

Instructions for Lyft • Hertz Express Drive Renters

Hours: Monday-Friday 9:00AM - 4:00PM

New rentals and renewals will not be allowed after 4:00PM

Renewing/Extending Your Rental

You can auto-renew/extend your rental car in your Lyft dashboard every week, up to 4 weeks so long as you meet the contractual agreement of completing 20 rides and no outstanding charges. After 28 days you will renew at Hertz to reinspect the vehicle and start a new 28 day contract. If the car needs an oil change, you must do it prior to renewing. All routine maintenance is covered by Hertz.

➤ Your 20 ride counter can be tracked on your vehicle dashboard at lft.to/docs

Vehicle Issues

- Tires & glass are your responsibility - If you get a flat tire, take it to a tire shop to have it patched. If unrepairable and needs replacement, you may replace the tire yourself with comparable tread. If you do not replace it, you can return the car with the damaged tire, Hertz will charge the price of the tire.
- Glass is your responsibility - Any glass damage, Hertz will charge \$153.
- General wear and tear (check engine light, bald tires, squeaky brakes, etc) is Hertz' responsibility and vehicle issues must be taken care of within 48 hours at the listed service locations. Hertz and Lyft can only exchange vehicles pending availability.

Returning

You can return your vehicle to Hertz Beaverton Monday-Friday 9:00AM-4:00PM (no weekend returns). Hertz staff needs to be present to close out your contract and Lyft must be notified or billing continues.

- \$50 charge if any Lyft supplies and documents are taken from the vehicle.
- No smoking or vaping allowed. Hertz will charge a \$300 cleaning fee for vehicles returned with evidence of smoking. Hertz will charge \$200 for vehicles needing detailing. Hertz will charge \$9.99 per gallon for cost of fuel and refueling service if vehicle is not returned at same fuel level.

Accidents

Any damage or accident must be reported to both Lyft and Hertz. Vehicle must be returned and you will not be able to re-rent until you are cleared by both Lyft and Hertz.

- If the vehicle is not drivable you must call Hertz emergency roadside (800) 654-5060. The vehicle will be towed to the airport so you must request an ERS number.
- Contact Lyft Critical Response and fill out a Hertz Vehicle Incident Form.

Important Reminders

- A minimum of 20 rides must be completed every rental week. ***Please note date on the back of form.***
- To stay eligible in the program a valid credit or debit card must be kept on file.
- Lyft equipment must remain in the vehicle (phone mount, fire extinguisher, first aid kit, Lyft amp).
- Vehicle paperwork must remain in the vehicle (registration, inspection form, insurance docs).

Lyft Week / Billing cycle: Starts and ends at Monday 5:00AM. Payments initiated on Tuesday.

Contact Information:

Lyft

Support: lft.to/submit

Email: pdxops@lyft.com

Text-Only Line: (503) 828-3991

Critical Response: lft.to/safety

Hertz

13985 SW Farmington Rd, Beaverton

Phone: (503) 626-4066

Emergency Roadside: (800) 654-5060

Information and driving tips available at lyft-oregon.com

Driver's name: _____

Rental agreement start date: _____

You must complete a minimum of 20 rides by the marked date and time below for your rental contract to be renewed for an additional week.

Monday Tuesday Wednesday Thursday Friday

a.m.

Time: _____

p.m.

Your 28 day renewal falls on: _____

You must renew your rental contract in-person on or before the above date.

*If your date falls on an observed holiday, you will need to renew before that date

Oil change due at mileage: _____

Service Locations:

Meineke (mechanical/oil change/brakes)

Firestone (tires/brakes)

13203 SW Canyon Rd, Beaverton

13025 SW Canyon Rd, Beaverton

(503) 626-4066

(503) 924-7507

Remember to keep a copy of your service work order to show your Hertz representative on site.

*Hertz requires this to be completed prior to your 28 day in-person renewal & inspection

Mileage at 28 day Renewal: _____

Note mileage when renewing at Hertz

Hertz RR#: _____



Please speak to your Lyft rep if you have any questions.