



# YOUR TRIP MADE BETTER

20th Edition Driving Guide in the U.S. and Canada

**AVIS**<sup>®</sup>



# TABLE OF CONTENTS

## PLANNING & BOOKING

Before You Rent.....	06
Vehicle Options.....	08
Coverage Options.....	14
Rental Amenities.....	16

## PICKING UP YOUR VEHICLE

Tips for Faster Pickup.....	20
Your U.S. and Canada Rental Agreement.....	22

## RETURNING YOUR VEHICLE

Drop-Off Convenience.....	26
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## DRIVING IN THE U.S. & CANADA

Travel Tips.....	30
Understanding Road Signs.....	32
Mileage Distances between U.S. Cities.....	34
Mileage Distances between Canadian Cities.....	36

# PLANNING & BOOKING



## BEFORE YOU RENT

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The more you can prepare for any trip, the more you can help things go according to plan. That way, surprises along the way can be the good kind. Follow these guidelines to create fun and safe travel memories.

### MINIMUM AGE

Each customer and additional driver must meet the minimum age requirement, which varies by location. An additional surcharge may apply for renters under 25 years of age.

### CREDIT CARDS

Avis accepts major credit cards, including:

- American Express
- Diners Club (if issued outside the U.S.)
- MasterCard
- Visa

### DRIVER'S LICENSE

Non-U.S. and non-Canadian residents are required to present a valid driver's license and 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 Driver's Permit.\* For Chinese Driver's license, Avis China now offers a driver's license translation service at all customers traveling from china to the United States and Canada. The translation will be recorded in English on a license translation from prior to the customer's departure from China. This is a translation service provided by Avis and is not to be recognized as a certifying the authenticity or validity of the driver's license.

### ADDITIONAL DRIVERS

Splitting the driving between multiple, authorized drivers is a smart and safe option. It's also a great excuse to switch control of the music selections. For full details on how to add drivers, please check with your travel agent.

\*For more information, ask your travel operator/travel agent or call Avis. An International Driver's Permit is not acceptable by itself.

*Miami, FL*



# VEHICLE OPTIONS

There's a vehicle in our fleet for every trip. From compact or family-friendly to the Signature Series decide how you'd like to steer your travels.

With every set of keys is a smoke-free vehicle that has passed an extensive quality control check for safety and maintenance updates. The amenities for a safe and comfortable ride are standard across the whole fleet, including: air conditioning, power steering, dual airbags, power windows and door locks, cruise control and more.

 Recommended Passenger Capacity	 Recommended Luggage Capacity
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## GROUP A: ECONOMY

Ford Fiesta or similar



-  4  1-2
- air conditioning
  - AM/FM stereo w/CD player
  - automatic transmission



## GROUP B: COMPACT

Ford Focus or similar



-  4-5  2-3
- air conditioning
  - AM/FM stereo w/CD player
  - automatic transmission



## GROUP C: INTERMEDIATE

Chevrolet Cruze or similar



-  5  2-3
- air conditioning
  - AM/FM stereo w/CD player
  - automatic transmission
  - cruise control



## GROUP D: STANDARD

Chrysler 200 or similar



-  5  3-4
- air conditioning
  - AM/FM stereo w/CD player
  - automatic transmission
  - cruise control



## GROUP E: FULL-SIZE

Chevrolet Impala or similar



-  5-6  3-4
- air conditioning
  - AM/FM stereo w/CD player
  - automatic transmission
  - cruise control

## GROUP G: PREMIUM

Chrysler 200 or similar



-  5-6  4-5
- air conditioning
  - AM/FM stereo w/CD player
  - automatic transmission
  - cruise control



Car models mentioned are examples for each group. Not all car groups are available at all locations. Makes, models and car groups may vary in

**GROUP H: LUXURY**  
Lincoln MKS or similar



5 3-4

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control

**GROUP Z: FULL-SIZE SUV**  
Chevrolet Tahoe or similar



6-7 3-4

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control

**GROUP F: INTERMEDIATE SUV**  
Ford Escape or similar



4-5 3-4

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control



**GROUP L: PREMIUM SUV**  
Chevrolet Suburban or similar



7-8 4-5

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control

**GROUP W: STANDARD SUV**  
Ford Edge or similar



5 3-4

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control

**GROUP V: MINIVAN**  
Dodge grand Caravan or similar



7 4-5

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control

**GROUP S: STANDARD ELITE SUV**  
Chevrolet Traverse or similar



5-6 4-5

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control

**GROUP P: PASSENGER VAN**  
Chevrolet Express Van or similar



12 8

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control

Car models mentioned are examples for each group. Not all car groups are available at all locations.

Makes, models and car groups may vary in

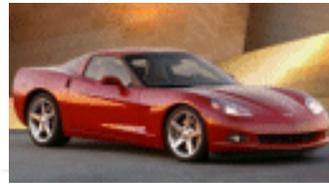
**GROUP K: CONVERTIBLE**  
Ford Mustang Convertible



 4  2-4

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control

**GROUP XA: SIGNATURE SERIES S**  
Chevrolet Corvette



 2  1-2

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control

**GROUP XG: SIGNATURE SERIES S**  
BMW X3



 5  2-3

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control

**GROUP XC: SIGNATURE SERIES S**  
Toyota Prius hybrid



 5  4-5

- air conditioning
- AM/FM stereo w/CD player
- automatic transmission
- cruise control



Car models mentioned are examples for each group. Not all car groups are available at all locations. Makes, models and car groups may vary in Canada.

Las Vegas, NV



## COVERAGE OPTIONS

### LOSS DAMAGE WAIVER (LDW)

In the event of collision, theft, vandalism or any other cause of loss and damage to your Avis vehicle, LDW is an optional coverage that reduces or eliminates your financial responsibility. You are responsible for all loss or damage if you do not accept LDW.

### EMERGENCY SICKNESS PROTECTION (ESP)

*Only available in the U.S.*

ESP provides international renters and all members of the traveling party with a non-U.S. passport with coverage for certain medical expenses that occur during the rental agreement.

### ADDITIONAL LIABILITY INSURANCE (ALI)

*Only available in the U.S.*

ALI is an optional service that protects you and authorized operators against claims made by third parties against you for bodily injury/death and property damage caused by operation of an Avis vehicle.

### PERSONAL ACCIDENT INSURANCE (PAI)

PAI covers accidental death and medical expenses resulting from accidental injury if you are a driver or passenger in an accident in the U.S. during the rental. In Canada, PAI covers accidental death and accidental dismemberment only.

### PERSONAL EFFECTS PROTECTION (PEP)

PEP is optional coverage that insures all members of the renter's traveling party against risks of physical loss or damage to the insured property during rental.

### ENHANCED LIABILITY INSURANCE (ELI)

*Only available in British Columbia-Canada.*

ELI insures the renter and authorized drivers against claims made by any third party against the customer for bodily injury, death and property damage caused during the rental. ELI provides the renter with \$4,000,000 of automobile liability insurance in addition to the minimum liability protection limits required by law under the Avis rental agreement (\$1 million).

*Please check with your tour operator/travel agent to find out if one or more of these coverages may be included in your rate or package.*



## RENTAL AMENITIES

### GARMIN GPS®

Garmin GPS features a touch-screen 3D map to help you arrive at your destination safely. Turn-by-turn, point-to-point directions are available in more than 40 languages so you can keep your hands on the wheel, and attention on the road.

### e-TOLL™

*Only available in the U.S.*

no more searching for change and bills — pay electronically with Avis e-Toll. Ask for an e-Toll enabled car when making reservations and keep your trip moving more smoothly through electronic toll lanes. The names of electronic toll lanes vary throughout the U.S., so look for signs signaling electronic payment as you approach the plaza.

### e-RECEIPT™

Provide your e-mail address at the time of reservation or rental to go paperless. You'll have a receipt waiting in your inbox within minutes of returning your Avis vehicle.

### EMERGENCY ROADSIDE SERVICE (ERS)

Support is available 24/7 for assistance with everything from mechanical problems to spare tires. Call **1-800-354-2847** toll-free to get a service provider dispatched to your location. Additional charges may apply for some services, including: fuel delivery, jump start, key replacement and lock out service.

### SKI RACKS

Hitting the slopes? Select Avis locations in the northeastern and western U.S. and Canada have ski racks to secure your gear.

### CHILD SAFETY SEATS

The law requires that infants and children use safety seats. If you'd like to leave yours at home while you travel, use ours. Choose from a wide range of seats to ensure safe travel for passengers of all sizes.

### ACCESS SERVICES PEOPLE WITH DISABILITIES

This special service includes hand controls, spinner knobs and swivel seats. Select locations also feature oversized mirrors with advance reservations.

### ROADSIDE SAFETYNET (RSN)

RSN is available for a small daily surcharge and covers expensive, out-of-service charges not covered by ERS, including: key replacement and lock out service.



These services are optional and may be subject to availability at select locations for an additional fee.

# PICKING UP YOUR VEHICLE



## TIPS FOR FASTER PICKUP

### RENTAL COUNTER

Once you're here at the counter you're just minutes away from heading out to your destination have these documents ready for the Avis representative, and you can start your trip even sooner:

- Reservation confirmation number
- Driver's license and International Driver's Permit (IDP)
- Credit card
- Prepaid vouchers, if you have one
- Passport
- Return airline ticket if renting from an Avis airport location

Once we have the rental paperwork out of the way, the Avis representative will direct you toward your vehicle.

*New York, NY*

### FILL-UP FLEXIBILITY

No trip should end with a search for a gas station. Choose the refueling option that fits your schedule

- **Pre-Pay:** Save time and money by buying a full tank of gas ahead of your rental. Your charge will be comparable to local gas station prices.
- **Pay On Return:** Pay for the fuel you use, plus a service charge, and we'll fill up the tank for you after your return.
- **Return with a Full Tank:** Fill the tank before you return to avoid any gas-related charges. A gas receipt is required upon check-in.
- **EZFuel™:** Driving under 75 miles? Pay a flat fuel fee of \$13.99 and then return the car without stopping at the pump.



# YOUR U.S. & CANADA RENTAL AGREEMENT

The Avis Rental Agreement is available in English, French, German, Spanish and Portuguese.

**Address and telephone number of renting location**

**Rate Code which determines rate values**

**number of prepaid days**

**Optional services available**

**Sales tax: Percentages vary by state and county or province**

**One-way service fee may apply**

**Further information will vary by rental location**

**Renter's agreement to be billed in his/ her local currency**

**Renter's signature**

**Date and time car is rented**

**Date/time car is scheduled to be returned**

**Rental Agreement #**

**Car group**

**Mileage of car at time of rental**

**Mileage of car at time of return**

**Vehicle make/model**

**Method of payment**

**name and address of renter**

**Car group**

**Car number**

**Rental Agreement # name**

**Customer AWD #**

**Date of check-out**

**Total mileage**

**Charges**

**Total charges**

Note: This is an example of a U.S. Avis Rental Agreement, which varies by state.

# RETURNING YOUR VEHICLE



## DROP-OFF CONVENIENCE

### VEHICLE DROP-OFF

The approach to the airport will feature signs for car rental returns. Follow the Avis signs to the designated return area.

Now, just three more things:

- On the front of your Rental Agreement, enter your mileage/kilometres, whether you purchased fuel during your rental and the fuel level.
- Exchange the Rental Agreement for a copy of your return receipt with the Avis representative (or go paperless with Avis e-Receipt™).

Any additional charges, such as sales tax, fuel service fee, etc., will be charged to your credit card.

### Rapid Return®

Bypass the rental counter and get on your way. Select locations offer Rapid Return car-side checkout. We'll meet you at the designated return area and print your receipt on the spot. It's that easy.

*Vancouver, CA*

### ONE-WAY SERVICE

Pickup at one location; drop-off at another. Your travel agent or an Avis representative can help coordinate one-way travel options during your rental. Use the Mileage Distances Chart for U.S. cities on pages 34-35 and Canadian cities on pages 36-37 to help plan your trip.

### FORGET SOMETHING?

From sunglasses to stuffed animals, sometimes even your favorite things accidentally get overlooked during return. The phone number for the Avis location where you dropped off your car is listed on your Rental Agreement. Stay calm, and give us a call as soon as you discover the item is missing. One of our staff detectives will check the vehicle.



# DRIVING IN THE U.S. & CANADA

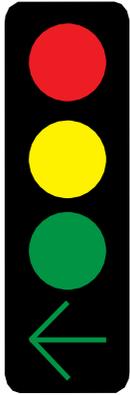


## TRAVEL TIPS

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- Familiarize yourself with the car before starting the engine:
  - Adjust interior and exterior mirrors
  - Adjust your seat
  - Locate all the gauges, window controls, lights, wipers, air/heat controls, etc.
- Confirm directions to your destination. An Avis Rental Sales Agent, an Avis Preferred® Representative or the Exit gate Attendant can explain local roads and major highways. For hands-free turn-by-turn directions, ask about renting a Garmin GPS.
- Obey all signs/speed limits.
- If your vehicle is bumped from behind, do not stop on the roadway or shoulder unless safe to do so. Drive to the nearest public area and call for police assistance. For emergency, dial 911.
- If advised by another motorist of problems with your vehicle, do not stop until reaching a service station or well-populated area.
- Lights on U.S. and Canadian emergency vehicles are red or red and blue. Do not stop for flashing white lights.
- Do not pick up hitchhikers under any circumstances.
- Driving Under the Influence (DUI) of alcohol or drugs is against the law and is considered a very serious offense in the U.S. and Canada. It is a violation of the Rental Agreement if you drive under the influence.
- U.S. states and Canadian provinces require the use of seat belts for all passengers and child safety seats for infants and small children.
- Talking and texting on mobile phones and other personal communication devices while driving is illegal in many states and most big cities, unless the driver is using a hands-free device. Check for local restrictions.
- If your car is not operating properly, drive to a well-lit area before stopping. Call Avis Emergency Roadside Assistance: **1-800-354-2847** or the phone number listed on the Avis key tag.
- Do not stop for someone on the road who indicates that they need assistance. Instead, obtain a description and notify the authorities/police. For emergency, dial 911.
- If you are lost, and your vehicle is equipped with GPS, please utilize this service. Otherwise, find a nearby gas station, police station or public place and ask for assistance.
- keep all doors and windows locked at all times.
- Stow all valuables out of sight.
- Park only in a lighted area. Always check the interior and exterior of your vehicle before entering.

# UNDERSTANDING ROAD SIGNS



**Steady Red**—Stop; do not go until the light is green.

**Flashing Red**—Stop; yield the right-of-way and go when it is safe.

**Steady Yellow**—light changing to red; be ready to stop.

**Flashing Yellow**—Caution.

**Steady Green**—go.

**Green Arrow**—Proceed in that direction.

In some states/provinces, unless otherwise posted, you may make a *right turn* at a steady red light after coming to a *full stop* and yielding the right-of-way to oncoming traffic.



One Way Traffic  
Do not Enter



no Parking



no Pedestrians



no Right Turns



no U-Turns



Turn Right or go Straight



Right Turn Only



keep Right of the Divider



Railroad Crossing



Divided highway Begins



Merging Traffic



not a Thru Street



U.S. national Interstate highway



U.S. highway



Trans-Canada highway



U.S. highway Exit



Indicates Lane Ending; Merge



Sharp Right Turn



Traffic Signal Ahead



Deer Crossing



Speed Limit Regulation



Yield Right-of-Way at Intersection



Stop at Intersection



One Way Traffic in Arrow's Direction



gas



Food



hospital



lodging

# MILEAGE DISTANCES BETWEEN U.S. CITIES

	Atlanta	Boston	Chicago	Dallas	Denver	Houston	Las Vegas	Los Angeles	Miami	New Orleans	New York	Phoenix	San Francisco	Seattle	Washington D.C.
Atlanta	1095	715	805	1437	844	1920	2230	675	499	884	1832	2537	2730	657	
Boston	1095	983	1815	1991	1886	2500	3036	1539	1541	213	2664	3179	3043	440	
Chicago	715	983	931	1050	1092	1500	2112	1390	947	840	1729	2212	2052	695	
Dallas	805	1815	931	801	242	1150	1425	1332	504	1604	1027	1765	2122	1372	
Denver	1437	1991	1050	801	1032	885	1174	2094	1305	1780	836	1266	1373	1635	
Las Vegas	1920	2500	1500	1150	885	1525	289	2640	1805	2486	294	573	1188	2568	
Los Angeles	2230	3036	2112	1425	1174	1556	289	2757	1921	2825	398	403	1150	2680	
Miami	675	1539	1390	1332	2094	1237	2640	2757	892	1328	2359	3097	3389	1101	
New Orleans	499	1541	947	504	1305	365	1805	1921	892	1330	1523	2269	2626	1098	
New York	884	213	840	1604	1780	1675	2486	2825	1328	1330	2442	3036	2900	229	
Phoenix	1832	2664	1729	1027	836	1158	294	398	2359	1523	2442	800	1482	2278	
San Francisco	2537	3179	2212	1765	1266	1958	573	403	3097	2269	3036	800	817	2864	
Seattle	2730	3043	2052	2122	1373	2348	1188	1150	3389	2626	2900	1482	817	2755	
Washington D.C.	657	440	695	1372	1635	1443	2568	2680	1101	1098	229	2278	2864	2755	

## MILEAGE/KILOMETRE DISTANCES BETWEEN CANADIAN CITIES

Miles are in the white area.  
kilometres are in the blue area.

	Calgary, AB	Charlottetown, PEI	Edmonton, AE	Fredericton, NB	Halifax, NS	Medicine Hat, AB	Montreal, QU	Ottawa, OR	Prince Rupert, BC	Quebec City, QU	Regina, SK	St. John's, NF	Saskatoon, SK	Sault Ste Marie, ON	Thunder Bay, ON	Toronto, OR	Vancouver, BC	Victoria, BC	Whitehorse, YK	Windsor, ON	Winnipeg, MB	Yellowknife, NWT
Calgary, AB	4964	294	4586	5059	293	3739	3540	1508	3998	763	6245	623	2742	2051	3471	1061	1080	2314	3857	1371	1915	
Charlottetown, PEI	3085	4983	378	426	4581	1218	1418	6471	965	4154	1253	4413	2222	2912	1986	6080	6161	7332	2122	3593	6698	
Edmonton, AB	183	3096	4605	5078	524	3829	3720	1464	4088	843	6264	526	2922	2232	3651	1289	1300	2048	4021	1350	1757	
Fredericton, NB	2850	235	2861	473	3944	899	1099	6093	634	3776	1659	4035	1844	2534	1667	5702	5783	6954	1744	3215	6320	
Halifax, NS	3144	265	3155	294	4624	1372	1512	6468	962	4151	1347	4410	2212	2903	2080	6071	6151	7329	2119	3590	6436	
Medicine Hat, AB	182	2847	326	2451	2873	3356	3157	1891	3615	515	5810	462	2447	1757	3176	1352	1463	2751	3546	988	2460	
Montreal, QU	2323	757	2379	559	853	2085	182	5247	257	2930	2499	3189	998	1688	523	4856	4936	5767	904	2368	5474	
Ottawa, On	2144	881	2312	683	940	1962	113	5047	459	2730	2698	2935	798	1488	396	4656	4737	5908	901	2169	5274	
Prince Rupert, BC	937	4021	910	3786	4019	1175	3260	3136	5506	2317	7752	2048	4249	3559	4978	1509	1590	1408	5280	814	2722	
Quebec City, QU	2484	600	2540	394	598	2246	160	285	3421	3189	2246	3448	1257	1947	787	5115	5195	6367	1157	2627	5733	
Regina, SK	474	2581	524	2346	2579	320	1821	1696	1440	1976	5435	254	1932	1242	2661	1790	1889	2892	3035	572	2601	
St. John's, NF	3881	779	3892	1031	837	3610	1553	1677	4817	1396	3377	5701	3503	4053	3266	7073	7184	8370	3617	4737	8051	
Saskatoon, SK	387	2742	327	2507	2740	287	1982	1824	1273	2143	158	3543	2338	1648	3067	1699	1810	2632	3418	777	2339	
Sault Ste Marie, On	1704	1381	1816	1146	1375	1521	620	496	2640	781	1201	2177	1453	704	729	3710	3821	4769	1099	1370	4476	
Thunder Bay, On	1274	1809	1387	1575	1804	1092	1049	925	2212	772	2518	1024	437	444	1419	3020	3131	4079	1789	692	3786	
Toronto, On	2157	1234	2269	1036	1292	1974	325	246	3093	489	1654	2029	1906	453	882	4439	4550	5498	371	2100	5207	
Vancouver, BC	653	3378	801	3543	3772	840	3017	2893	938	3178	1112	4395	1506	2305	1877	2758	111	2434	5557	2339	2784	
Victoria, BC	671	3828	801	3593	3822	909	3067	2944	988	3228	1174	4464	1125	2374	1946	2827	69	2515	4920	2451	2895	
Whitehorse, YK	1438	4556	1273	4321	4554	1709	3584	3671	875	3956	1797	5201	1635	2963	2535	3416	1512	1563	5645	3398	3050	
Windsor, On	2397	1319	2499	1084	1317	2203	562	560	3283	719	1886	2248	2124	683	1112	231	3453	3057	3508	2470	5575	
Winnipeg, MB	852	2233	839	1998	2231	614	1471	1348	506	1632	355	2944	483	851	430	1305	1453	1523	2111	3109		
Yellowknife, NWT	1190	4193	1091	3928	4000	1528	3402	3278	1692	3563	1615	5004	1454	2782	2353	3235	1730	1799	1895	3465	1930	



# LOVE THE JOURNEY



## **FOR EMERGENCY ROADSIDE SERVICE:**

From anywhere in the U.S. or Canada, call the Avis 24-hour, toll-free hotline: **1-800-354-2847** or the phone number listed on the Avis key tag.

## **FOR RESERVATION INFORMATION OR TO EXTEND YOUR RENTAL, CALL TOLL-FREE:**

U.S. **1-800-331-1212**

Canada **1-800-879-2847**

Hearing Impaired, TDD/TYY **1-800-331-2323**

Visit us online at **[avis.com](http://avis.com)** or **[avis.ca](http://avis.ca)**

Travel Agent Support **[gds.support@avisbudget.com](mailto:gds.support@avisbudget.com)**

**Thank you for choosing Avis.**

Informational purposes only. Avis makes no warranty or representation that this information will be complete or accurate, and it is the renter's sole obligation to be in compliance with all laws and regulations.

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