



search budget.com



car rental

specials

car types

locations

smart services

frequent renter

customer care

customer
care

common questions

contact us

promises

glossary

site map

privacy

terms of use



Stow & Go

Be cautious! Always take GPS and other valuables with you—or hide them in your car.

Late-Night Flight
Delayed?

We'll keep our counter open for you if we know your flight schedule! Each time you reserve, be sure to provide airline, flight number, and expected arrival time.

Common Questions

Helpful information about renting a car with Budget

In Summary: These frequently-asked questions have been assembled to help you understand Budget's fast and friendly car rental process. If your question isn't answered here, please contact us.



REQUIREMENTS FOR RENTING

Age Restrictions

[What are the minimum age requirements for renting?](#)
[Are there maximum age requirements for renting?](#)

Terms

[Do any special terms or conditions apply to my rental?](#)
[May I review in advance the Rental Agreement I'll be required to sign when I pick up my car?](#)

Required Credentials/Deposits

[What kinds of credentials will I need to present when I pick up my rental?](#)
[Do you require a deposit to rent a vehicle?](#)
[Will you accept any other form of identification in lieu of a driver's license?](#)
[Is my regular driver's license sufficient when I am renting outside my resident country?](#)
[Will you check my driving record?](#)
[What if I have traffic infractions?](#)

Additional Drivers

[Can someone else drive a car that I rent?](#)
[Do you charge extra for an additional driver?](#)

RESERVATIONS

Requirements

[Is a credit card needed to hold my reservation?](#)
[Will my credit/debit card be charged when I make the reservation?](#)

Changing or Viewing

[How can I view my reservation on budget.com?](#)
[How do I change my existing reservation?](#)
[When I try to change my rental to another date, I can't always get the car at the same rate. Why?](#)
[May I change a pre-paid reservation?](#)
[If I book a Budget car through a travel agent or an online booking service, can I change it on budget.com?](#)
[Each time I book on budget.com, my entire first name appears but I can view only the first letter of my last name. Why?](#)

Canceling

[How do I cancel my existing reservation?](#)
[What is your cancellation policy?](#)

CAR RATES

[Does budget.com have the best Budget rates?](#)
[Why are you quoting me a higher rental rate than the last time I checked prices for the same reservation?](#)
[Why is a Budget car rate sometimes higher than the same car class at another car rental company?](#)
[How is my rental rate calculated?](#)
[Is it cheaper to rent on a certain day of the week or time of the month?](#)
[Do you rent cars by the hour?](#)
[Do you lease vehicles?](#)

Fees and Taxes

[Do late-return fees apply?](#)
[Does the cost of the rental include the fuel?](#)
[Why do you charge so much to refuel the car?](#)
[Will any other fees apply?](#)
[Why am I being billed for fees and surcharges?](#)

Deals, Discounts and Rewards

[I responded to an advertised offer but the car wasn't available. So, why did you offer the special rate?](#)
[How can I get the very best car rental deals?](#)
[Can I save money by pre-paying my rental?](#)
[Do you offer special insurance replacement rates while the car I own is being serviced?](#)
[Where on budget.com do I enter an offer code \(BCD\) or coupon number?](#)
[When I enter a coupon code, why doesn't budget.com reflect my discount in the final price?](#)
[Why don't I see a lower rate on the screen after I enter my offer code?](#)
[Where can I get an offer code \(BCD\) or coupon?](#)
[Why is it sometimes cheaper to rent a car without my company's discount code?](#)
[Do you offer airline, hotel or other travel discounts?](#)
[Can I earn frequent flyer miles when I rent with Budget?](#)

CARS

Availability

[What types of vehicles do you offer?](#)
[Can you reserve a specific make/model car for me?](#)
[Does Budget have any 4WD vehicles?](#)
[Do you offer hybrid and low-emission vehicles?](#)

Permissible Usage

[Is smoking permitted in rental cars?](#)

[Can I change where I return a vehicle after I've picked it up?](#)
[May I extend my rental beyond the original return date?](#)
[May I return the car to a Budget location if it's temporarily closed?](#)
[Do you permit pets in the rental car?](#)
[What is your car rental policy for disabled renters who travel with service animals?](#)
[What if I don't return my car on the designated return time or day?](#)

Operational Issues: Accidents/Damage, Roadside Assistance and Traffic Violations

[Will my own insurance cover the damage to a Budget car?](#)
[What should I do if I have problems with my car? Do you offer roadside assistance?](#)
[What should I do if I'm involved in an accident or the car is damaged during my rental?](#)
[What if I am not at fault for the accident/damage?](#)
[What if I am renting under my company's rental account and damage the Budget vehicle?](#)
[Who is responsible for parking, tolls and moving traffic violations?](#)

LOCATIONS

[Where are your locations?](#)
[How do I determine the business hours of a particular Budget location?](#)
[How can I get information about a particular Budget location?](#)
[Can I pick up at one location and return at another?](#)
[Can I rent a car to take a driving test?](#)
[Can I take the vehicle out of the state in which I'm renting?](#)
[Can I take the vehicle out of the country in which I'm renting?](#)
[May I use a Budget car to tow?](#)
[How do I determine the business hours of a particular Budget location?](#)
[How can I get driving directions or a map for a particular Budget location?](#)
[What happens if my late-night flight is delayed and the Budget rental counter is closed by the time I arrive?](#)

PAYMENT OPTIONS

[May I prepay my rental?](#)
[Can I pay with cash?](#)
[Which credit, charge and debit cards do you accept?](#)
[Can I use another person's credit card with their permission?](#)
[If I use a non-U.S. credit card, how will my currency be calculated?](#)
[Do you offer a Budget credit card?](#)
[Does Budget have any type of credit card that can be used by a company's infrequent travelers/renters?](#)

RENTAL SERVICES

Pick Up and Delivery

[Do you deliver vehicles?](#)
[Do you offer a pick-up service?](#)
[Do you provide cab or bus reimbursement to get to your Budget location?](#)

Insurance Coverages

[What insurance do you offer while I'm renting?](#)
[What are the benefits of purchasing coverages?](#)
[Do you offer protection if I run out of gas, get a flat tire or lock my keys in the car?](#)
[Are your optional protections really necessary?](#)
[Am I required to take the insurance?](#)
[Does my own insurance protect me in the event of an accident?](#)
[Should I purchase coverage for my Budget vehicle from a travel package Web site?](#)

Frequent Renter/Counter Bypass Services: RapidRez and Fastbreak

[Do I need a RapidRez Number to make a reservation online?](#)
[When I'm making a reservation online, where do I enter my Fastbreak number?](#)
[How can I replace a lost or stolen Fastbreak card?](#)
[Do all Budget locations participate in Fastbreak?](#)

Extra Equipment Rental

[Can I rent additional accessories?](#)
[Can you confirm availability of additional accessories?](#)
[May I leave my portable GPS or DVD system in my rental car?](#)
[What's the difference between an infant seat, toddler safety seat, and child booster seat?](#)
[What's the cost of a child safety seat?](#)
[Is my child safety seat guaranteed to be there at time of arrival?](#)
[What's the cost of a ski rack?](#)
[What's the cost of snow chains?](#)
[Does Budget rent vehicles equipped with DVD players?](#)
[Does Budget offer satellite radio in its rental cars?](#)

Disability Services

[Do you offer vehicles for drivers with disabilities?](#)
[Can someone else drive a vehicle rented by a driver with a disability?](#)
[Do you offer hand controls?](#)
[Do you offer wheelchair-accessible vehicles?](#)

POST RENTAL

[How can I get a copy of my receipt or rental agreement from my recent rental?](#)
[Does Budget have a Lost and Found department?](#)
[How do I get Rent More, Save More credit for my rental?](#)
[How will I know if I'm the victim of a fraudulent direct mail offer?](#)
[What is a "phishing" e-mail and how will I know if it's fraudulent?](#)

REQUIREMENTS FOR RENTING

Age Restrictions

What are the minimum age requirements for renting?

Answer: Yes. You'll find information on general age rules below, but since specific fees and permissible vehicle types may vary by location, it's best to [find the underage requirement in the U.S. city where you are renting](#) prior to picking up your rental.

Underage Requirements at Corporate-operated Locations:

At most U.S. [corporate-operated locations](#) you must be at least 21 years of age to rent but the following provisions apply for customers between the ages of 21-24:

- Renters 21-24 must present a valid, acceptable credit card (debit cards are not permitted) and a valid driver's license (subject to screening of your driving record), both in the renter's name.

- At time of rental, an additional \$27-per-day underage surcharge for these renters will be applied. Because we don't verify your age when you make a reservation, this fee is in addition to your quoted online rate.
- Drivers between the ages of 21-24 will not be permitted to rent luxury cars, mini vans, 12-passenger vans, specialty vehicles, full-size SUVs or premium SUVs.
- If a renter wishes to add an additional driver to the rental policy, the second driver must be 25 or older and present their valid driver's license and credit or, at some locations, debit card. Select locations that do not accept a debit card will be indicated in the terms and conditions on your online reservation confirmation or on the [location information page](#).
- If you plan to pre-pay your rental and are under 25 years of age, underage charges will be added at the counter and will need to be paid at car return. Your prepayment amount will be used as a credit toward the final costs of the rental.

In Michigan at [corporate-operated locations](#), the minimum rental age is 18 with a valid, acceptable credit card and driver's license, and an additional \$41-per-day underage surcharge for drivers 18-20; \$28-per-day for drivers 21-24 years old will be applied.

In New York State at [corporate-operated locations](#), the minimum rental age is 18 with a valid, acceptable credit card and driver's license, and an additional \$52-per-day underage surcharge for drivers 18-20; \$35-per-day for drivers 21-24 years old will be applied. Drivers under the age 25 will not be permitted to rent luxury cars, mini vans, 12-passenger vans, specialty vehicles, full-size SUVs or premium SUVs.

In Washington, D.C. at [corporate-operated locations](#), the renter is required to be at least 25 years of age with a valid, acceptable credit card and driver's license.

Minimum Age Exceptions:

Licensee-owned and non U.S. Location Rentals

[U.S. Budget licensee-owned location age rules](#) vary, however most allow a minimum age of 18-24 for a small surcharge. Rules at locations outside of the U.S also may vary. It's always best to check the terms and conditions on your online reservation confirmation or on the [location information page](#) to see which rules apply for your selected location. Then, if you still have questions, please [contact us](#).

Insurance Replacement Renters

At [corporate-operated locations](#), a customer involved in an Insurance Replacement from one of the following companies may rent at the minimum age of 18: Allstate, American Family, Bristol-Myers Squibb, CCRG Claims, Progressive, State Farm, Travelers.

Corporate Account Renters

At [corporate-operated locations](#), drivers and additional drivers who are employees of the same company, on company business, and renting with their employer's BCD corporate rates, must be at least 21 years of age, or may be 18 years of age if employed with the U.S. Government on travel orders.

Select corporate customers and insurance/service replacement rental customers may be exempt from the underage fee. Check with your account representative to see if your company account is eligible.

Government Renters Including Those in the U.S. Military

Budget Rent A Car is proud to deliver unsurpassed rental car service to those who serve our country. At [corporate-operated locations](#),

- For U.S. Government (military & civilian) personnel WITH a government travel order or purchase order, minimum rental age is 18 years of age. No underage surcharge applies.
- For U.S. Government (military & civilian) personnel WITHOUT a government travel order or purchase order, minimum rental age is 21 years of age, except 18 years of age in Michigan and New York State. No underage surcharge applies. "U.S. Government personnel" includes military as well as civilian employees (for example, FEMA, U.S. Postal Dept., Navy, Army, etc.). The minimum age policy applies to both corporate and leisure rates.

Renters with a Disability

At [corporate-operated locations](#), there is no underage surcharge for renters with a disability when either the renter with the disability or the authorized driver is over the age of 25. If both the renter with a disability and authorized driver are under the age of 25, an underage surcharge will apply.

Inbound Tour Renters

Inbound tour customers are permitted to rent from Budget [corporate-operated locations](#) at the minimum age of 19. Inbound tour customers are defined as those not residing in the U.S., Puerto Rico, Virgin Islands, or Canada who are renting on an inbound tour rate.

The minimum rental age for tour customers residing in the U.S., Puerto Rico, Virgin Islands, or Canada is 21. An underage surcharge may apply for renters under 25.

Maximum Age Limits

[▲ back to top](#)

Are there maximum age requirements for renting?

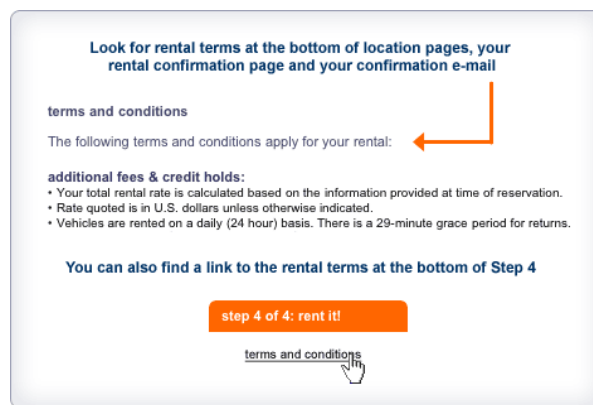
Answer: At [corporate-operated locations](#), Budget does not have a maximum age limit in the U.S., but there may be upper-age restrictions in some other countries. [Search for your location to find maximum age rules in your rental country](#). After you find your location, just click the 'additional information' link next to your desired location to view location terms and conditions.

[▲ back to top](#)

Terms

Do any special terms or conditions apply to my rental?

Answer: Yes. Since rental terms vary from location to location, it's always a good idea to read the specific terms and conditions on your reservation confirmation page/e-mail – or [find your location and review the terms of rental on your location information page](#). These terms outline most things you'll need to know to qualify for a rental at your specific location.



Rules at [licensee-owned locations](#) and locations outside of the U.S may vary from what you are accustomed to, so it's important to review your terms every time you make a reservation. If you have questions about your rental terms, please [contact us](#).

Once you qualify for rental, A Rental Agreement is the legally binding contract that details the terms of rental you'll be required to agree to and sign before Budget releases a rental car to you. The content of a Rental Agreement varies based on your rental dates, type of car and location. For example, in some particularly rugged parts of the country, and on specific gravel and dirt roads not regularly maintained, Budget prohibits use of its vehicles. At most locations, interstate travel is permissible, while other locations require that the vehicle does not cross state lines. Similarly, in some states bordering Mexico and Canada, travel across U.S. borders might be restricted or prohibited. At some airport locations, the quoted rental rates might apply only to airline passengers flying within 72 hours before rental. Or, if you are under 21 years of age special car type rules and surcharges will apply. When you pick up your car, the rental counter agent can answer any questions you may have about your rental.

Always closely review the Rental Agreement when you pick up your car> Our counter agents are always happy to answer any questions you'll have regarding your rental!

[← back to top](#)

May I review in advance the Rental Agreement I'll be required to sign when I pick up my car?

Answer: Since a Rental Agreement varies slightly based on your rental dates, type of car and location, we can't present you with an exact copy of the agreement you will be asked to sign at the counter. You may, however, [view a copy of our Master Rental Agreement](#) on which all location Rental Agreement versions are based.

As mentioned above, you'll be required to agree to and sign a Rental Agreement at the rental counter when Budget releases a rental car to you. Since we recognize that this will take additional time at the counter each time you rent, we encourage you to enroll for [RapidRez with Fastbreak® service](#). When you enroll, you'll provide your electronic signature *just once* on the [Master Rental Agreement](#). Once enrolled, you may print and save it for your records and we'll notify you if any changes are made to that agreement. You'll save time at the counter with each rental because you won't have to read the entire Rental Agreement or sign it at each location every time!

[← back to top](#)

Required Credentials/Deposits

What kinds of credentials will I need to present when I pick up my rental?

Answer: Since rental terms vary from location to location, it's a good idea to read the specific terms and conditions on your reservation confirmation page/e-mail. Or [find your location and review the location information page](#) for your rental location's required credentials. Generally, the following credentials are required to release a rental to you.

Driver's license requirements

At time of rental car pick-up in the U.S. or Canada, all drivers must present a valid, U.S.- or Canadian-issued driver's license in the driver's name. If you are renting a Budget vehicle in the U.S. and are in possession of a Canadian driver's license, you will be required to also present a valid passport in the driver's name. In lieu of a passport and Canadian driver's license, you may instead present an [Enhanced Driver's License](#) in your name. Non-U.S. and non-Canadian residents are required to present a valid driver's license as well as a passport from their home country. If the information on your driver's license is not written in the classic Latin Alphabet, you must also present an International Driving Permit. If renting outside of the U.S. or Canada, see [driver's license rules for renting in other countries](#).

"Deposit" credential requirements

The preferred second required credential is a major credit card such as American Express, Budget Charge Card, Budget International, Discover, JCB/Japan Card, MasterCard, Optima, PHH and Visa. Some locations will accept a debit card instead of a credit card, but then we might either check your credit report or require you to present a third form of ID as indicated in the "Debit Card User Instructions" below. Prepaid charge/debit or gift cards are not an acceptable form of identification at rental pick up but may be used for payment at car return.

NOTE: *All forms of required identification MUST include a name and address and MUST match the name and address on the renter's driver's license.*

Debit Card User Instructions

If you prefer to use a debit card rather than a credit card, be aware that some Budget locations will check your credit with a national credit verification bureau. Other locations might not check your credit, but will require you to present a third form of identification:

For debit card customers renting at an *airport location*, one of the following is acceptable as a *third form of identification* in addition to a driver's license and debit card:

- A round-trip airline ticket, e-ticket, or travel itinerary to or from the airport of rental, disclosing a return date and showing the renter's name
- A valid U.S. passport or current U.S. military identification card
- A current vehicle insurance card
- A current copy (within the last 60 days) of the customer's cellular phone bill, home telephone bill, bank statement or utility bill

For debit card customers renting at an *off-airport location*, one of the following is acceptable as a *third form of identification* in addition to a driver's license and debit card:

- A valid U.S. passport or current U.S. military identification card
- A current vehicle insurance card
- A current copy (within the last 60 days) of the customer's cellular phone bill, home telephone bill, bank statement or utility bill

Rules at [licensee-owned locations](#) and locations outside of the U.S may vary. It's always best to check the terms and conditions on your online reservation confirmation or on the [location information page](#) to see which rules apply for your selected location. Then, if you still have questions, please [contact us](#).

[▲ back to top](#)

Do you require a deposit to rent a vehicle?

Answer: Yes. Your deposit type, amount and method of payment will vary by Budget location

Credit and Debit Card Rules

Generally, at the time of a U.S. [corporate-operated location](#) rental, we'll require a credit card hold of total estimated rental charges plus 25% or \$200, whichever is greater. If you're using a debit card at a location that accepts them, we'll require a hold of total estimated rental charges plus \$200. However, for insurance/service replacement rentals, tour and budget.com prepaid rentals, the minimum debit card authorization hold is \$100. At select locations in the Northeast and North Central regions, the minimum authorization hold is \$500. Renters under 25 years of age may not use a debit card. Look at the terms and conditions on your reservation confirmations for the deposit required at your specific rental location. Some select locations do not accept debit cards at time of rental to release the vehicle, but do accept debit cards for payment at time of car return. Locations that do accept debit cards at time of rental will perform a credit check to determine and ensure credit worthiness before releasing the car to you. [Search for your location to find deposit rules for your location](#). After you find your location, just click the 'additional information' link next to your desired location to view location terms and conditions.

It's perfectly fine if you choose not to return the car on or before your scheduled return date, but you must contact a Budget reservation agent at 800-527-7000, and will be happy to accommodate your request, if possible. In this case, we will assess a \$10 service fee for the extended rental, and place up to three additional holds on your card (depending on how long you keep the car) to cover expected rental charges. Upon your return of the car, all holds will be released, and the actual cost of the rental will be charged. Please note that, if you choose to extend your rental, your original rental rate may no longer be available. Also note that your bank may take up to two weeks to post the released credit hold to your card. Unfortunately, we cannot be held responsible for any returned checks due to debit card hold processing.

Canadian rentals at [corporate-operated locations](#) require a credit card hold of \$300 CAD for the first day, and \$75 CAD for each additional day. Other countries and [licensee-owned locations](#) may vary. It's always best to check the terms and conditions on your online reservation confirmation or on the [location information page](#) to see which rules apply for your selected location. Then, if you still have questions, please [contact us](#).

To receive your quoted rate, some airport locations also might require you to present your airline ticket or boarding pass when you pick up your car. For full details, read the helpful terms and conditions that appear on steps 3 and 4 in the online reservation process and on your reservation confirmation page and/or e-mail.

[▲ back to top](#)

Will you accept any other form of identification in lieu of a driver's license?

Answer: In lieu of a valid driver's license, Budget [corporate-operated locations](#) in the U.S. will accept traffic citations or summonses issued by officials in these seven states: Georgia, Illinois, Indiana, Louisiana, Missouri, Oklahoma and Wisconsin. The citation only will be accepted up until the court appearance date shown on the citation or summons. A customer who presents a citation/summons in lieu of a driver's license is required to present a second means of personal identification with a signature on it. Any second means of I.D. with a signature is acceptable, such as a department store card, passport, library card or company I.D. with a signature.

Rules at [licensee-owned locations](#) and locations outside of the U.S may vary. It's always best to check the terms and conditions on your online reservation confirmation or on the [location information page](#) to see which rules apply for your selected location. Then, if you still have questions, please [contact us](#).

[▲ back to top](#)

Is my regular driver's license sufficient when I am renting outside my resident country?

Answer: Generally, a driver's license, passport and an International Driving Permit issued in the driver's name from their home country is required for most Budget car rentals with the following exceptions:

- European Union (EU) residents renting in the EU must either present an International Driving Permit along with the driver's license from their home country or instead they may just present their EU driver's license.
- All other drivers may not be required to present an International Driving Permit when traveling abroad, but they should be prepared to do so. [For information on how a U.S. resident may obtain an International Driving Permit, visit the U.S. Department of State Web site.](#) Non-U.S. residents should obtain their International Driving Permit from their home country before traveling.
- If your home country's driver's license information is not written in the classic Latin alphabet, you will be required to present an International Driving Permit in order to rent from Budget.

[▲ back to top](#)

Will you check my driving record?

Answer: Once a customer opens a rental agreement, but before the transaction is completed, some Budget [corporate-operated locations](#) might contact the issuing Department of Motor Vehicles (DMV) to perform a driver's license verification for primary and additional drivers. Budget reserves the right to deny rental if the driving history reveals any of the following:

- invalid, suspended or revoked license
- one or more convictions for reckless driving within 48 months
- one DUI, DWI or DWAI conviction within 48 months
- failure to report/leave scene of accident within 36 months
- possession of stolen vehicle or use of a vehicle in a crime
- expired license
- three or more convictions for moving violations within 24 months (excluding seatbelt violations)
- two or more accidents within 36 months
- other activities that suggest an unsatisfactory driving record.

[▲ back to top](#)**What if I have traffic infractions?**

Answer: Budget will check renters' and additional drivers' licenses to ensure that they are valid. If the driving history reveals any of the following issues, Budget is unable to rent:

- invalid, suspended or revoked license
- one or more convictions for reckless driving within 36 months
- one DUI, DWI or DWAI conviction within 48 months
- failure to report/leave scene of accident within 36 months
- possession of stolen vehicle or use of a vehicle in a crime
- expired license
- three or more convictions for moving violations within 24 months (excluding seatbelt violations)
- three or more accidents within 36 months
- other activities that suggest an unsatisfactory driving record.

[▲ back to top](#)**Additional Drivers****Can someone else drive a car that I rent?**

Answer: Yes. An additional driver must be at least 25 years of age. Budget will check the additional drivers' license to ensure that it is valid. If the driving history reveals any of the following issues, Budget will be unable to allow the addition of the additional driver:

- invalid, suspended or revoked license
- one or more convictions for reckless driving within 36 months
- one DUI, DWI or DWAI conviction within 48 months
- failure to report/leave scene of accident within 36 months
- possession of stolen vehicle or use of a vehicle in a crime
- expired license
- three or more convictions for moving violations within 24 months (including seatbelt violations)
- three or more accidents within 36 months
- other activities that suggest an unsatisfactory driving record.

[▲ back to top](#)**Do you charge extra for an additional driver?**

Answer: Sometimes. Although additional driver rules at [licensee-owned locations](#) and locations outside of the U.S may vary, except for California, Nevada and New York, the fee for each additional driver is \$13 per day with a maximum charge of \$65 per rental. There is no additional driver fee in California. In Nevada the fee is \$10 per day with a maximum charge of \$50 per rental. In New York the fee is \$3 per day. The following are exempt from the fee but must meet all other driver requirements: the renter's employer or fellow employee when on company business and renting under a corporate account; the renter's spouse or domestic partner; the companion driver of a renter with a disability who has completed the non-licensed renter form; for insurance replacement rentals, company employees or family members who are designated on the insurance policy.

It's always best to check the terms and conditions on your online reservation confirmation or on the [location information page](#) to see which rules apply for your selected location.

Look for rental terms at the bottom of location pages, your rental confirmation page and your confirmation e-mail

terms and conditions

The following terms and conditions apply for your rental:

additional fees & credit holds:

- Your total rental rate is calculated based on the information provided at time of reservation.
- Rate quoted is in U.S. dollars unless otherwise indicated.
- Vehicles are rented on a daily (24 hour) basis. There is a 29-minute grace period for returns.

You can also find a link to the rental terms at the bottom of Step 4

step 4 of 4: rent it!

[terms and conditions](#)

If you still have questions, please [contact us](#). Also, closely review the Rental Agreement when you pick up your car. A Rental Agreement is the legally binding contract that details the terms of rental you'll be required to agree to and sign before Budget releases a rental car to you.

[▲ back to top](#)**RESERVATIONS****Requirements****Is a credit card needed to hold my reservation?**

Answer: In most instances, no. However, some Budget locations may require a credit card (usually for high-demand cars or in instances where only one vehicle is available within a popular make/model), or may require prepayment of the entire rental to secure a rate. For a non-prepaid reservations, your credit card will not be charged if you cancel up to 48 hours in advance of your designated pick-up time. However, if you cancel less than 48 hours before your pick-up time, a \$75 US fee will be assessed. For prepaid reservations, your card will be charged at reservation time and separate [Pay Online](#) terms apply.

[▲ back to top](#)**Will my credit/debit card be charged when I make the reservation?**

Answer: No, unless you choose to [prepay for your rental](#) at time of reservation.

Regardless of whether or not you prepay, your card will have a hold placed on it at the time of pickup. Please check the terms and conditions on your reservation confirmation or the [location information page](#) for the dollar amount required at your desired location. And while it's perfectly fine if you choose not to return the car on or before your scheduled return date (see "[May I extend my rental beyond the original return date?](#)"), we'll place up to three additional holds on your credit

card (depending on how long you keep the car) to cover expected rental charges. Upon your return of the car, all holds will be released, and the actual cost of the rental will be charged. Please note that your bank may take up to two weeks to post the released credit hold to your card. Unfortunately, we cannot be held responsible for any returned checks due to credit hold processing. Important related information may also be found under the question "[What kinds of credentials will I need to present when I pick up my rental?](#)".

[▲ back to top](#)

Changing or Viewing

How can I view my reservation on budget.com?

Answer: To [view your reservation](#), you must have a confirmation number. This number is provided to you at the completion of your reservation. The confirmation number is an 8-digit code followed by two letters and one more number, totaling 11 alpha/numeric characters. If you don't have that information readily accessible, simply [contact us](#).

The screenshot shows the 'reservations' menu with options: 'car — business and leisure', 'car view, change or cancel' (highlighted), 'moving truck', and 'Car in the shop?'. Below the menu is a form titled 'Enter your confirmation number and name to view your reservation'. The form includes a checkbox 'Do you already have a reservation?' (checked), a text input for 'confirmation number' (11111111US1), a text input for 'last name' (DOE), and a button labeled 'view - change - cancel'.

[▲ back to top](#)

How do I change my existing reservation?

Answer: You can [view and modify your reservation on budget.com](#) as long as you have the renter's last name and confirmation number for the reservation. This number is provided to you at the completion of your reservation. The confirmation number is an 8-digit code followed by two letters and one more number, totaling 11 alpha/numeric characters. Please be sure to enter that information in the [View, Change or Cancel an Existing Reservation page](#). If you don't have that information readily accessible, simply [contact us](#).

The screenshot shows a button labeled 'change this reservation' highlighted among other options: 'make another reservation', 'change this reservation', and 'cancel this reservation'.

[▲ back to top](#)

When I try to change my rental to another date, I can't always get the car at the same rate. Why?

Answer: Car rental rates change much as airline prices do. We [promise that the rate you reserve is the rate you'll pay](#) – but we can't promise that the rate you reserve today will apply if you lengthen or shorten your rental period. Also, if you revise your rental period, you might not realize that you're actually changing your daily vs. weekend vs. weekly rate schedule. Generally speaking, the longer the rental period, the lower your per-day rate.

[▲ back to top](#)

May I change a *pre-paid* reservation?

Answer: With Budget, you can [change most things on your pre-paid reservation on budget.com](#) or at the counter at any time, even multiple times, with no fee! If changes affect the total rate of the rental, the prepayment amount will not change. Underpayments will be handled at the counter at time of rental return, and any overpayments will be refunded after the rental agreement is closed. If the change is to the rental location and the new location doesn't accept pre-paid reservations, the pre-paid reservation will be canceled and rebooked at prevailing rates. In this instance, you will be charged a \$10 cancellation fee. [Read more about changing your prepaid reservation.](#)

[▲ back to top](#)

If I book a Budget car through a travel agent or an online booking service, can I change it on budget.com?

Answer: Unfortunately, usually the travel agency or online booking agent "owns" the file you originally opened, so it would be impossible for budget.com to access and amend that reservation. Your best option would be to ask the original entity that booked your car rental to revise or cancel your reservation. Then, if you wish to book a brand new reservation on budget.com, we would be happy to assist you.

[▲ back to top](#)

Each time I book on budget.com, my entire first name appears but I can view only the first letter of my last name. Why?

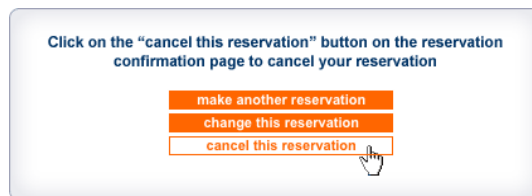
Answer: To help protect customers' identity, budget.com has revised its name format on the confirmation page and e-mail to a first name, last name initial format. This way, if you choose to print your confirmation page or e-mail, your identity is masked. Be assured, if you entered your last name in its entirety, it's in our system.

[▲ back to top](#)

Canceling

How do I cancel my existing reservation?

Answer: You can [cancel your reservation on budget.com](#) as long as you have the renter's last name and confirmation number for the reservation. The confirmation number is provided to you at the completion of your reservation. The number is an 8-digit code followed by two letters and one more number, totaling 11 alpha/numeric characters. Please be sure to enter that information in the [View, Change or Cancel an Existing Reservation page](#). If you don't have that information readily accessible, simply [contact us](#).



[▲ back to top](#)

What is your cancellation policy?

Answer: Our cancellation policies vary depending on the type of reservation you've made:

Was your credit card charged for the rental at reservation time on budget.com?

If you wish to cancel before your rental pick-up time, you must [cancel and request a refund online](#). Once cancelled, we will credit you within approximately seven business days. Credits will be applied to the same card with which you prepaid. You will incur a \$10 processing fee if you choose to cancel a prepaid reservation before the rental and a \$50 fee after the rental pick-up time has passed. [Learn more about canceling your prepaid reservation](#).

Was your credit card information required, but not charged, at reservation time?

For high-demand cars or in instances where only one vehicle is available within a popular make/model, some Budget locations may require that you provide your credit card information to secure your reservation. As is common with hotels, for this type of reservation your card will not be charged unless you decide you no longer need the car rental but then fail to [cancel in advance of your designated pick-up time](#). You may cancel up to 48 hours in advance of your designated pick-up time without penalty. If you cancel less than 48 hours before your pick-up time, a \$75 US fee will be assessed.

Did you make a reservation without providing credit card information?

If you make a reservation without a credit card and you no longer need to rent, please [cancel your reservation](#) as soon as possible before your scheduled pick-up time.

Did you make a reservation with a travel agent or online booking agent?

The travel agency or online booking agent "owns" any reservation you originally created with them, so their reservation cancellation processes and policies apply.

[▲ back to top](#)

CAR RATES

Does budget.com have the best Budget rates?

Answer: Our lowest unaffiliated rates, always available on budget.com, won't be beaten. And we back this up with our [Lowest Rate Promise](#). Budget also offers several discounts through this budget.com site. Visit our [budget.com deals pages](#) to see what's currently available – and while you're there, sign up for our exclusive, money-saving Hot Deals mailing. We also offer special rates to associations, small businesses, corporations and affinity groups. Check with your organization to find out which specials are available to its members through Budget Rent A Car.

Car rental pricing is like airline pricing – if you travel at off-peak times or make a reservation seven or more days in advance, you often can get a better deal. If you have an upgrade certificate, note that upgrades are subject to availability at the time of rental. You should reserve the smaller vehicle online, and then upgrade at the counter if available. Check the terms of your upgrade to see which car classes are included.

Also, if you enter an offer code (BCD) for your reservation, budget.com is designed to compare the BCD rates to regularly available rates and present you with the lowest as the "budget.com rates". This always ensures that based on what you have entered, you get the best possible rate available to you!

[▲ back to top](#)

Why are you quoting me a higher rental rate than the last time I checked prices for the same reservation?

Answer: Car rental pricing is a lot like airfare pricing – our prices change depending on car availability, location popularity, and many other factors. We adjust our pricing on a minute-by-minute basis to remain competitive in the marketplace. Unless it's an advertised special offer, there generally isn't one set rate for a particular kind of car, but rather a range of prices depending on the length and dates of your reservation. Even with special offers, the advertised rate usually applies to a limited supply of cars because we have only so many makes and models at each location. When you see a great rate for the car you want – RESERVE IT IMMEDIATELY – because it may not be available later!

[▲ back to top](#)

Why is a Budget car rate sometimes higher than the same car class at another car rental company?

Answer: Different companies use different names for their car categories. For example, if you want to rent a Ford Focus at budget.com, we consider it to be a "compact-level" vehicle and it's priced modestly. But if you shop another car rental company, they might categorize that same vehicle as an "intermediate-level" which means they will probably charge you more than Budget for the same car.

Conversely, if you simply search for "intermediate" cars, Budget may appear higher if you're comparing one of our medium-sized vehicles to another company's compact models that they happen to label as an "intermediate."

Your best approach is always to compare a specific make and model at one car rental company with the same make and model somewhere else. On budget.com, you'll see the specific make and model of the car available at your location in your selected car category on step 3 of the reservation process under your rental summary.



[back to top](#)

How is my rental rate calculated?

Answer: Your total rental rate is calculated based on the information provided at time of reservation. Your per day rate can vary depending on your rental location and is dictated by the day of the week you pick up and the length of your rental.

Weekday or Daily Rate

A "weekday" or "daily" car rental rate applies when you are picking up your rental on a Monday, Tuesday, Wednesday or Thursday and keeping it for at least a 24-hour period and at most a four consecutive day period. Once you go into the fifth rental day, you qualify for a weekly rate. Oftentimes, a weekly rental will cost less than a daily rate rental, even though you'll have the rental for a longer time.

Weekend Day Rate

To qualify for a weekend day rate, you must pick up your Budget rental car any time after 12:00 noon on Thursday and return it by 11:59 p.m. (one minute before midnight) the following Monday. Most weekend rates require a Friday or Saturday night stayover, and might require a two-day minimum rental.

Weekly Rate

To get this rate, you must rent a car for a minimum of five to seven consecutive days. Weekly car rentals usually offer substantial discounts over our 4-day maximum daily rates.

Rentals Longer Than One Week

When you rent for more than a week, your rate is usually calculated using a combination of the weekly rate plus the daily or weekend day rate, whichever applies for your particular rental. For rentals over 29 days, monthly rates apply.

Your quoted total rate includes the car rate, taxes and fees based on the car rate plus any options you select during the reservation process. Taxes and fees for any options you select are not included in your online total but will be added at the counter. Our helpful counter agents will review all charges with you to ensure that your total charges meet with your approval when you pick up your car.

[back to top](#)

Is it cheaper to rent on a certain day of the week or time of the month?

Answer: Rental car companies realize a significant portion of their volume during Monday-through-Friday business travel. So, generally speaking, leisure travelers can find better rates on weekends when the demand for some car types isn't as high. Also, the longer you keep the car, the better per-day price you'll get. Time of month really doesn't matter, but demand increases during holiday periods – so always reserve early.

[back to top](#)

Do you rent cars by the hour?

Answer: All rates are based on a rental period with a minimum of 24 consecutive hours. If you return the vehicle within 24-hours of pick-up, you will still be charged for the full day.

[back to top](#)

Do you lease vehicles?

Answer: We offer a long-term rental option for customers who need a vehicle for an extended period of time. A long-term rental would constitute a minimum of 30 consecutive days to a maximum of 330 consecutive days. The longer the rental, the greater the daily savings. [Reserve your car today!](#)

[back to top](#)

Fees and Taxes

Do late-return fees apply?

Answer: Vehicles are rented on a daily (24-hour) basis. There is a 29-minute grace period for returns. After 30 minutes late, hourly car rate charges and taxes may apply. After 90 minutes late, full-day late charges and taxes may apply. After 7 hours late, if you didn't call to extend your rental, an additional \$10/day late fee applies. There is no grace period for rental fees, surcharges and optional equipment or protections charges. Full-day late charges will apply for these items.

[back to top](#)

Does the cost of the rental include the fuel?

Answer: Budget's rates do not include the cost of fuel. You have three options:

1. Pay in advance for a full tank of fuel and bring the car back empty. Our rates for this Fuel Service Option are comparable to the current local retail pump price. If you select this option, you should bring the car back as close to empty as possible, because no credit will be given for unused fuel; or

2. If you aren't sure how far you'll be driving, but plan to stop for gas, don't accept the Fuel Service Option. Simply bring the car back full, provide a receipt for your gas purchase, and you'll avoid any refueling service charge; or

3. If you don't choose the Fuel Service Option and you bring the car back less than full, you'll pay a fuel service charge. If you drive 75 miles or more, depending on whether or not you bought fuel during your rental, this charge will be a per-mile or per-gallon rate and will be stated on your rental agreement. At most locations, if you drive less than 75 miles, an automatic USD \$13.99 (USD \$10.50 effective February 26, 2009) after fuel service charge will be applied, which can be avoided if you've purchased fuel and provide us with a receipt.

[▲ back to top](#)

Why do you charge so much to refuel the car?

Answer: Unless a customer has chosen the Fuel Service Option, which is competitive with local gas prices, we prefer that renters stop at a local station and refuel the car before returning it. If the customer chooses not to do so, we charge a premium for providing this refueling service to them. That charge takes into account both direct and indirect costs of having to refuel and maintain our refueling infrastructure for customers who prefer this service. The charge also is intended to strongly motivate customers to save by refueling the car themselves.

[▲ back to top](#)

Will any other fees apply?

Answer: For Budget and all other rental car companies at many airport locations, concession recovery and facility fees may be charged. A vehicle licensing cost recovery fee may be charged as well. For U.S. Government rentals, the government imposes a \$5/day Administrative Rate Supplement (GARS/GA). To help recover the escalating energy costs related to our business operations, we must also impose a separately stated Energy Recovery Fee (ERF) to all customers at all locations. Please check for all fees that apply to your rental in the Rates section during your reservation process. Of course, other products or additional equipment that you add at the rental counter will be extra. But on budget.com, all additional charges that are known in advance of the rental are quoted as part of your total online rate – so you'll have no surprises when you get to the rental counter. And, if any of those additional charges go up between the time you reserve and rent your car, just submit our [rate promise form](#) and we'll reimburse you for any additional fees that you were charged over your reserved rate. Any charges that can't be determined until after your rental, including mileage and fuel charges, will be extra and are not covered by the guarantee.

Check for fees in the Rates section of your reservation

my confirmed rate	
car	107.99
taxes and fees	
airport concession fee	12.00
taxes	19.19
fees	7.95
options	
equipment & services	13.95
protections	18.90

[▲ back to top](#)

Why am I being billed for fees and surcharges?

Answer: Most fees and surcharges are mandated for *all rental car companies* by the local municipality or state/federal authorities. However, unlike Budget, some rental car companies do not disclose these surcharges when you reserve your car. We prefer that you are aware of all charges ahead of time – so when you pick up your car, you'll have no surprises. If you have questions regarding any surcharges relating to your rental, please discuss the charges with a counter representative.

Taxes, fees and other charges always vary by location. A breakdown of all fees and surcharges is listed in step 3 of the online reservation process.

[▲ back to top](#)

Deals, Discounts and Rewards

I responded to an advertised offer but the car wasn't available. So, why did you offer the special rate?

Answer: Every location has a limited inventory of each type of car. Some cars and locations are more popular than others and they sell out quickly – especially when there are low rates on a busy rental date. Try another pick-up time if your travel dates are flexible. Then when you see the car you want at a great rate, your best bet is to reserve it immediately before someone else does.

[▲ back to top](#)

How can I get the very best car rental deals?

Answer: You've come to the right place – budget.com. Start by searching here. The more flexibility you have in your rental dates, the more you can save. Taking advantage of low car rental rates is a lot like finding low airfares. Your price depends on when you travel and for how long. When you find a great rate, book it fast before someone else does. The best rental car rates are usually offered on weekends, especially when you stay over on a Saturday night – and the longer you keep your car, the better daily rate you can usually get. Coupon codes and other discounts can help you save even more and, for maximum value, pre-pay your rental and you may save up to 40%.

[▲ back to top](#)

Can I save money by pre-paying my rental?

Answer: Now, more than ever, travelers are looking to save on their car rental expenses. At most U.S. and Canadian locations, with our Pay Now rates you often can [enjoy a Pay Now discount](#) if you [prepay online toward your rental](#) at budget.com with a credit or debit card. Online is the easy way to reserve and pay. However, if you prefer, reserve on budget.com and pay in full when you return your rental.

[▲ back to top](#)

Do you offer special insurance replacement rates while the car I own is being serviced?

Answer: Yes, and Budget makes it easy! You've always had a choice in your car rental preferences, and Budget offers you more choices when it comes to your Vehicle Replacement needs, too. The next time your personal car is in the shop or just out of service, think of Budget! We'll help manage all your insurance replacement rental needs — simply advise your insurance

company, and we'll handle everything from free local pick-up service, to direct billing to insurance companies, to offering the widest variety of vehicles out there. Vehicle replacement is easy with Budget's specialized services:

- free local pick-up/shuttle
- repair follow-up and tracking
- 24-hour roadside assistance
- extended weekday hours
- open seven days a week
- one-way rentals
- competitive insurance industry rental rates
- current vehicle models

>> [Make a vehicle replacement reservation now!](#)

[▲ back to top](#)

Where on budget.com do I enter an offer code (BCD) or coupon number?

Answer: On the [budget.com home page](#), just below the fields where you enter your rental itinerary, there's a field labeled "optional offer code (BCD)" where you may enter your Budget Customer Discount number (BCD). A BCD is a seven-character code, one letter followed by six numbers (example: L#####). When you enter a BCD and click continue, the next screen will show all available vehicles at your selected location, and then you'll see the rates associated with your BCD number. If you don't see the rate you're expecting, check the terms and conditions on the BCD, since the rate may not be available for the specific location, dates and times you've entered.

The coupon number field is within step 4 of the online reservation process. Coupon codes are seven characters, four letters followed by three numbers (example: LLLL###). Simply enter your coupon code in the field provided, and the rental agent will apply your coupon benefit when you pick up your car, provided that all terms and conditions are met. Coupon benefits are not reflected in your online reservation details.

[▲ back to top](#)

When I enter a coupon code, why doesn't budget.com reflect my discount in the final price?

Answer: First, check all terms and conditions on the coupon to ensure that it is valid for your specific rental. On the Step 2 car selection page of the [online reservation process](#), you'll get more information about coupon eligibility for your specific rental and available rates. Coupons may only apply to some rates. Select one of the "coupon applies" rates to attach the coupon to your rental. If you don't select a "coupon applies" rate, your coupon will not be included on your confirmed reservation.

Like using a coupon at grocery store, if you have a coupon for dollars off or for free rental days, we'll apply the discount when you return and pay for your rental. If your coupon is for an upgrade to a bigger car, your rental location will have to confirm availability of that vehicle once you arrive at the rental counter. Either way, be sure that you use a coupon or discount code that meets all terms and conditions of the offer before the deal expires. Coupon codes are always four letters followed by three numbers – for example, LLLL###. A Budget Customer Discount (BCD) Coupon is always one letter followed by six numbers – for example, L#####.

When choosing your car, select a "coupon applies" rate to use your coupon for your rental. Coupon savings won't be reflected in your online rate, but will apply when you return your car -- providing you meet all coupon terms and conditions of rental.

step 2 of 4: choose my rate

Your rate options

Rates shown for full rental in \$ USD

budget.com | [Pay Now \(You May SAVE!\)](#)

economy 2- or 4-door  223.99 select >>>	coupon applies compact 2- or 4-door  235.42 select >>>	coupon applies intermediate 2- or 4-door  245.70 select >>>	coupon applies standard 2- or 4-door  253.70 select >>>
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[back to top](#)

Why don't I see a lower rate on the screen after I enter my offer code?

Answer: Car rental rates, like airline rates, change day to day. For an advertised rate, the offer code locks in that consistent rate at participating locations -- it's a rate that won't change regardless of any fluctuations in the car rental market that may push rates above or below the advertised rate but has limited availability. Despite the advertised rate that your discount is set to deliver, budget.com will always present either the advertised rate (if your rental meets all terms and conditions) or the regular budget.com rate, whichever is lower.

For offer codes that advertise a percentage off, that percentage may not be taken off the budget.com rate -- the offer code may only be set to take a percentage off a rate available on other reservation channels. In any case, if you don't see the rate you're expecting when you enter your Budget Customer Discount number (BCD), check the terms and conditions on the offer, because either the rate is not available for your particular rental parameters or it is sold out. A BCD is a seven-character code, one letter followed by six numbers (example: L#####).

View the terms and conditions for the offer you've selected

[weekend deals](#) [terms and conditions](#)

 up to \$20-off weekend luxury [rent now](#)

If you are using a coupon (seven-character code, four letters followed by three numbers such as LLLL###), coupon benefits are not reflected in your online reservation total. The rental agent will apply your coupon benefit when you pick up your car, provided that all terms and conditions are met.

[back to top](#)

Where can I get an offer code (BCD) or coupon?

Answer: Offer codes and coupons may be found in a variety of places -- in newspaper, magazine or television ads, by clicking banner ads on Web sites other than budget.com, on the budget.com home page, in our [budget.com deals pages](#), or e-mailed to you as part of our [Hot Deals mailing](#). Also, if you're a member of an organization or company that partners with Budget, please contact that organization directly and ask whether they have a Budget BCD code or coupon you may use for your rental.



[▲ back to top](#)

Why is it sometimes cheaper to rent a car without my company's discount code?

Answer: Car rental rates, like airline rates, change day to day. To control costs, Budget and your company have negotiated a consistent rate – one that your organization will pay regardless of any fluctuations in the car rental market. That price also might include insurances, which could reflect a higher rate – another reason why your corporate rate sometimes might appear higher than other available rates. Regardless of the rate your corporate discount delivers, Budget will always present our other rates so that you can shop and compare as you like. If you do find a rate lower than your company rate, ask your company's travel manager if you may select it. Be assured – regardless of the rate you choose, you'll always get the same great Budget cars and service that make us a favorite car rental provider for millions of people each year!

[▲ back to top](#)

Do you offer airline, hotel or other travel discounts?

Answer: **Answer:** Yes! No matter where in the world you travel, start earning valuable frequent traveler account credits today through our [global partners](#).

[▲ back to top](#)

Can I earn frequent flyer miles when I rent with Budget?

Answer: If you're a frequent flyer program member with any of our [airline partners](#), renting with Budget pays off big in frequent flyer miles, points or credits. To earn airline miles, points or credits, just provide your frequent flyer number at the rental counter before picking up your car at participating airport locations. Or to save time, [reserve on budget.com](#) with your [RapidRez Number](#) and add your frequent flyer information to your reservation on Step 4 of the reservation process.

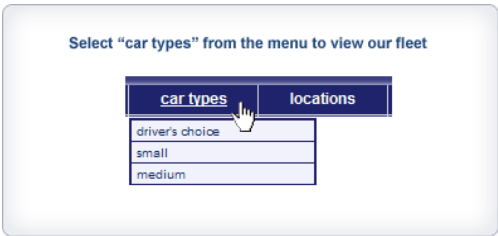
[▲ back to top](#)

CARS

Availability

What types of vehicles do you offer?

Answer: [Our standard fleet](#) features Ford and Lincoln products. However, we also have many other fine car and truck types depending on the location where you're renting. For this reason, our [online reservation process](#) is the easiest way to see available cars at your particular location. And you'll be glad to know that any Budget car you rent at a [corporate-operated location](#) is guaranteed to be less than one year old.



[▲ back to top](#)

Can you reserve a specific make/model car for me?

Answer: Yes! Although our standard fleet isn't reservable by specific make and model, our [Street Fleet](#) is! Book your choice of any of our Street Fleet vehicles, and we'll do our best to have that exact car waiting for you at the pick-up counter. And once you're behind the wheel of your favorite rental car, if you decide to keep your vehicle for a few more days, that's no problem at all. Since Budget offers each customer this same flexibility, please understand that we can't guarantee that

the specific make or model you choose will *always* be available – some of our renters undoubtedly will decide to keep their favorite car longer than they originally planned which may overlap your rental request. But if we have the car of your choice at the location when you arrive, you'll get it!

Express your unique style by arriving in a smooth-riding Cadillac STS, a sporty Crossfire, or one of our other distinctly different vehicles. Dream It. Reserve It. Drive it. *Street Fleet* - you choose!



[▲ back to top](#)

Does Budget have any 4WD vehicles?

Answer: Budget's extensive fleet includes mid-size to large SUVs, many of which offer 4WD. We also offer a limited number of Hummer H3 SUVs for the ultimate 4WD experience. Although we cannot guarantee availability of our very popular mid-size to large SUVs with 4WD, you may request these vehicles at the car rental counter or contact the rental location directly.

The good news is that our Hummers with 4WD are easy to reserve through our Street Fleet reservable vehicles. Just go to the top of the budget.com home page and access "Car Types" and then "Reservable Make and Model." If we have a 4WD Hummer available, you may reserve it and we'll do our best to have that exact car waiting for you at the pick-up counter.

[▲ back to top](#)

Do you offer hybrid and low-emission vehicles?

Answer: We offer the Toyota Prius and Nissan Altima hybrids at many of our locations. Our SmartWay™ Certified Green Machines are eco-friendly, and get great fuel mileage as well. If these vehicles are available at your rental location, you will have the option of selecting it in Step 2 of our online reservation process.

100% of Budget vehicles in economy, compact and intermediate classes, and 98% of standard and full-size car classes have met stringent U.S. EPA guidelines and are SmartWay Certified. Each vehicle receives an Air Pollution Score and a Greenhouse Gas Score, on a scale of 1-10. For the SmartWay designation, a vehicle must receive a 6 or better on both scores, and have a total score of at least 13. Vehicles that receive the SmartWay designation are very good environmental performers relative to other vehicles. Find out more about Budget's green initiative!

To save gas, consider these simple tips*:

- Aggressive driving (speeding, rapid acceleration and braking) wastes gas. It can lower your gas mileage by 33% at highway speeds and by 5% around town. Sensible driving is also safer for you and others, so you may save more than gas money.
- While each vehicle reaches its optimal fuel economy at a different speed (or range of speeds), gas mileage usually decreases rapidly at speeds above 60 MPH.
- Avoid keeping unnecessary items in your vehicle, especially heavy ones. An extra 100 pounds in your vehicle could reduce your MPG by up to 2%.

*These and other gas-saving tips available at fuelconomy.gov.

[▲ back to top](#)

Permissible Usage

Is smoking permitted in rental cars?

Answer: No. Budget maintains a smoke-free fleet in the U.S. and Canada, and any type of smoking (pipe, cigarette, cigar) is prohibited in all Budget vehicles. Just as renters are assessed a fee for cleaning the car's interior for excessive stains, dirt or soilage attributable to the renter's use, customers will be assessed an additional charge if the car smells of smoke when it is returned.

Rent a Budget car and breathe easy — because our stringent no-smoking policy is your assurance of a 100% smoke-free fleet. Isn't it nice to know that, in this world of uncertainty, you can always depend on Budget for a clean, well-maintained, fresh-smelling vehicle? Rent now

[▲ back to top](#)

Can I change where I return a vehicle after I've picked it up?

Answer: Yes, but you'll need to let us know in advance. From the U.S., to make a modification to the return locations after you have signed the rental agreement and have taken possession of the vehicle, please call Budget Reservations at 800-527-0700. If you are not in the U.S., please find the appropriate Budget phone number for calling within other countries.

[▲ back to top](#)

May I extend my rental beyond the original return date?

Answer: Yes, but if you wish to extend any rental, in the U.S. you must contact a Budget reservation agent at 800-824-6287. To extend a rental in another country, please call the rental location directly. We will be happy to accommodate your request, if possible. Please note that at U.S. and Canadian corporate-operated locations, a service fee of \$10 will apply and your original rental rate may no longer be available. Your reservation agent will provide all details when you call. If you don't call within 7 hours of your originally scheduled return time to extend your rental, a \$10/day late fee will apply.

Also, if you choose not to return the car on or before your originally scheduled return date, we will place an additional hold on your debit or credit card to cover the additional expected rental charges. Upon your return of the car, the holds will be released, and the actual cost of the rental will be charged. Please note that your bank may take up to two weeks to post the released credit hold to your card. Unfortunately, we cannot be held responsible for any returned checks due to debit card hold processing.

Rental extension rules at licensee-owned locations and locations outside of the U.S may vary so it's always best to ask a counter agent if you have questions.

[▲ back to top](#)**May I return the car to a Budget location if it's temporarily closed?**

Answer: Renters must return the vehicle to Budget on the due date and at the time and to the location specified by you at the time of reservation. If you return it earlier or later, a different or higher rate may apply and, if returned later, you may be charged a late return fee. You may not return the car at a time when we are closed, unless you have made advance arrangements to deposit your keys in an official and secure key drop box. If you drop off a car to a closed location without making official arrangements, your responsibility for damage to or loss of the car will continue – and all charges stated on the rental document as a periodic rate will continue to accrue until the return location reopens and we retake actual possession of the car. If we do not find the car when that location reopens, your responsibility for all charges and for damage to or loss of the car will continue until the car is actually returned or recovered and possession is returned to us.

[▲ back to top](#)**Do you permit pets in the rental car?**

Answer: Housebroken pets are invited to travel in your rental car, just as they do in your personal car. Although Budget doesn't assess an extra fee for pets, pet owners will incur an additional charge for any damage caused by animals, or any special cleaning required as a result of shedding or accidents.

[▲ back to top](#)**What is your car rental policy for disabled renters who travel with service animals?**

Answer: Budget is committed to providing clean cars to every customer. When a vehicle is returned excessively dirty, it is our policy to charge the renter a cleaning fee.

In some cases, our customers are disabled and require service animals. Budget embraces and supports our disabled customers, and generally we will waive the cleaning fee when the excessive dirt is primarily animal hair. If, however, the vehicle is returned with more than a tolerable amount of animal hair or other types of soil, the manager at the location may elect to impose a cleaning fee. In such cases, the location will take photographs of the excessive dirt to support the extra cleaning charge.

[▲ back to top](#)**What if I don't return my car on the designated return time or day?**

Answer: Vehicles are rented on a daily (24-hour) basis. There is a 29-minute grace period for returns. After 30 minutes late, 3/4-day late charges + \$.01 + taxes apply. After 90 minutes late, full-day late charges + taxes apply. There is no grace period for rental fees, surcharges and optional equipment or protections charges. Full-day late charges will apply for these items.

If you wish to extend any U.S. rental beyond 7 hours from the original return time, you must contact a Budget reservation agent at 800-824-6287. To extend a rental in another country, please call the rental location directly. We will be happy to accommodate your request, if possible. Please note that at U.S. and Canadian corporate-operated locations, a service fee of \$10 will apply and your original rental rate may no longer be available. Your reservation agent will provide all details when you call. If you don't call within 7 hours of your originally scheduled return time to extend your rental, a \$10/day late fee will apply.

Also, if you choose not to return the car on or before your originally scheduled return date, we will place an additional hold on your debit or credit card to cover the additional expected rental charges. Upon your return of the car, the holds will be released, and the actual cost of the rental will be charged. Please note that your bank may take up to two weeks to post the released credit hold to your card. Unfortunately, we cannot be held responsible for any returned checks due to debit card hold processing.

[▲ back to top](#)**Operational Issues: Accidents/Damage, Roadside Assistance and Traffic Violations****Will my own insurance cover the damage to a Budget car?**

Answer: Please check with your personal auto insurance company to confirm whether your policy will cover any or all damage to the car. In addition, you may have coverage available to you through your credit card company. You should contact your insurance company and/or credit card company to confirm what coverage is available (if any) for rental cars before renting any vehicle. Only then will you be able to make an informed decision on whether to accept our optional Loss Damage Waiver (LDW) protection.

[▲ back to top](#)**What should I do if I have problems with my car? Do you offer roadside assistance?**

Answer: *Before you start driving*, take a few moments to familiarize yourself with the vehicle's equipment and operation, including heat and A/C, radio, lights, windshield wipers, spare tire, seat belts and door locks, and gas tank access. Getting distracted trying to figure out those things while driving can be dangerous. Don't wait until the fuel warning light goes on to think about buying gas, especially if you don't know how far it is between gas stations. If, in the unlikely event that an emergency light illuminates on your control panel, don't ignore it. Use good judgment about whether you can get back to our location safely and don't hesitate to call our toll-free 24-hour roadside assistance in the U.S. at 800-354-2847.

If, in the unlikely event that your car malfunctions on a major thoroughfare, lock the doors, turn on the hazard lights and, if you have a cell phone, call the police or, in the U.S., phone 24-hour roadside assistance at 800-354-2847. Don't leave your vehicle. Wait in the car for service or the police to arrive. Accepting help from strangers, no matter how well intended, is not a good idea unless you can't call for help and they can.

If you happen to lock your keys out of the vehicle, lose your keys, or run out of gas, you may be assessed a service charge depending on the nature of the incident. You also are responsible for any and all loss of or damage to the rental vehicle resulting from causes including but not limited to collision, rollover, vandalism, theft, seizure, flood, fire, hail or other acts of nature. Please phone 24-hour roadside assistance at 800-354-2847 as necessary.

If you run out of fuel, you will be responsible for the delivery of fuel to your location as well as the cost of the fuel.

[▲ back to top](#)**What should I do if I'm involved in an accident or the car is damaged during my rental?**

Answer: Auto accidents are not something we like to think about, especially on a business trip or vacation, but they can and do happen, even to the most careful drivers. When an accident occurs, first ensure that you are in a safe area away from traffic. Next, contact local police (usually available by dialing 911) and complete an accident report. An accident involving bodily injury must be reported to police department in the community in which it occurred. If another party is involved in the accident, please ensure that the other party's contact information is included in the accident report and kept for your personal reference as that information will be required to complete a

Budget accident report. You should then contact Budget 24-hour roadside assistance at 800-854-2847.

Next, print and complete a Budget accident report. You'll need Adobe Reader to view the accident report form. Please ensure that the entire form is completed in full to ensure there is no delay in the processing of your claim. Once completed, fax the form, along with any accident reports from local or state authorities, to 720-479-4034. For further information regarding an accident claim, please call 973-496-3799.

If you purchased Budget Loss Damage Waiver (LDW) with your rental, your claims process is now complete. Loss Damage Waiver is an optional service which, if accepted, eliminates your financial liability for loss or damage to the Budget vehicle, its parts and accessories, provided the vehicle is used in accordance with the terms and conditions of the rental agreement.

If you didn't purchase LDW, you are responsible for any and all loss or damage to the car resulting from any cause including but not limited to collision, rollover, theft, tire damage, vandalism, seizure/medical condition, flood, fire, hail or other acts of Nature. In this case, you should contact your personal auto insurance company and establish a claim for damage. If you are renting with a major credit card, you may want to contact their customer service department to determine if coverage is afforded through their collision program. You do not need to wait to receive our claim documents to report your claim to your personal insurance company and/or credit card company.

[▲ back to top](#)

What if I am not at fault for the accident/damage?

Answer: If we have the other party's contact information, we will pursue them and/or their insurance company for our damages. However, our pursuit of the other party does not absolve you from your contractual obligation to pay for the damage.

[▲ back to top](#)

What if I am renting under my company's rental account and damage the Budget vehicle?

Answer: In accordance with the terms of your company's corporate contract with Budget, you must complete an accident report, fax it along with any accident reports from local or state authorities, to 720-479-4034 and notify your employer that the rental vehicle was damaged. Ask your employer if you need to file a claim with your personal insurance, corporate credit card insurance or if there is coverage offered through your employer's insurance. If applicable, Budget will contact your employer to verify that you are eligible for the corporate damage waiver coverage. If Budget does not receive a response from your employer, you will be billed and held responsible for the vehicle damage.

[▲ back to top](#)

Who is responsible for parking, tolls and moving traffic violations?

Answer: You are responsible for payment of any parking, toll and moving traffic violations along with a reasonable administrative fee, so please drive safely and observe all ordinances. Payments for these violations may be processed by a designated agent for this purpose.

[▲ back to top](#)

LOCATIONS

Where are your locations?

Answer: Budget has thousands of worldwide locations, so it's easy to find a quality rental car in your area.

[▲ back to top](#)

How do I determine the business hours of a particular Budget location?

Answer: Simply go to our location search tool, choose your rental country/state, then select your city. In the search results that appear, you'll find addresses, maps and driving directions. Just click "additional information" for business hours or other useful information including location terms of rental.

Click on "additional information" for specific location information.

location search results for U.S., Texas , Austin

location information	AUS - AUSTIN, TX APO
AUSTIN BERGSTROM INTL. AIRPORT 3600 PRESIDENTIAL BLVD AUSTIN, TX 78719 US Location code AUS 6.41 miles from search center driving directions If flying in, the rental counter is within the car lot. additional information	address AUSTIN BERGSTROM INTL. AIRPORT 3600 PRESIDENTIAL BLVD AUSTIN, TX 78719 US Location code AUS
	regular hours of operation Sun - Sat 5:00 AM - 1:00 AM

[▲ back to top](#)

How can I get information about a particular Budget location?

Answer: Go to budget.com and access "locations" at the top of the page. Simply choose your country and state, and then select your city. In the search results that appear, you'll find location addresses, maps, and links to driving directions and other additional information such as the location phone number or business hours.

[▲ back to top](#)

Can I pick up at one location and return at another?

Answer: Yes – and you won't believe how easy we make it! With our convenient and affordable one-way rentals from participating airport, downtown and suburban locations across the U.S., you have the freedom to rent in one place and return in another – often with unlimited mileage. Drive from coast to coast and choose from more than 600 participating U.S. corporate-operated locations at airport and off-airport sites. Not only that, but the longer you rent, the lower your daily rates. Reserve your one-way rental online today by simply entering a different return location in

the "return location" field than your pick-up location. If you don't see a "return location" field option, either deselect the "I'll return car to same location" checkbox or click the "more options" link. (TIP: If you're quoted a price-per-mile charge in the rate summary of the online reservation tool, and don't see a mention of "unlimited mileage," it means that the locations you've selected don't participate in the unlimited mileage one-way program.)

NOTE: If you choose to return the car to a different location than the one on your reservation, please contact Budget reservation agent at 800-527-7000 as some return restrictions may apply. If you do not contact us before returning your car you'll be charged a minimum \$45 Unauthorized Return Location fee. This fee may be higher based on the distance between the renting location and the return location specified on your reservation. Additionally, a different or higher rate may apply.

[▲ back to top](#)

Can I rent a car to take a driving test?

Answer: No. Due to potential liability, you must have a valid driver's license to operate a rental vehicle.

[▲ back to top](#)

Can I take the vehicle out of the state in which I'm renting?

Answer: On occasion, permission for border crossing must be acquired from the rental office directly. Since specific restrictions may apply, it's always best to ask about any cross-border restrictions. Inquire either at the rental counter or, simply [contact us](#).

[▲ back to top](#)

Can I take the vehicle out of the country in which I'm renting?

Answer: It depends. If you're renting outside the U.S., it's best to check with your specific rental location before making any plans to drive into another country. Inquire either at the rental counter or, simply [contact us](#).

Traveling from the U.S. to Mexico

If you're a U.S. resident, you may drive a Budget car into Mexico only if you purchase Mexican Automobile Liability Insurance at certain U.S. rental locations. To determine whether your location allows travel into Mexico, inquire at the counter or [contact us](#). This insurance is available only at specific locations in Texas, Arizona and California. *It is not available in Mexico.* Foreign nationals who can't establish legal permanent U.S. resident status or current valid visa status can't purchase this insurance because Mexico prohibits such persons from driving a U.S. car in Mexico, making them subject to arrest and the car subject to seizure.

Traveling from the U.S. to Canada

If you're a U.S. resident, you may drive a Budget car into Canada. However, you must advise us upon vehicle pickup that you plan to drive to Canada so we may issue a Canadian Non-Resident Insurance Card. This applies to rentals of all U.S.-registered cars. If you're a Canadian resident, Canadian Customs regulations prohibit you from entering Canada with a U.S. car. So renters with a Canadian driver's license and a U.S. license plate won't be allowed to cross the border into Canada. Customers with a Canadian driver's license planning to cross the border into Canada should be provided with a vehicle with a Canadian license plate, if one is available.

Rules at [licensee-owned locations](#) and locations outside of the U.S. may vary. It's always best to check the terms and conditions on your online reservation confirmation or on the [location information page](#) to see which rules apply for your selected location. Then, if you still have questions, please [contact us](#).

[▲ back to top](#)

May I use a Budget car to tow?

Answer: No, towing is never permitted. Doing so could irreparably damage the rental vehicle.

[▲ back to top](#)

How do I determine the business hours of a particular Budget location?

Answer: Just go to [budget.com](#) and access "locations" at the top of the page. Simply choose your country and state, and then select your city. There you'll find addresses, maps and driving directions. Just click "additional information" for business hours.

[▲ back to top](#)

How can I get driving directions or a map for a particular Budget location?

Answer: Just go to [budget.com](#) and access "locations" at the top of the page. Simply choose your country and state, and then select your city. There you'll find addresses, maps and driving directions. Just click "additional information" for business hours.

[▲ back to top](#)

What happens if my late-night flight is delayed and the Budget rental counter is closed by the time I arrive?

Answer: Budget airport locations that don't operate 24 hours a day will remain open to assist customers with confirmed reservations who are arriving on a delayed or re-scheduled flight. Locations will remain open until the last scheduled or delayed flight has arrived, and customers will be given a reasonable length of time to clear baggage claim and arrive at the Budget counter.

To help ensure that we have your correct arrival information on file, please be sure to provide accurate and timely flight reservation details when you reserve your car. By providing us with your airline, flight number, and expected arrival time, our staff will be prepared to serve you in the event of a late flight arrival.

[▲ back to top](#)

PAYMENT OPTIONS

May I prepay my rental?

Answer: Absolutely. You can save on your car rental expenses at most U.S. and Canadian locations when you reserve and prepay toward your rental online at [budget.com](#) with a credit or debit card. Online is the easy way to reserve and pay. [Learn more about our Pay Now option](#). Or, if you prefer, reserve on [budget.com](#) and pay in full when you return your car.

[▲ back to top](#)

Can I pay with cash?

Answer: Yes, when you return your car you may pay for your final rental costs with cash, credit or debit card. However, to release a car to you at rental pick up, you must provide a deposit using a credit card or, at some locations, a debit card. See [What kinds of credentials will I need to present when I pick up my rental?](#) for information on required hold.

[▲ back to top](#)

Which credit, charge and debit cards do you accept?

Answer: Our [corporate-operated locations](#) accept the following major credit cards: American Express, Budget Charge Card, Budget International, Discover, JCB/Japan Card, MasterCard, Optima, PHH and Visa. Please note that acceptance of these cards may vary at locations outside of the U.S. and at our [licensee-owned locations](#).

[At some locations](#), debit and pre-paid charge cards are not accepted at rental pick up but are accepted for payment at time of car return. See [What kinds of credentials will I need to present when I pick up my rental?](#) for information on required rental pick up hold.

[▲ back to top](#)

Can I use another person's credit card with their permission?

Answer: No. At the time of rental, the renter is required to present a valid driver's license and credit card with his/her name imprinted on it. The name/address on the credit/debit card MUST match the name/address on the driver's license.

[▲ back to top](#)

If I use a non-U.S. credit card, how will my currency be calculated?

Answer: If you use a credit or charge card issued by a financial institution outside the U.S., and if your charges are billed to Budget in a currency other than U.S. Dollars, the full amount of your charge will be converted to the card account's billing currency unless you submit a written request in advance to have the currency conversion performed by your card issuer. The conversion will be based on a conversion rate published by Reuters and will incorporate a processing charge no higher than 3% for all amounts relating to the transaction. This charge will replace the currency conversion processing charge applied by your card issuer. Although your card issuer has a currency conversion process; you have the option of choosing not to use your card issuer's currency conversion process. In this case, you will have no recourse against your card issuer for any matter related to the currency conversion.

[▲ back to top](#)

Do you offer a Budget credit card?

Answer: A Budget credit card exists for corporate accounts to use for business rentals. It is not available to general consumers.

If a company wishes to apply, the account needs to establish a central billing agreement with Budget. After the travel manager of the account identifies company employees who require cards, those credit cards will be issued. Help save your company money and time -- [apply for a company account today](#).

[▲ back to top](#)

Does Budget have any type of credit card that can be used by a company's infrequent travelers/renters?

Answer: Yes! Budget issues "Authorized Rep" cards to companies who wish to make a card available to employees who travel only once in a while. As needed, an employee can request an "Authorized Rep" card from his or her employer or travel coordinator. The card can be used for the duration of the Budget car rental, and then returned for use by another authorized employee. All charges will appear on one central billing statement, which makes it easy to track company rental car costs.

These cards have the words "AUTHORIZED REP" stamped on the back in the cardholder's signature area. Although the renter's actual name does not appear on the card, it is acceptable at the Budget counter as credit identification.

[▲ back to top](#)

RENTAL SERVICES**Pick Up and Delivery****Do you deliver vehicles?**

Answer: No. However, at many locations, we offer a pick-up service to those in need of local transportation to our rental facility. Please contact the location directly to determine if it offers this service. [Search for your desired location](#) to obtain the phone number for that Budget facility.

[▲ back to top](#)

Do you offer a pick-up service?

Answer: At many locations, we offer free pick-up service to those in need of local transportation to our rental facility. [Search for your desired location](#) to see if pick-up service is available. If the service is available, you'll need to call the rental location directly to arrange pick up. Location phone numbers are listed on your reservation confirmation or under the "additional information" link under the [location search results](#).

Pick-up service policies (hours of availability, allowable pick-up distance, etc.) vary by location so it's important that you call the location and make arrangements for pick-up at least 24 hours before your desired rental time. When you call the location, be ready to provide all applicable information including precise address, exact time of pick up, and a phone number where you can be reached at that time.

Please note that an off-airport Budget location cannot pick you up at an airport that has a Budget location. In this case, either you must rent your car at the airport location, or provide your own transportation to the off-airport location where you prefer to rent. Please contact the location directly to determine if it offers this service.

[▲ back to top](#)

Do you provide cab or bus reimbursement to get to your Budget location?

Answer: No. However, at many locations, we offer a pick-up service to those in need of local transportation to our rental facility. Please contact the location directly to determine if it offers this service. [Search for your desired location](#) to obtain the phone number for that facility.

[▲ back to top](#)

Insurance Coverages**What insurance do you offer while I'm renting?**

Answer: Purchasing any one of our coverages provides you with the added peace of mind and assurance that you are protected against any damage or theft to your rental vehicle. Below is a brief description of the types of coverages that you'll be offered when you reserve online or pick up your vehicle. Here also is a summary of the optional insurance plans available for an additional daily charge at most Budget locations in the U.S.

These plans are provided by independent insurance companies, and are subject to the provisions, limitations and exclusions contained in the actual policies, which are available for review upon

request. Other rental companies may offer similar coverages under different names and at varying limits and costs. As with any optional insurance or protection plan, smart renters will want to do some research before purchasing these options. Budget offers several types of optional insurance plans to protect you during the rental period:

- **Supplemental Liability Insurance (SLI)** is excess automobile liability insurance that protects you and all authorized drivers of the rental vehicle against third-party bodily injury and property-damage claims for which you are legally liable. At most locations*, when SLI is purchased, liability protection provided by Budget and the SLI carrier becomes primary, and applies before other liability protection available to you. This means that you probably won't have to call upon your other protection unless the loss exceeds the SLI limit or results from your use of the vehicle in violation of the terms of the rental agreement. SLI provides a high limit of liability protection that might not otherwise be available to the renter. By accepting SLI, the limit of liability protection available to the renter or authorized driver is either USD \$1,000,000 or \$2,000,000 combined single limit depending on the location*.

*If you are renting in California or Nevada, please check with your Budget location for specific detail, i.e., carrier, program terms/conditions, exclusions and/or limitations of coverage because these may differ from the SLI described above. We also advise you to consult with your individual insurer before rental.

Participating corporate and agency operator locations in all states except also offer Enhanced Supplemental Liability Insurance that covers the difference between the basic liability protection provided with the rental and \$2,000,000 per occurrence. This enhanced coverage is available only at the rental counter, and the per-day cost varies by state. Customers renting with rates that include standard SLI will continue to receive the coverage up to \$1,000,000.

If you are renting in California or Nevada, please check with the Budget location for specific carrier, program terms/conditions, exclusions and/or limitations of coverage as these may differ from the SLI described above. We also advise you to consult with your individual insurer before rental.

- **Personal Accident and Effects Insurance (PAE)** protects you and your passengers against accident, injury, and loss to certain personal property being transported in your Budget car. PAE provides renters and occupants of the rental vehicle with accidental death benefit and coverage for certain medical expenses resulting from an accident. Renters are protected both in and out of the rental vehicle during the entire rental period, and others are covered while occupying the vehicle. In addition, PAE provides protection against loss of, or damage to, certain personal property of the renter and individuals traveling with the renter.

- **Emergency Sickness Plan (ESP)** provides international renters visiting the U.S. with coverage for medical expenses resulting from sickness. At most locations, other liability protection available to the renter from any source will be primary, and will apply first in the event of an accident. ESP protects international renters possessing a non-U.S. passport against certain medical expenses resulting from sickness occurring during the rental period. Additionally, it covers other members of the renter's traveling party who also have non-U.S. passports. By purchasing PAE in combination with ESP, international renters who might otherwise have no medical coverage available to them while in the U.S. are protected against medical expenses that result either from accident or sickness.

- **Loss Damage Waiver (LDW)** offered by car rental companies is not insurance. It's an option that relieves renters of financial responsibility if the car is damaged or stolen while under rental contract. Using the vehicle in violation of any of the use restrictions listed on the rental agreement could void LDW and leave the renter fully responsible for any damage to the vehicle. If you decline LDW, you may be responsible for up to the full fair market value of the car if it is damaged, vandalized or stolen during the rental. You also may be responsible for reimbursing the car rental company for any revenue lost during the period that the company is unable to use the car while it is being repaired, or in the event that the car is not recovered due to theft (loss of use). LDW guidelines can vary by state, so please ask your counter representative for details.

When renting for business, check with your corporate travel manager to see if the company provides coverage in the event of loss. If you're renting for personal reasons, check your own automobile insurance policy before you pick up your rental car. Many policies do cover rental cars, but even if a renter has personal automobile insurance, he or she may not be totally protected. For example, if you decline LDW and rely on your own insurance, you probably would be responsible for paying your usual deductible. Also, a loss-of-use fee is not normally covered by personal auto insurance policies. And, personal auto policies that extend collision coverage to a rental car may only provide a coverage limit equal to the value of the vehicle scheduled on the policy. If the value of the renter's personal auto is less than that of the rental vehicle, the renter could still incur some damage responsibility. Finally, if you don't own a car and don't have automobile insurance, you should consider accepting Loss Damage Waiver. Some credit card companies offer protection if you present their card at the time of rental, and if you use the same card to pay for your rental at the time of return. Renters should closely examine the terms of this coverage because the protection is often supplemental, and certain limitations or restrictions may apply. LDW is not available in all states, and certain restrictions may apply in some states. Specific information on availability of optional LDW and the cost can be obtained when making a reservation. Budget recommends that you decide whether or not you need LDW before you pick up your car, and if you don't need LDW, don't buy it.

[▲ back to top](#)

What are the benefits of purchasing coverages?

Answer: The benefits of the coverages vary by location. If you have questions about a specific coverage, please check with the renting location or contact us in the U.S. toll-free at 800-527-0700. You may select the coverages available at a particular rental location during your online reservation process. Please keep in mind that you always have the opportunity to change your coverage selections at the counter when you pick up your car.

[▲ back to top](#)

Do you offer protection if I run out of gas, get a flat tire or lock my keys in the car?

Answer: Mistakes happen, and they can be costly. Instead of incurring big fees for emergency fuel delivery, key replacement, flat tire repair and other unexpected surprises, play it safe with [Budget's Roadside SafetyNet](#). For a low daily fee you'll be covered for some of life's little mishaps that might occur on the road.

[▲ back to top](#)

Are your optional protections really necessary?

Answer: Budget offers various types of optional protections such as Loss Damage Waiver (LDW), which is not insurance, to protect against damage to your car and Personal Accident and Effects Insurance (PAE), to protect you if your injured and your possessions in the event of loss.

For example, if you have your own auto insurance or credit card coverage that you are satisfied adequately protects you against damage to the car, then you should not accept LDW.

As always we encourage you to speak to your insurance agent or insurer to make sure you have coverage and that you are fully protected. That will help minimize your time at the rental counter, and help give you peace of mind that you are making the right optional protection choices.

[▲ back to top](#)

Am I required to take the insurance?

Answer: No, but you are responsible for the vehicle in the event of damage. You should check with your respective insurance company to see if you have ample coverage while renting a vehicle. In the event you do not have proper coverage, Budget sells a variety of protection coverages for your rental.

[▲ back to top](#)

Does my own insurance protect me in the event of an accident?

Answer: Given the vast number of insurers and policies, it is extremely difficult for us to know which entitlements accompany your given policy. We strongly recommend that you contact your insurance company to verify your coverages before renting a car. In the event you do not have proper protection, Budget sells a variety of protection coverages for your rental.

[▲ back to top](#)

Should I purchase coverage for my Budget vehicle from a travel package Web site?

Answer: Many companies that sell online travel packages (airline, rental cars and hotels) offer insurance protections that claim to cover rental cars. Before purchasing, always check your personal insurance first to see if you're covered for damage to a rental car, and whether your policy completely protects you. If you have rental car coverage through your personal insurance or charge card, you might not need the coverage that online travel package companies offer you. In any event - your personal insurance or some of those packages might not protect you entirely for any loss or damage to the rental vehicle. *Remember - if the insurance doesn't cover your loss, you will remain personally responsible for any difference!*

To be on the safe side, consider Budget's optional Loss Damage Waiver (LDW) because it reduces your financial liability for loss or damage to the rental car for as long as you rent the vehicle under the terms of the Budget rental agreement. Cost of LDW varies by location, but it's a reasonably-priced plan with a low daily rate. With LDW, you'll be protected no matter what - and in the unlikely event of an accident, you won't have to pay a deductible or become involved with your personal insurance carrier.

[▲ back to top](#)

Frequent Renter/Counter Bypass Services: RapidRez and Fastbreak

Do I need a RapidRez Number to make a reservation online?

Answer: No, a **RapidRez Number** is simply a customer number that we assign you. It helps expedite your reservation and rental process because your personal information and preferences are stored with your number. Simply use your number when you make a reservation with Budget to automatically apply your personal information and rental preferences to your reservation and rental. You may apply for a free RapidRez Number at any rental counter. [Learn more about RapidRez.](#)

Once you have a RapidRez Number, you may then choose to apply for free Fastbreak service which will enable you to bypass lines at the rental counter and go directly to your rental car. If you rent frequently and are looking to save time, [sign up online for your RapidRez Number with Fastbreak service](#), and speed through the rental process. Always keep your RapidRez profile information current by [▲ back to top](#)

When I'm making a reservation online, where do I enter my Fastbreak number?

Answer: The term "Fastbreak Number" just refers to a RapidRez Number that has a higher level of service features because of the extended personal information that you have provided us. If you have a RapidRez Number with Fastbreak service, simply enter the number in the RapidRez #/online ID field that appears when you click on "I have a RapidRez Number/online ID" on step 1 of the [online reservation process](#).

The screenshot shows a web interface for entering a Fastbreak number. At the top, it says 'Enter your Fastbreak number in step 1.' Below this, there's a header 'step 1 of 4: choose place and time'. There are two main options presented in a list: 'Use my RapidRez, Fastbreak, online ID' and 'I want a RapidRez One-Click reservation'. The first option is selected, indicated by a blue bar and a hand cursor icon. Below the first option, there's a text input field labeled 'RapidRez #/online ID'. To the right of the input field is a 'continue' button. An orange arrow points from the 'continue' button of the first option to the 'continue' button of the second option.

[▲ back to top](#)

How can I replace a lost or stolen Fastbreak card?

Answer: For a replacement, simply call 800-504-0252. Your new card will arrive in 7-10 business days.

[▲ back to top](#)

Do all Budget locations participate in Fastbreak?

Answer: No, but many do. The availability of Budget Fastbreak Service locations can change from time to time without notice. If your location offers Fastbreak service, you'll see next to the location information your reservation confirmation when you [reserve on budget.com](#).

[▲ back to top](#)

Extra Equipment Rental

Can I rent additional accessories?

Answer: Depending upon your rental location, there are many [options and accessories](#) available to help make your trip safer and more enjoyable. However, we don't offer trailers or luggage compartments/racks, and seats cannot be removed from a mini van or from any other vehicle. So, if you need more space, consider renting a [cargo van](#).

[▲ back to top](#)

Can you confirm availability of additional accessories?

Answer: At [corporate-owned locations](#), if your reservation is made 48 hours prior to pick up, we guarantee availability of baby seats. Within 48 hours of pick up and at locations outside the U.S. and [licensee-owned locations](#), your request will be held with your reservation, but the rental is made on a first-come, first-served basis, so availability is not guaranteed.

At [corporate-owned locations](#), assistive devices for use by individuals with disabilities are guaranteed if a confirmed reservation is made 24 hours in advance of pick up by calling 888-221-1203 in the U.S.

Please understand that some of our renters undoubtedly will decide to keep their accessories longer than they originally planned which may overlap your rental request. Since Budget offers each customer this same flexibility, we can't guarantee that all other reserved accessories will be available for your rental.

[▲ back to top](#)

May I leave my portable GPS or DVD system in my rental car?

Answer: You should always be cautious. It's best to take your portable GPS and other small electronics and accessories with you when leaving the car. If you cannot take them with you, store valuables in the glove compartment or trunk. Always double check to be sure the rental car is locked!

[▲ back to top](#)

What's the difference between an infant seat, toddler safety seat, and child booster seat?

Answer: Budget uses convertible child safety seats that serve as an infant (5-20 pounds) restraint in a rear-facing configuration or as a toddler (20-40 pounds) restraint in a forward-facing configuration. Many Budget locations also offer booster seats for youngsters 40-80 pounds. Seats can vary in model and style, so please contact the rental location in advance if you have specific questions.

Due to liability issues, Budget personnel are not permitted to install child safety seats into vehicles for customers. However, upon request, Budget will provide written instructions on proper installation. Other questions regarding installation should be addressed directly with the rental location.

At [corporate-owned locations](#), if your reservation is made 48 hours prior to pick up, we guarantee availability of a child safety seat. Within 48 hours of pick up and at locations outside the U.S. and [licensee-owned locations](#), your request will be held with your reservation, but the rental is made on a first-come, first-served basis, so availability is not guaranteed.

[▲ back to top](#)

What's the cost of a child safety seat?

Answer: Rates vary by location but average about \$13 US per day with a maximum of \$65 US per rental. You can obtain the exact price of the child safety seat for your rental on step 3 of the [online reservation process](#).

At [corporate-owned locations](#), if your reservation is made 48 hours prior to pick up, we guarantee availability of baby seats. Within 48 hours of pick up and at locations outside the U.S. and [licensee-owned locations](#), your request will be held with your reservation, but the rental is made on a first-come, first-served basis, so availability is not guaranteed.

[▲ back to top](#)

Is my child safety seat guaranteed to be there at time of arrival?

Answer: At [corporate-owned locations](#), if your reservation is made 48 hours prior to pick up, we guarantee availability of baby seats. Within 48 hours of pick up and at locations outside the U.S. and [licensee-owned locations](#), your request will be held with your reservation, but the rental is made on a first-come, first-served basis, so availability is not guaranteed.

[▲ back to top](#)

What's the cost of a ski rack?

Answer: The cost and availability of ski racks varies by location, but usually average about \$7 US per day. We display availability and the cost of the ski rack at your chosen location in step 3 of the [online reservation process](#).

While Budget makes every effort to honor your ski rack request, we cannot guarantee its availability at the time of rental.

[▲ back to top](#)

What's the cost of snow chains?

Answer: Snow chains are not offered or available as optional equipment because of the potential damage to the rental vehicle. Many local restrictions also prohibit the use of snow chains.

[▲ back to top](#)

Does Budget rent vehicles equipped with DVD players?

Answer: While some of our vehicles have DVD players, most don't. Although we're unable to accept reservations for this type of equipment, you may request it at the rental counter and we will do our best to accommodate you.

[▲ back to top](#)

Does Budget offer satellite radio in its rental cars?

Answer: Yes. Now you can enjoy premium music and entertainment with [Budget Blast](#), our new portable XM Satellite Radio service. It's available in most Budget rental cars in the U.S. for \$4.99 a day or \$20.00 a week. Budget Blast offers over 170 channels and the most commercial-free music as well as play-by-play sports coverage, news and talk radio shows, comedy programming, and Disney shows for the kids. To reserve, call 800-283-4384 (800-budget-4) or ask a Budget counter representative.

[▲ back to top](#)

Disability Services

Do you offer vehicles for drivers with disabilities?

Answer: As part of Budget's commitment to meet the needs of customers with disabilities, our services* include, at no extra cost, hand controls as well as four assistive and adaptive devices – spinner knobs, transfer boards, swivel seats and panoramic mirrors. Although many Budget locations carry these items as part of their regular inventory, demand can vary. Customers with disabilities – or their drivers – are encouraged to reserve assistive devices within 48 hours of car pickup. In the U.S., please call 888-221-1203 for details and confirmation. If you are not in the U.S., please find the appropriate [Budget phone number for calling within other countries](#).

*Budget cannot provide hand controls on every make or model of vehicle, and cannot confirm a reservation for a particular make or model of vehicle on any rental.

[▲ back to top](#)

Can someone else drive a vehicle rented by a driver with a disability?

Answer: Drivers for renters with disabilities must have a valid driver's license, meet all driver qualifications in effect at the location, and accompany the renter with a disability to the Budget location at time of rental. Unless either the renter with a disability or the driver are underage (see Underage Requirements above), at no extra charge the driver will be authorized to drive the rental vehicle for the renter with a disability.

[▲ back to top](#)

Do you offer hand controls?

Answer: Yes, and many other assistive devices for use by individuals with physical challenges. For assistance with reserving a vehicle with hand controls*, please call the Budget Special Needs department, toll-free from the U.S., at 888-221-1203. If you are not in the U.S., please find the appropriate [Budget phone number for calling within other countries](#).

*Budget cannot provide hand controls on every make or model of vehicle, and cannot confirm a reservation for a particular make or model of vehicle on any rental.

[▲ back to top](#)

Do you offer wheelchair-accessible vehicles?

Answer: For assistance with reserving a wheelchair-accessible vehicle, please call the Budget Special Needs department, toll-free from the U.S., at 888-221-1203. If you are not in the U.S., please find the appropriate [Budget phone number for calling within other countries](#).

[▲ back to top](#)

POST RENTAL**How can I get a copy of my receipt or rental agreement from my recent rental?**

Answer: Please gather one of the following:

- 9-digit rental agreement number
- reservation number
- phone number on your reservation
- RapidRez Number

Then call 800-621-2844, and press option 4 to request a copy of your rental agreement/receipt.

[▲ back to top](#)

Does Budget have a Lost and Found department?

Answer: Each year the Budget team finds hundreds of cell phones, CDs, sunglasses and other personal items in our vehicles, and in our rental locations. If you've left a personal item behind, please be sure to call that same Budget location at the phone number listed on your rental agreement or [find your location phone number](#). Renters are responsible for their own personal items, and we highly recommend that you report any lost belongings at your earliest convenience. While we can't promise the return of lost items, we'll do our best to help you.

[▲ back to top](#)

How do I get Rent More, Save More credit for my rental?

Answer: To check your credits, [sign in and view your Rent More, Save More statement](#). You should automatically receive the credit you deserve for an Eligible Rental within 72 hours after your rental is completed. If your Eligible Rental credit does not appear on your statement, request credit by completing our online [Rent More, Save More Rental Credit Request form](#).

[▲ back to top](#)

How will I know if I'm the victim of a fraudulent direct mail offer?

Answer: It has come to our attention that fraudulent direct mail marketing offers are being circulated to the public using the Budget logo without our permission. Some of these mailings also include the logos of various airlines. All are intended to mislead the recipient to believe that there is some connection between the sender, Budget, and often a particular airline.

These illegitimate offers usually arrive in an official-looking self-sealing envelope. They often purport to include roundtrip airfares and include a facsimile of a boarding pass on which the recipient's name appears. They invite the recipient to call an "800" number to redeem the tickets. They also purport to include a Budget rental. The return mailing addresses are those of various senders, among which is "World Wide Travel of Blue Springs, Maryland." Others are in Missouri and other states.

Be assured, Budget is not affiliated with any of the senders of these promotions, nor does it endorse or sponsor these offers. In such cases, the use of our logo and trademark is without our permission and in violation of our trademark rights. Our Legal Department continues to address this important matter.

If you receive an envelope that appears to include such an offer from Budget, but which you suspect to be fraudulent, please forward the entire envelope and its contents to Budget Rent A Car System, Inc., 6 Sylvan Way, Parsippany, NJ 07054 ATTN: Legal Department.

[▲ back to top](#)

What is a "phishing" e-mail and how will I know if it's fraudulent?

Answer: "Phishing" is one of the fastest-growing forms of e-mail fraud. Phishers use false "From" addresses, realistic-looking logos and corporate graphics, and Web links. Even the savviest consumers can be convinced they are dealing with a legitimate request for personal or sensitive information.

It has come to our attention that fraudulent "phishing" emails sometimes are circulated to the public using the Budget logo without our permission. Some of these mailings also might include the logos of various other organizations including airlines. Such e-mails are intended to mislead the recipient to believe that there is some connection between the sender, Budget, and often a third party.

Be assured, Budget is not affiliated with any of the senders of these promotions, nor does it endorse or sponsor these offers. In such cases, the use of our logo and trademark is without our permission and in violation of our trademark rights. Our Legal Department has been addressing this matter.

If you receive an e-mail that appears to be from Budget, but which you suspect to be fraudulent, please forward the entire e-mail including the sender's address to Budget's [Privacy Officer](#).

[▲ back to top](#)

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