paperwork at many locations and go straight to your car. Getting you there, the way you want to go.

[Enroll in Avis Preferred](#) and step out of the line into a faster, better way to travel.

Please enroll using AARP's dedicated [enrollment site](#). The AARP discount number will be automatically loaded into your membership number.

What is Budget Fastbreak?

Join Fastbreak and leave the waiting behind. The program is free to join, and lets you set all of your travel preferences online. So when the open road calls, you can simply flash your license, grab your keys and go. You'll also get access to exclusive deals that save you both time and money.

[Sign up for Fastbreak](#) today and break into a smarter way to travel.

Please enroll using AARP's dedicated [enrollment site](#). The AARP discount number will be automatically loaded into your membership number.



E-RECEIPTS

Enroll in Avis Preferred and Budget Fastbreak today, provide your email address and opt in to having your receipt emailed to you.

LEISURE RENTALS

Can I use the AARP contract for leisure rentals?

You may use the AARP rates for personal use, however it is your responsibility to ensure that you have adequate insurance coverage for your own requirements. For example in the US, you may need to purchase additional LDW, as the free coverage is only for business rentals only.

Avis and Budget have provided leisure programs for AARP which provides discounts and coupons.

Avis

Please quote Avis Worldwide Discount number B077790. Reservations and discount coupons can be accessed [here](#).

Budget

Please quote Budget Customer Discount number D667590. Reservations and discount coupons can be accessed [here](#).