

THE AVIS SAFETY PLEDGE

AVIS®

The Avis Safety Pledge is the relentless commitment from all of us here at Avis to keep every one of our customers and employees safe. That's why we've taken safety measures across all aspects of the rental experience.



AT THE RENTAL DESK

- ✓ Clear social distancing floor markings at rental desks
- ✓ Staff are provided with masks and gloves
- ✓ Counter-Screens at many of our rental desks
- ✓ Hand sanitiser for customers
- ✓ Enhanced cleaning of desks and all 'high touch' areas

1



PICKING UP YOUR VEHICLE

- ✓ Passenger limits on shuttle buses
- ✓ Staff are provided with masks and gloves
- ✓ Vehicles are cleaned using approved disinfectants prior to every rental
- ✓ Special attention is paid to: steering wheels, indicators, dashboards, hand grips, in-car entertainment system controls, cup holders, centre consoles and door handles, both inside and out.

2



RETURNING YOUR VEHICLE

- ✓ Staff are provided with masks and gloves
- ✓ Drive hire vehicle into the return lane/area
- ✓ A contactless return process
- ✓ Receipt emailed after your rental
- ✓ Vehicles are cleaned using approved disinfectants prior to every rental

3

Avis Preferred customers can use the Avis app's Self-Serve functionality at certain 'key in car' locations across Europe. This allows customers to proceed directly to the car, bypassing the rental desk completely. For more information, [click here](#).