



User Reference Guide for Rental Vehicles

Rental Vehicles (78111808-20-1)

Contractor information, pricing, and contract documents are located on the contract webpage at https://www.dms.myflorida.com/business_operations/state_purchasing/state_contracts_and_agreements/state_term_contracts/rental_vehicles.

Avis and Budget Brands

- The contractor offers services under two different brands: **Avis** and **Budget**.
- Customers may make reservations and rent vehicles from any location for either brand; use the [Avis website](#) and [Budget website](#) to determine the most convenient location for either brand.
- Customers are strongly encouraged to only use airport locations for trips involving air travel.

Definitions

- **Customer:** Any agency, as defined in subsection 287.012(1), Florida Statutes (F.S.), or any eligible user (e.g. a Florida city or county, state college or university, etc.), as defined in [Rule 60A-1.001, Florida Administrative Code](#), that procures services under this contract.
- **Renter:** A customer's (i.e. state agency's or eligible user's) authorized representative or employee who is authorized to rent vehicles for travel.
- **Business Associate:** A duly licensed driver who is traveling with the renter for the purpose of conducting state business or performing official duties and is either: 1) a customer's (i.e. state agency's or eligible user's) employee, or 2) an employee of a state contractor, vendor, or supplier, or 3) a volunteer performing an official state function.
- **Personal Associate:** A duly licensed driver traveling in the rental vehicle with the renter who has one of the following relationships with the renter: spouse, domestic partner, or the renter's children who are above the age of 25 and who reside at the renter's primary residence.
- **Business Use or Business Rental:** Renter's use of rental vehicle to conduct work activities authorized by the customer (i.e. state agency or eligible user).
- **Leisure Use or Leisure Rental:** Renter's use of a vehicle for personal travel.

Avis Preferred and Budget Fastbreak Programs

- Prior to making a reservation or renting a vehicle, renters are strongly encouraged to sign up for the free Avis Preferred and Budget Fastbreak programs:
 - **Avis Preferred:** <https://www.avis.com/en/corporate/A113400>
 - **Budget Fastbreak:** <https://www.budget.com/en/corporate/T417600>
- Renters are also encouraged to download the free Avis and Budget mobile apps:
 - **Avis:** <https://www.avis.com/en/avis-app>
 - **Budget:** <https://www.budget.com/en/products-services/services/mobile-app>
- These steps will help expedite the reservation and rental process for the renter.

Electronic, Central, or Purchase Order Billing

- Business customers can set up Electronic, Central, or Purchase Order Billing for renters (including non-employees and contractors) who do not have a credit card:
 - **Electronic Billing** allows customers to use a credit card to create an account that can be used by multiple renters. Customers should submit the [Avis Global Electronic Billing Terms of Agreement](#) or [Budget Applicant Program Terms of Agreement](#) to **Raylene Clegg**, Avis/Budget Account Services Representative, at floridahelp@avisbudget.com.
 - **Central Billing** allows customers to create a billing account that can be used by multiple renters; customers will receive a monthly invoice for all rentals. Customers should submit the [Avis and Budget Global Commercial Billing Application](#) to **Raylene Clegg**, Avis/Budget Account Services Representative, at floridahelp@avisbudget.com.
 - **Purchase Order Billing** allows customers to issue a purchase order for each rental; customers will receive an invoice within two weeks after the vehicle is returned:
 - First, the customer or renter should follow the instructions shown in the [Reservations section](#) of this document to make a reservation.
 - Then, the customer should issue a purchase order to Avis/Budget that includes the customer's name, address, and phone number; purchase order number; reservation number; amount authorized; and an authorized signature. Purchase orders should be sent to floridahelp@avisbudget.com; state agency customers should use Supplier Name **Avis Budget Group** (LegacyID **F060918165003**) on all MyFloridaMarketPlace (MFMP) purchase orders. **Purchase orders must be sent to Avis/Budget at least two business days prior to vehicle pick-up.**

Car Classes and Rates

- The car classes and associated rates available on this contract are shown on the [price sheet](#).
- Unless otherwise specifically requested by the renter, the approved vehicle class is **Compact** for state agency business use rentals, unless upgraded by Avis/Budget at no additional cost.
- Renters may choose to upgrade to a larger car class at their own expense; the renter must make arrangements with Avis/Budget at the time of pick-up to pay the cost difference using personal funds. **If the renter wants to upgrade to a larger car class at their own expense, the renter must request the larger car class at the time of the reservation, not at the time of pick-up.**
- State agency customers and renters are encouraged to refer to the [Reference Guide for State Expenditures](#) for additional information regarding travel expenses, including hybrid car rentals.

Minimum Age Requirements

- **Business Use:** The minimum age requirement for business use rentals is 18 for all car classes except passenger vans. Passenger vans accommodating 12 to 15 passengers have a minimum age requirement of 21. Avis/Budget will not assess underage fees to any business use rental.
- **Leisure Use:** The minimum age requirement for leisure use rentals is 18 for all car classes except passenger vans. Passenger vans accommodating 12 to 15 passengers have a minimum age requirement of 25. Avis/Budget will assess underage fees to any leisure use rental if the renter is between the ages of 18 and 24.

Reservations

- Renters are strongly encouraged to make reservations as soon as a need for travel is identified.
- Reservations should be made using the Avis/Budget reservation portal for the State of Florida:

RESERVATION PORTAL: <https://www.carrental.com/abqPartners/sof/>

- Reservations can be made using the [Avis website](#), [Avis mobile app](#), [Budget website](#), or [Budget mobile app](#). **Renters should not use the “Pay Now” option on the retail websites or mobile apps.** Renters should use the appropriate Avis Worldwide Discount (AWD) or Budget Corporate Discount (BCD) code to receive the contracted rates shown on the [price sheet](#). Renters may contact **Raylene Clegg**, Avis/Budget Account Services Representative, at 800-525-7521 **or** **Cyd Metcalfe**, Contract Administrator, at 850-414-6741 to obtain their AWD or BCD code. **Renters may not share their AWD or BCD code with family and friends.**
- Reservations can also be made by contacting the Avis/Budget toll-free number; renters should be prepared to provide the AWD or BCD shown above when making a reservation:

STATE OF FLORIDA RESERVATION DESK: 800-338-8211

- Renters are strongly encouraged to cancel reservations as soon as it is determined that the reservation is no longer needed. Avis/Budget will hold reservations for three hours after the reservation time; after three hours, renters are considered a no-show.
- If a vehicle is reserved in advance and the reserved car class is not available, Avis/Budget will provide an upgrade at no additional charge. If a vehicle is not reserved in advance and the desired car class is not available, the renter will be charged for the actual car class rented.

Taxes, Surcharges, and Airport Fees

- In accordance with subsection 212.08(6), F.S., only in-state business use rentals that are billed directly to the customer by use of a purchasing card (PCard), purchase order, or by a pre-approved method of payment are tax-exempt. Tax exemption will not apply to rentals when

renters use personal funds for payment, including cash, checks, or credit cards, even if the renter is subsequently reimbursed by the customer.

- All business and leisure use out-of-state rentals (i.e. rentals that begin outside of Florida) will be charged all taxes and fees assessed based on the rental location, including [select out-of-state city surcharges](#) specified in the contract, if applicable.
- All leisure use in-state and out-of-state rentals are subject to all taxes, fees, and surcharges, including [select out-of-state city surcharges](#) specified in the contract, if applicable.
- All business and leisure use rentals that begin at an airport will be subject to the fees mandated by the airport authority.

Toll Charges

- Renters should plan ahead if they anticipate incurring toll charges during their travel.
- Renters are strongly encouraged to use a SunPass transponder. Renters must add the rental vehicle's license plate number to the SunPass account at time of pick-up **and** remove the license plate number from the account when the vehicle is returned.
- If the renter uses a SunPass transponder or pays cash for tolls, the renter must ensure that the shield box for the Avis/Budget e-Toll transponder is in the "closed" position.
- If the renter travels through a toll plaza without using a SunPass transponder or paying cash, the renter will automatically be charged for using the Avis/Budget e-Toll service. The renter will be charged the actual cost for all tolls **plus** an e-Toll convenience fee of \$4.95 for each day a toll is incurred. The convenience fee will not exceed \$24.75 for the entire rental period. Toll charges and convenience fees will be charged to the method of payment for the associated rental within two to eight weeks after the vehicle is returned.

Vehicle Pick-Up

- At the time of pick-up, renters must present:
 - A valid driver's license.
 - A major credit card (unless Electronic, Central, or Purchase Order Billing is used).
 - Use of debit cards for rentals may be restricted; please refer to the email confirmation received at the time of the reservation, or inquire when making a telephone reservation, regarding the debit card policy for the selected location.
 - An employee ID badge (unless Electronic, Central, or Purchase Order Billing is used).
 - The renter must be employed by a state agency or eligible user (e.g. a Florida city or county, state college or university, etc.).
 - Written authorization is required for non-employees and contractors traveling on behalf of a customer; written authorization must be on the customer's letterhead and include the renter's name, rental dates, and reservation number.
Please note that non-employees and contractors are not permitted to use this contract for leisure use rentals.
- Business and personal associates of the renter are automatically included as additional drivers at no additional charge and do not have to be present at the time of pick-up; however, personal associates cannot be the renter. Additional drivers other than business and personal associates can be added to the rental for an additional charge and must be present at the time of pick-up; these additional drivers must present a valid driver's license and a major credit card.

- Business use renters must not accept any optional coverages; these coverages are included in the contracted rate for business use rentals. Leisure use renters may accept optional coverages if desired; these coverages are not included in the contracted rate for leisure use rentals.
- Renters must not accept the Fuel Service Option; the contract includes a [refueling charge](#).
- Renters must make arrangements with Avis/Budget at the time of pick-up if more than one method of payment will be used for the rental (e.g. personal payment to upgrade to a larger car class at the renter's expense, combination business/leisure use rental, etc.).
- At the time of pick-up, the rental vehicle should:
 - Be in excellent or very good condition with no body damage or mechanical problems.
 - Have tires that appear to be properly inflated and are not excessively worn.
 - Have a full tank of gas (unless the renter agrees to accept less than a full tank and the fuel level at the time of pick-up is clearly indicated on the rental agreement).
 - Have fewer than 35,000 miles on the odometer (unless the rental location has no vehicles with fewer than 35,000 miles and the renter agrees to accept a vehicle with more than 35,000 miles).
 - Not display any warning lights or indicators.
 - Be free of residual odors, smoke, or cigarette smell.
- Renters should not plan on leaving a personal vehicle at a non-airport location during the rental; renters are responsible for any parking fees at airport locations.

Breakdowns, Emergencies, and Accidents

- In the event of a vehicle breakdown, a situation in which the renter believes the vehicle is unsafe, or other vehicle emergency, Avis/Budget shall remedy the situation within two (2) hours of being notified by the renter (e.g. fix the flat tire, jump start the vehicle, refill the vehicle with gas, unlock the vehicle) or replace the vehicle; replacement vehicles shall be the same or greater class and shall be provided at no additional charge. Notification is defined as first contact with an Avis/Budget employee or designated roadside assistance service provider; renters are strongly encouraged to contact the designated roadside assistance service provider:

AVIS/BUDGET ROADSIDE ASSISTANCE: 800-354-2847

- Breakdowns are situations where the vehicle either no longer operates as intended or does not operate at all. Examples of breakdowns include, but are not limited to: brake failure; failure to accelerate; vehicle shaking; difficulty steering the vehicle; overheating; engine smoking; bald or flat tires; locking keys in the car; and running out of gas. Avis/Budget is responsible for all costs associated with roadside assistance; however, the renter will be responsible for the cost of gas (if they run out of gas) or key replacement (if they lose the key to the vehicle).
- Emergencies include, but are not limited to, situations that have resulted in or may imminently result in harm to the operator, passengers, or property. Examples of an emergency are collisions and instances when the vehicle is not able to be safely operated.
- In the event of an accident, business use renters (or leisure use renters who accepted optional coverages) should provide responding law enforcement with the Avis/Budget self-insurance certificate located in the glovebox. Renters should contact the designated roadside assistance service provider if the vehicle is undriveable after the accident. Additionally, renters must notify

Avis/Budget as soon as possible of any accident involving the rental vehicle and must provide information concerning the accident as requested by Avis/Budget. Renters must reasonably cooperate with Avis/Budget in the investigation of accident claims and demands and in the recovery of damages from liable third persons.

Vehicle Return

- Vehicles should be returned at the date, time, and rental location specified on the rental agreement provided at the time of pick-up.
- Vehicles may be returned by a business or personal associate of the renter.
- If the renter returns the vehicle 59 minutes late or less, no additional charge shall be assessed. If the renter returns the vehicle more than 59 minutes late, the **Additional Hours Rate** shown on the [price sheet](#) will be assessed for each hour. If the accumulated **Additional Hours Rate** exceeds the **Daily Rate**, Avis/Budget will bill for an additional day at the **Daily Rate**.
- At the time of return, the vehicle should:
 - Have a full tank of gas (or the same amount of gas that was in the vehicle at the time of pick-up, if the renter agreed to accept less than a full tank).
 - Be clean and free of personal items; if the vehicle is excessively dirty (including animal fur), Avis/Budget may assess a fee up to \$200 to clean the vehicle.
 - Be free of residual odors, smoke, or cigarette smell; if the renter smokes in the vehicle, Avis/Budget may assess a fee up to \$200 to de-smoke the vehicle.
- At the time of return, renters must:
 - Ensure that the receipt reflects the contracted rates as shown on the [price sheet](#).
 - Ensure that the receipt reflects the correct taxes, surcharges, and/or airport fees; if taxes are included on a tax-exempt rental, renters should request a corrected receipt.
 - Ensure the receipt reflects a zero-dollar balance.
 - Ensure that, if the vehicle is returned with less fuel than provided at the time of pick-up, the receipt reflects the correct refueling charge. The refueling charge will be calculated by multiplying the per gallon rate by the number of gallons needed to fill the tank to the fuel level at the time of pickup. The total refueling charge, the number of gallons, and the [current per-gallon rate](#) must be reflected on the receipt.
 - Ensure that, if the vehicle is returned with more fuel than provided at the time of pick-up, Avis/Budget provides credit on receipt for the difference. The credit will be calculated using the [current per-gallon rate](#).

Frequently Asked Questions

- Can I purchase from a vendor outside of this contract if they offer better pricing?
 - In accordance with section 287.056, Florida Statutes, state agencies are required to purchase commodities and contractual services from state term contracts procured by the Department of Management Services.
- What should I do if I have an issue with the contractor?
 - If you are unable to resolve an issue with a contractor, you may contact the contract manager listed on the contract webpage to explore additional options. These options include: complete a vendor performance survey online to document the issue, work

- with the contract manager to elevate the issue with the contractor representatives, or submit a vendor complaint that requires a formal response from the contractor.
- What should I do if my reserved vehicle is not available at the time of pick-up?
 - If a vehicle is reserved in advance and the reserved car class is not available at the time of pick-up, Avis/Budget will provide an upgrade at no additional charge. If a vehicle is reserved in advance and no vehicle is available at the time of pick-up, please contact **Cyd Metcalfe**, Contract Administrator, at 850-414-6741.
 - What can I do to ensure a quick pick-up experience?
 - For Avis rentals, renters are strongly encouraged to sign up for the free [Avis Preferred program](#) and download the free [Avis mobile app](#) prior to pick-up. For Budget rentals, renters are strongly encouraged to sign up for the free [Budget Fastbreak program](#) and download the free [Budget mobile app](#) prior to pick-up.
 - Renters should be prepared to present a valid driver's license, major credit card, and employee ID badge at the time of pick-up; for additional information and exceptions, please refer to the [Vehicle Pick-Up section](#) of this document.
 - Can I pick up and return a vehicle that is rented by another person?
 - For business use rentals, designated personnel employed by the customer may pick up and return a vehicle rented by another person; at the time of pickup, the renter must provide written authorization on the customer's letterhead allowing the designated personnel to pick up and return a rental vehicle on behalf of the renter. The designated personnel must provide a valid driver's license and employee identification badge.
 - For leisure use rentals, the renter must be present to pick up the vehicle; a personal associate of the renter may return the vehicle.

Contact Information

- If you have any questions or require assistance specific to this contract, please contact **Cyd Metcalfe**, Contract Administrator, at cynthia.metcalfe@dms.fl.gov or 850-414-6741.
- If you have any questions or require assistance with receipt corrections, vehicle availability, or Electronic, Central, or Purchase Order Billing, please contact **Raylene Clegg**, Avis/Budget Account Services Representative, at floridahelp@avisbudget.com or 800-525-7521; please copy the Contract Administrator on all communications with the Avis/Budget Account Services Representative.