**FREQUENTLY ASKED QUESTIONS (FAQs)**

**(updated 8/9/24)**

**Relocation of Hertz Car Rental Office to**

**202 Courtland Street, Atlanta, Georgia 30303**

1. **What is the statewide contract number?**

The statewide contract number is **99999-SPD-ES40199376CR-01** (Capitol Hill Airport Car Rental)

1. **When will the current Hertz Car Rental Location, at 204 Jesse Hill Jr. Drive, close?** The Jesse Hill Jr. location will close on **July 19, 2024.** (This is the last day to pick up a rental vehicle from this location or return a rental vehicle to this location)

**NEW LOCATION**

1. **What is the effective date of operations at the new Hertz Car Rental location?** The Courtland Street location will become effective on **July 20, 2024.**
2. **What is the address and contact number for the new Hertz Car Rental Location?**

Address: 202 Courtland Street, Atlanta, GA 30303

Phone: 404-221-0188

1. **What are the hours of operation for the new Hertz Car Rental location?**

Monday – Friday: 8 a.m. – 5 p.m. (EST)

Saturday: 9 a.m. – noon (EST)

Sunday: Closed

**RESERVATIONS**

1. **Are reservations still allowed in Concur for pickup and return to the Jesse Hill Jr. Dr. location?**

Yes. Reservations can be made with Concur, which is the state travel and expense management system, **for pickup and return by July 19.**

1. **If a customer has a pending reservation for pickup at the Jesse Hill Jr. Dr. location after July 19, should a new reservation be made at the Courtland Street location?**

Yes. Customers can reach out to the Hertz contact below to help with making a new reservation. The Courtland Street location will be available in Concur and the Hertz Booking System by July 5.

1. **If a customer has a pending reservation at the Hertz Jesse Hill Jr. Dr. location and needs to return the vehicle after July 19, where should the vehicle be returned?**

The vehicle should be returned to 202 Courtland Street location or any other Hertz location in Georgia, with no extra charges.

1. **Will the reservation process change for the new location?**

No, the reservation process will remain the same.

1. **Will the discount codes change for the new location?**

No, the discount codes will remain the same.

**Pickup/Drop-off on Capitol Hill**

**Return of Rental Vehicles After Normal Business Hours**

1. **Will there be pick-ups & drop-off for customers on Capitol Hill?**

**Pick-up:** Hertz will provide transportation to customers from their office building on Capitol Hill (within a 5-mile radius of Capitol Hill) to the Hertz Courtland Street location, during normal business hours. Customers should ***call 404-221-0188 at least 30 minutes prior to the requested pickup time.***

**Drop-off:** Hertz will provide transportation to customers back to their office building on Capitol Hill (within a 5-mile radius of Capitol Hill) after the rental car has been returned to the Hertz Courtland Street location, during normal business hours.

**\*Please reference Question #5 above for normal business hours at the Hertz car rental location at 202 Courtland Street.**

1. **Can rental vehicles be returned after business hours at the Courtland Street location? No**
	1. The Courtland Street location does not have a drop-box.
	2. The Courtland Street location’s parking lot cannot be accessed after normal business hours. Consequently, vehicles cannot be returned after normal business hours at this location.
	3. What are the financial obligations for returning vehicles after normal business hours?
* Scenario 1: If the vehicle is returned by 9 a.m. the following day, the customer will not be charged for any additional days.
* Scenario 2: State customer rents a vehicle on Saturday, for use only on Saturday.  The Courtland Street office is closed on Sunday.
	+ If the vehicle is returned by 9 a.m. the following Monday, the customer will be charged only for a 1-day rental.
* NOTE: A rental day is 24 hours. If a vehicle is rented at 10 am, the customer should return the vehicle by 10am, the next day.

**Fuel Cards**

1. **Will fuel cards be available with reservations at the Courtland Street location?**

Yes. Customers should request a fuel card, if needed. Fuel cards are only available at this location.

If you request a fuel card, then ***the rental must be returned with a full tank of gas***. If not, Hertz will fill the tank for you and charge you for the cost incurred plus a refueling service fee.

**Parking Personal Vehicles at Courtland Street location During Rental Period**

1. **Can customers park their vehicle at the Courtland Street location and take a rental?**

Parking availability at the Courtland Street location is limited. All the spaces are reserved for the rental vehicle inventory. Consequently, Hertz cannot guarantee they will have space for customer parking during the rental period.

**For any additional questions about the new location transition, please contact:**

**DOAS Contract Management Specialist**

Tamar Forbes-Semple 404-657-9430, tamar.forbes-semple@doas.ga.gov

**Hertz Account Managers:**

 Nadika Perera - 239-301-7635, Nadika.perera@hertz.com

Jeremey McKeller - jmckeller@hertz.com