

THTCARS TERMS AND CONDITIONS

The below Rental Terms and conditions apply ONLY for Bookings made through our website (www.THTCars.com). Please read these terms carefully. By accessing and/or using the Site, you fully and unconditionally accept and agree to be bound by these terms. For bookings that are made with **THTCars** through other websites, please refer to their advertised terms and conditions of the Rental Voucher.

Driver's Requirements

The minimum age to rent a vehicle is 21 years old. The renter or additional driver must have a valid driver's license for one year. Renters and additional drivers under the age of 25 are subject to a surcharge fee and only can rent economy to full-size car cars. For certain specialty and larger-sized vehicles, the minimum age of 25 years of age applies.

Driver's License

The primary piece of identification required to rent a vehicle with **THTCars** is a valid driver's license. For International customers or using a non-US driver license must provide a secondary form of ID as a valid Passport, Government-issued ID card or International License.

Points - endorsements: Minor offenses such as speeding/traffic signals are acceptable up to a maximum of 6 points. If you have any bans or convictions in the last 5 years please call us before making a reservation.

Rental Coverages

Optional coverage is not required to rent a vehicle; however, proof of a current automobile comprehensive, collision and liability insurance policy in the renter's name covering injury to third persons or property is required. Optional coverage is available at the rental counter.

If proof of full coverage cannot be produced at the counter, the renter will be required to buy the appropriate coverage from **THTCars**. If proof of the renter's coverage can be provided within 24 hours of pickup, any unused insurance days will be refunded to

the renter's card. Verification of pre-existing coverage must be conducted at the branch of pickup.

Shuttle Services

IAH Airport Pickup Guidelines (9:00AM to 7:00PM)

Note: Shuttle runs 9:00AM to 7:00PM.

Shuttle Service Instructions

Text us following data on Chat: (<https://bit.ly/4cozk40>)

- A) Terminal
- B) Group size
- C) Car make/model
- D) Reservation number

Follow signs to "Ground Transportation"

Exits are marked with "Shuttle Service"

Please make sure you are at the door mentioned below:

Terminal A: south side, Door A-115 - Zone 4

Terminal B: south side, B-103

Terminal C: south side, Door C-105

Terminal D: south side, Door D-104

THTCars will be sending you free dedicated shuttle service upon your request which can take up to 30 minutes to pick you from your terminal gate number as mentioned above.

Important Note:

Remember in extreme work load shuttle service can take more than 30 minutes however to avoid long wait you are more than welcome to pickup vehicle from THTCars office location which is only 10 minutes away from terminal.

(5719 Edward Dr Houston TX 77032)

We do not pickup from Terminal E

Vehicle Access:

- Validate license plate.
- Send selfie with vehicle.
- Unlocks remotely; look for key in center console.

OFF Hours Pickup & Drop-off (7:00PM To 9:00AM):

Use 5719 Edward Dr, Houston TX 77032.

Methods of Payment

We accept as methods of payment most credit and debit cards like Visa, Mastercard, Discover, and American Express. Please note the primary renter must be the cardholder and have to present a valid card at the counter. **THTCars** branches do not accept cash, checks, prepaid cards or gift cards as methods of payment.

Deposits

A standard \$250 deposit is required on a major credit card for any Domestic Renter.

Local Renters using a credit card are subject to up to a \$500* deposit.

International renters with a round trip ticket will have a deposit up to \$250*.

The renter must present a valid debit or credit card and the expiration date must be after the rental due date. The cardholder must be registered as the primary driver on the rental agreement. Debit or Credit Cards are not-transferable. The deposit is refundable or released after the end of the rental agreement. (See Debit Card Use section below).

*Subject to the pick-up location and insurance for the rental.

Debit Card Use

Domestic and International Renters: Using a debit card to pay deposit, a Domestic or International Renter must provide verification of return confirmation airline ticket, and an additional ID presented at the rental counter at time of pick up.

Locals Renters: All Local renters are subject to verification of proof of a current automobile comprehensive, collision and liability insurance policy in the renter's name covering injury to third persons or property is required from a primary insurance company. A current utility statement in the renter's name and the same address as on the Driver's License, for example gas, electric, cable, etc. must be presented for address verification.

Local Renters Requirements

All Local Renters or any renter without a round trip confirmation airline ticket will be required to show: Proof of a current

automobile comprehensive insurance, collision and liability insurance policy in the renter's name covering injury to third persons or property. In addition, local renters may be asked for a recent (within 3 months of the rental pickup) cell phone bill or other official utility bill matching their respective drivers' license address.

Renters traveling on official government business, on military leave, or with an approved CID number are exempt from the local renter policy. Failure to show an acceptable policy will result in the rental being declined.

Local Renter Vehicle Exclusions: Local Renters are limited to renting the following car classes sizes Compact, Intermediate, Full size, Intermediate SUV, Minivan and Van.

Mileage Cap

All renters are subject to a daily mileage limit of 200 miles for smaller and standard vehicles across all locations. However, luxury and larger vehicles have a daily mileage limit of 100 miles or less. Additional mileage can be purchased if needed.

Please note that any excess miles beyond the rental period will incur a charge of \$0.49 per mile.

Geographic Limitations

For most of our rentals we offer Unlimited Miles, however cars are restricted to the State of the origin of pickup. Arrangements can be made at the branch for exceptions for an added fee. Vehicles that leave the state may be charged a fee up to \$1,000.00 or the overage mileage charge - whichever is greater.

Website Vehicle Display

The featured vehicles that are displayed for each car class on the **THTCars** website or partner booking sites are only representations of the type of vehicle that may be available at the time of pick up. We cannot guarantee that the make or model of the rental vehicle will be offered or available at the time of pick up due to fleet variances in availability or other reasons. We will provide you with either this model or a similar vehicle in size and engine type that the same as the vehicle displayed on our website.

In the event that the car booked is not available, an upgrade to the next available group will be supplied at no extra cost. In the unlikely event, a larger car is not available and a smaller car is

provided, the renter will only be charged for the class of car provided. If the customer has prepaid for the rental, a refund for the difference in car classes will be provided.

Cancellations

If your reservation was confirmed directly with THTCars through the **THTCars** web page at www.THTCars.com please use our "**My Reservations**" page www.THTCars.com/reservations to cancel your reservation. Please note if you fail to meet the above section "Drivers Requirements" a free cancellation is no longer valid. For cancellation of Pay Later and Pre-Paid Reservations booked on our Website, **www.THTCars.com**, please see the sections directly below.

If your reservation was confirmed through another provider (booking site, outside source, etc.), please use the same source to cancel your reservation. Some providers may charge for the cancellation of a reservation if not canceled within a specific time frame. Cancellation of a reservation directly through **THTCars** when confirmed through another provider may not relieve your responsibility with that provider. In order to avoid charges (cancellation fee or penalty), check with the provider and cancel the reservation directly with them.

Cancellation - Pay Later / Pay on Arrival

THTCars not charge a cancellation fee on Pay Later reservations, but does request a cancellation notice as soon as your travel plans have changed. You can cancel your **THTCars** booking up to 30 mins before the scheduled collection time through manage my booking. If you fail to tell us of your cancellation prior to the scheduled collection time or not arrive to collect your reserved rental car, we will charge you up to 3 days rental as a No Show Fee.

Cancellation - Pay Now Reservations

All **THTCars** Pay Now reservations are refundable providing you cancel or amend 24 hours before the reservation is due to start. If you cancel or amend your **THTCars** Pay Now reservation with less than 24 hours, you will forfeit the full amount of your reservation payment. Any refunds will be made to the payment card used to make the original reservation. At the time of pick-up, you must present the same credit card/debit card which was used to pay for your **THTCars** Pay Now reservation. If the card you used to book your **THTCars** Pay Now reservation is lost, stolen, or replaced by the card issuer and cannot be presented at the time of rental, you

will have to process your reservation at the rental counter, and **THTCars** will waive the cancellation fee at the time of pick up.

Optional Extras

Other extras services are not included in our rates. These services are available at booking or at the rental desk.

- Additional Driver
- Easi-Express Toll Service
- Satellite Navigation System (GPS)
- Child Seats
- Road Side Service

Toll Service

You are responsible for the payment of any and all tolls incurred during the rental period. However, for your convenience, we offer Easi-Express, an optional electronic toll payment service whereby all toll charges and any other toll-related fees you incur are covered during the rental period. Easi-Express allows for quick by-pass of unmanned and manned toll booths; you'll cruise right through traffic. Easi-Express must be accepted at the time of pickup and be applied for the entire length of the rental. The Easi-Express Sunpass service covers tolls incurred in all states within the United State. The current rates applicable to the EasiExpress service are from USD/9.99 to USD/19.99 per rental day, depending on the rental location. Customers with Sunpass Portable transponders may use their transponders in our rental vehicles at their own risk, as Sunpass does not acknowledge some devices, and in these cases customers might be responsible for charges incurred. THTCars always recommends the Easi-Express pass when possible. Sunpass peel and stick products will not function in THTCars vehicles.

If you choose not to purchase the optional Easi-Express service at the commencement of your rental, and you utilize a Toll Road, you will then be charged a USD/25.00 admin fee for each day that you have used the tolls plus the price of the toll and fees billed from the tolling authority. All post rental Toll Violation charges are handled by a third-party operator, Global Toll Solutions. Any post rental charges can be directed to Global Toll Solution at (954) 372 1411.

Easi-Express does not cover red light camera violations or other moving violations drivers may incur. Easi-Express service does not cover airport parking either.

Additional Driver

Any additional driver needs to be present when collecting the vehicle to be added on the agreement as an authorized driver. All subsequent extra drivers must also adhere to our general policy and must be at least 21 years of age. In no event shall the Vehicles be used, operated or driven by any other person other than the Renter or an Authorized driver.

One-Way Rentals

THTCars do not offer "One-Way Rentals".

Unused rental days

Should the renter decide to return an **THTCars** vehicle back to our branch earlier than you originally planned, we shall not refund you for unused rental days.

Length of Rental

Rental agreements cannot be assigned for a period longer than 30 days. If you need to rent a vehicle for a longer period of time, you must go into the location prior to the 31st day and renew the rental agreement. The rate booked is guaranteed for the original duration of the reservation.

Grace Period

A rental day is each 24-hour time period commencing with the date/time indicated on the rental agreement at the time of rental. There is a 59-minute grace period for pick-ups and returns. Additional charges and rate recalculation may apply if your pickup or return happens outside of the standard grace period.

Extensions

To request an extension of the rental, you can use our "My Reservations" section on our website at WWW.THTCars.com/reservations The extra day rate may vary according to fleet availability and season. If the rental is

overdue or/with pending balance, extensions are not allowed on our website. If you are using a Third Party Insurance or the website is not allowing your extension for any other reason, please communicate directly to the originated branch or Customer Services at (832) 280-7286. Otherwise, renter must return the vehicle to the branch immediately to avoid Late Return Fees or other related charges.

Currency

The rates displayed at www.THTCars.com website are in US Dollars. Rates for foreign locations or locations that do not use US Dollars as the local currency can fluctuate at any time based on currency conversion rates at the time of pick-up or drop off. If the rates are impacted by a website technical issue, database issue, or other means will not be honored by the location if the rate display was inaccurate due to a technical issue or tampering issue to change the rate display.

Traffic and Parking Fines

If the vehicle receives a fine during the rental period, you will be responsible for full payment of the fine as well as a \$25 admin fee. This includes, but is not restricted to, parking offenses, speeding fines, traffic signal offenses, toll road offenses, etc.

The renter agrees to reimburse THTCars the fees of any collection agency, which may be based on a percentage at a maximum of 50% of the debt, and all costs, and expenses, including reasonable attorney's fees, THTCars incur in such collections efforts.

Fuel Policy

All cars must be returned with the same gas tank level that it was received at pick up on "Same-to-Same basis". If vehicle is returned with less fuel, the refueling charges will be payable at return or deducted from the deposit.

For your convenience, the fuel tank can be purchased at the start of the rental at national pump prices. No mark-up on upfront fuel is levied.*

If the rental is taken on full, the car must be returned with a full tank of fuel from a garage no more than 5 miles away from the car rental branch. Proof of this (receipt/credit card receipt) is required when the car is returned. If the car is returned without proof of a local fill-up, the refueling charge will apply.

The refueling charge is \$7.99 USD per Gallon, plus a refueling admin fee of \$9.50 USD. All prices are plus tax.

* No refund for any unused fuel at the end of the rental.

Other Fees

Late Returns : The rate will increase by USD/50.00 per day each day the vehicle is kept beyond of the standard grace period or the return date of rental.

CDW : Collision Damage Waiver can be purchased at the rental counter for \$19.00 to \$29.00 per day, depending on the rental duration. All renters wishing to use their own insurance must provide proof of coverage on pick-up.

Early Pickup : Additional charges may apply if your pick-up happens before of the standard grace period.

Smoking Fee : We provide and implement a no smoking policy for all vehicles in the fleet. If the vehicle is returned smelling of smoke from any source, you will be charged a smoke cleaning fee of up to \$250 to remove the smoke odor.

Cleaning Fee : If the vehicle requires more than the usual standard cleaning on its return to restore it to its pre-rental condition, allowing for fair wear and tear, a cleaning fee will apply.

Pets : You are permitted to have pets in your hire vehicle provided they are within a carrier at all times. If the vehicle requires cleaning of pet hair or odor then you will be billed for a cleaning fee at the branches discretion.

Return of the Vehicle

The Vehicle shall be returned to the branch selected on the reservation or the location address designated by the company, and on the date shown on contract, or earlier if demanded by the company, together with all tires, tools, accessories and equipment in the same condition as when received (expect for ordinary wear). In no event may Renter or any Authorized Driver keep the Vehicle for more than thirty (30) days. In addition, failure to return the Vehicle when due terminates permission for Renter and all Authorized Drivers to use the Vehicle, and where permitted by law terminates any insurance coverage provided with the Agreement. THTCars may recover the Vehicle without demand and at the Renter's expense, if it is not returned when due, is illegally parked, appears to be abandoned, or is used or obtained in violation of

law or of this Agreement. THTCars will not be liable to Renter or any Authorized Driver for damages resulting from such recovery to the extent permitted by law. Renter waives any right to a hearing or to receive any notice or legal process as a pre-condition for Lessor recovering the Vehicle.

Accident

In the event of road traffic accident, if the renter is involved in a road traffic incident/accident, resulting in damage to the rental car or third party property, a police report must be obtained and produced to the rental company. Failure to produce such report will void any CDW/LDW taken, resulting in the renter being liable for all costs involved in the rental car and third party property. Renter shall immediately report any accident to THTCars and fill out and Incident/Claim Report. Renter must deliver to THTCars or its insurer, if so wanted by the rental company, every process, pleading, notice, or paper of any kind received by Renter or any driver of the Vehicle relating to any claim, suit or proceeding connected with any accident or event involving the Vehicle. Neither Renter nor driver of the Vehicle shall aid or abet the assertion of any such claim, suit or proceeding and shall cooperate fully with THTCars and its insurer in investigating and defending the same.

Any use of the Vehicle as prohibited below will (i) breach this Agreement; (ii) void any limitation of Renter's responsibility for loss of damage to the Vehicle; (iii) will make Renter fully responsible for Lessor's actual and consequential damages, costs and attorney's fees resulting from the breach and (iv) to the extent permitted by law, void any insurance protection provided under the Agreement. Subject to applicable law, Renter, and Renter's Authorized Drivers may NOT permit the Vehicle to be driven or operated:

- a) by any person not specified in agreement or anyone under the influence of intoxicants, alcohol, or drugs;
- b) in any speed contest or test or when overloaded or improperly loaded;
- c) without Lessor's prior written permission outside of the State, off road, to tow or push anything, or for driver training purposes;
- d) to transport hazardous or explosive substances or the transportation of persons or property for compensation;

- e) in connection with conduct that is illegal;
- f) in a willful, wanton or reckless manner, including but not limited to;

- (i) Failure to use seatbelt and required child restraints,
- (ii) Leaving the Vehicle unattended without removing the keys and locking all doors, windows and trunk,
- (iii) Use of the Vehicle when use will cause damage (i.e., warning light on, flat tire, steam arising from engine). IN NO EVENT SHALL RENTER SUBRENT OR RE-LEASE THE VEHICLE TO ANOTHER PERSON OR CORPORATION. If the Vehicle is obtained from Lessor by fraud or misrepresentation or is obtained or used in furtherance of an illegal purpose, all use of the Vehicle is WITHOUT LESSOR'S PERMISSION. The foregoing conditions are cumulative and each of them shall apply to use, operation or driving of the Vehicle.

Loss or Damage to the Vehicle

(a) Regardless of fault, Renter is responsible for all loss of or damage to the Vehicle, including but not limited to: mechanical damage, vandalism, weather, road conditions, acts of nature and diminution of value; except for ordinary wear and tear.

(b) Your responsibility will not exceed the greater of: (i) the retail fair market value of the Vehicle, or, (ii) the depreciated capitalized value as determined by the manufacturer at the time of loss or damage and under either alternative, less salvage value plus actual towing, storage or impound fees, and where permitted by law and administrative charge, diminution of value and a reasonable charge for loss of use.

(c) If Renter purchase's the Physical Damage (PDW) (which is not insurance) at the beginning of the rental and if the Vehicle is used as permitted by this Agreement, Lessor will not hold Renter responsible for loss of damage to the Vehicle, including loss of use.

Repairs

Renter shall not permit any repairs to the Vehicle or suffer any lien to be placed upon it without **THTCars** consent. Renter shall be liable for any such repairs.

Indemnity

You agree to indemnify and hold **THTCars** and its related companies and each of their respective directors, officers, employees and

agents harmless from and against any third-party claim or cause of action, including reasonable attorneys' fees and costs, arising, directly or indirectly, in whole or in part, out of your access or use of the Site or your violation of any law or the rights of any person.

Vehicle Use Data

Rental vehicles will contain hardware that gathers and transmits information about vehicle use. This is done as a security measure against accident or theft and also to provide you with valuable services and information.

Location Tracking

To prevent theft, and to allow us to locate you in case of emergency, accident, lock-out, etc., we track the location of your vehicle. Your location information will be confined to the company service, and we will never impermissibly make your location or movements public. As part of our service, the location of your vehicle may be released to insurance companies, the police, or similar parties in the course of an investigation and/or accident claim, and to provide assistance in emergencies.

SMS Contact

By providing your phone number to **THTCars**, you agree to receive SMS messages from us. You can unsubscribe at any time by replying STOP to any of our text messages.

We will only send you instruction SMS messages regarding to your upcoming or current car rental reservation.

The content of our SMS messages will be relevant to your rental and will not be deceptive or misleading. We will comply with all applicable laws and regulations regarding the sending SMS messages.

Email Contact

By providing your email address to THTCars, you agree to receive email messages from us. You can unsubscribe at any time by clicking the unsubscribe link at the bottom of any of our emails.

As well as confirmation emails from THTCars, you may also receive promotions and special offers from time to time. The content of our email messages will be relevant to your interests and will not be deceptive or misleading.

We will comply with all applicable laws and regulations regarding the sending of email messages.

Website Promotions

Coupons/Codes: THTCars provides specific discount coupons from time to time for the exclusive use of customers or members of specific entities with which THTCars has a contractual relationship. These entity-specific coupons and the proprietary codes affixed on them are our proprietary property and may only be used by the determined customer or members of the specific entities for which the coupons apply. UNAUTHORIZED USE OR DUPLICATION OF ANY OF OUR ENTITY-SPECIFIC DISCOUNT COUPONS IS STRICTLY PROHIBITED.

Free Extra Driver: From time to time, we advertise a "Free Extra Driver" as part of a promotion. If you qualify for a free extra driver, this will be confirmed via email as well as being stored in your booking record for our staff members to see on the day of your collection. If you arrive at the branch and there is no record of the Free Extra Driver offer, our rental staff will contact the Social Media Team to confirm eligibility.

Email Promotions: We may periodically send promotional emails about new cars, special offers or other information which we think you may find interesting using the email address which you have provided. If you wish to remove an email address, please click the "Unsubscribe" link within the email footer or contact info@THTCars.com

Additional Information

Terms changes: THTCars provides this Website (Site) for your use, subject to these Terms of Use and all applicable laws and regulations. THTCars reserves the right to revise these Terms of Use, so please check back periodically for changes.

Links to other sites: The Site may include links to third-party Websites. THTCars does not control and is not responsible for the content or privacy policies of any linked site, and the inclusion of any link on the Site does not imply our endorsement of it.

Privacy Policy: THTCars takes your privacy seriously. Any information submitted on or collected through the Site is subject to our Privacy Policy. Please see Privacy Policy at THTCars.com/privacy for more information.

THTCars reserves the right to cancel the delivery of the vehicle in case of doubts about the financial capacity of the client,

outstanding debts or any serious incidents with **THTCars**. For more inquiries, please contact us at (832) 280-7286.