



March 2020

Dear valued Avis customer,

With the news dominated by COVID-19, I wanted to get in touch and let you know that we are vigilantly implementing enhanced protocols to ensure your safety.

We are closely monitoring the guidance of the World Health Organisation regarding the spread of the virus and our focus is to ensure we meet customer needs whilst doing our part to keep you and our employees safe.

Here's what we are doing -

- We have enhanced our already robust cleaning techniques of our vehicles after each rental. In particular, we are paying special attention to the places people touch such as steering wheels, door handles and other hard surfaces.
- We are also cleaning our facilities frequently with recommended sanitising products and encouraging all employees to be vigilant about frequent hand washing.
- In addition, we are taking steps to ensure the welfare of our employees. This includes instructing employees who feel ill to stay home and consult their healthcare providers.
- We will be waiving cancellation fees for any reservations at any time that need to be cancelled as a result of a government Coronavirus-related travel ban.

If you have an existing booking, we look forward to seeing you and want to reassure you that we are doing everything we can to promote a safe and secure rental experience.

Book with confidence

For increased flexibility on all bookings, you can change or cancel, without fees, any reservations in Europe for rentals due to start before 1 May 2020. For bookings which start after this time, there will not be any penalties for changes made up to 72 hours before the start of your rental.

To make any changes, please contact our [reservations team](#) (short-term rentals) or our [leasing team](#) (long-term lease) or call (+65) 6737 1668.

During this challenging time, many people are choosing different ways to travel. If you need a rental vehicle, we are here for you. Your safety is our highest priority and we truly appreciate the trust that you place in our team and our company.

Best regards,

Keith Rankin
President, International