

Aloha Group Coordinator:

Thank you for your interest with Harpers Car & Truck Rental, “Group” rental program. We look forward to servicing your transportation needs. Vehicle booking of (5) five vehicles or more will be considered as a “GROUP” and will be handled with special attention. We can customize your booking and can offer special attention to your rental movement.....but that’s all up to your coordinator.

Please contact our reservation specialist, we are eager to speak with you to discuss the special rates we have to offer you. For your convenience the following is a recap of the handling of a group.

Rates include:

- **Quality late model vehicles**
- **Free Mileage**
- **Free Airport Pick Up/Drop Off Service (Airport To Harpers)**
- **Free Drive Guide**

Rates do not include the following:

* **Hawaii State Taxes:** Hawaii State Excise Tax, Road Surcharge Tax, Off Airport/Airport Access Fee, and Kona Waste Water Fee.

* **Vehicle Licensing Fee’s (VLF):** Rates vary based on the actual weight of the vehicle. (A daily charge)

* **Additional Driver Fee:** Any driver other than the primary renter is subject to an additional per day fee, any second and third additional driver will be at lower per day rate.

* **Credit Card Authorization Form:** (For our commercial partners only) In the event the cardholder will not be present at time of pick up. Harpers can provide a Credit Card Authorization form. This form is subject to certain conditions and must be completely filled out and submitted 48 hours before pick up date. There is a service fee per rental any time using this form.

* **Drop Charges/transfer Fees:** We have locations on each side of the Big Island; it is about a 2-hour drive each way. We do our best at accommodating you if a vehicle is being picked up from one location and dropped off at our other location. The drop charge fees will vary and is based on the type of vehicle and is also based on the drop location.

* **Refueling Service Fee:** At the time of rental, the vehicle will go out with a full tank of gas. The vehicle is to be returned with a full tank of gas otherwise there will be a refueling and service fee charged.

Age Requirements:

All renters and drivers must be 25 years of age or older. Underage additional drivers may be allowed, upon approval from Harpers Management, a per day fee will apply.

Reservations/Guarantee/Deposit:

Harpers will ask for a major credit card at the time of booking/reservation. WE DO NOT ACCEPT: Debit, Check, or Access cards. Booking is not confirmed unless the applicable deposits have been received. We accept Visa, Master Card or a Discover Card. The credit card is used to secure/confirm a reservation. A 50% deposit will be taken at the time of the reservation; cash, check or credit card is acceptable only for 50% deposit. A credit card would still be mandatory. At the time of the rental, the 50% deposit will be applied to the rental. At the time of the rental we do require a credit card to rent, even if a deposit has been received. The estimated balance that is due will be taken via the credit card or if a cash or check deposit has been received. Harpers will still authorize the credit card.

Cancellation Policy and Terms:

Due to the high demand of our vehicles the following is our cancellation policy. Take note, you must cancel your group prior to the period listed below.

- **Groups of 5 - 10 vehicles:** 14 days prior
- **Groups of More than 10 vehicles:** 30 days prior

If you do not need the vehicle, we require that you let us know according to the above stated cancellation period otherwise, there will be a cancellation fee of the 50% deposit amount.

Two (2) Hour Hold:

We also will hold the vehicle/reservations up to (2) two hours from the time stated on the reservation/booking. If we do not hear from you by then, it will be understood that this reservation is a “No Show” and the reservation will be canceled and deposit forfeited.

Flight Information:

In order to provide you with excellent service, Harpers will also need to have flight information to complete the reservation. If applicable a complimentary shuttle service is provided from either the Kona or Hilo International Airport.

Certificate of Insurance:

Harpers fleet policy covers Basic No Fault Liability only. We may require groups to add Harpers as an additional insured, Loss Payee” on their own company insurance policy. A Certificate of Insurance binder must be forwarded to Harpers prior to rental.

Payment:

At the time of rental, a credit card authorization will be taken via the credit card. The 50% deposit by check or cash is acceptable; however, the credit card is still required at

the time of rental. An authorization /hold and balance due will be placed on the credit card at the time of the rental. When the vehicles return, acceptable payment methods can be in cash, check (with approval from a check service provider, or credit card) or Visa, Master Card or Discover Card.

Expediting Your Group Rental:

In order for us to provide excellent service and to expedite your rental, we will be in need of the following information prior to your rental.

- Point Of Contact/Coordinator
- Contact Phone Number/Cellular Number
- Location/Name Of Hotel You Will Be Staying At

Items that you can fax us ahead of time to expedite and give your rental experience that special attention and to eliminate any delays, we will need the following:

- Driver's Name List
- (Drivers May Be Assigned To A Vehicle)- Passenger Names
- Drivers License Information (legible photo copy)
- If You Will Be Purchasing; Loss Damage Waiver (LDW)
If there are any Drop Charges
If there are any Underage Drivers
If there are any Additional Driver

Time Of Rental:

- Primary renter must be present with a valid credit card under his/her name
- Primary renter must have a valid driver's license
- Additional Drivers must be present with a valid driver's license

Please review this information so we can make your rental experience run smoothly. We thank you for your time and cooperation and look forward to servicing you. If you have any questions, please do not hesitate to contact our reservations specialist at (808) 969-1478 or toll-free at 1-800-852-9993 (off island only).

Thank you,
Harpers Car & Truck Rentals,
Reservations Department
(4/09)

(UNCONFIRMED RATES AND HANDLING IS SUBJECT TO CHANGE WITHOUT NOTICE)