

On the Road with Avis in the U.S. and Canada



Your Avis Driving Guide...
from Renting to Road Signs



Avis features GM cars

12th Edition

(Please Insert Local Reservation Number)

Page

FOR EMERGENCY ROADSIDE ASSISTANCE

If you need emergency roadside assistance from anywhere in the United States and Canada, call the Avis 24-hour hotline number toll free:

When Driving an Avis Car in the United States and Canada, please call

1-800-354-2847

For reservation information or to extend your rental, call TOLL FREE:

In the United States	1-800-331-1212
In Canada	1-800-879-2847
For the hearing impaired, TDD/ TTY Phone	1-800-331-2323

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While the information in this brochure is current at time of going to print, Avis accepts no responsibility for changes that might occur after publication.

Avis. Our "We try harder" spirit.

Canyonlands National Park, Utah



There are "three imperatives" that Avis tries harder to add to your driving experience in the United States and Canada: our customer's confidence, comfort and convenience.

Our advertising slogan "We try harder" sets the company's standards and its commitment to service and excellence.

Since we were founded by Warren Avis in 1946, the company has grown from a small airport counter in Detroit, Michigan to a global giant and an industry leader in sophisticated national and global technology that speed up the rental, return and rate transaction process.

Our "We try harder" spirit has earned us a worldwide reputation for efficiency, expertise, and total customer satisfaction. We continually strive to provide better and more innovative services to enhance the travel experience for our customers. This energy translates to the "We try harder" spirit you will discover at our more than 900 U.S. locations and over 160 locations in Canada.

No matter where you are in the world, there's an Avis office nearby to serve you with top quality cars and fast, efficient service—because Avis rentals come with Avis people and trying harder is what we do best. With beautiful blue skies, majestic mountains, and glorious lakes and rivers, the United States and Canada offer some of nature's most breathtaking sights. With so much to see and do, these two countries provide the "picture perfect" settings in which to spend your holiday. Of course, there is no better way to experience what North America has to offer than with an Avis rental car. Whether it is a compact, intermediate, sport utility, mini van or luxury car, we have a car that will fit your driving needs. Avis makes it easy to discover the U.S. and Canada.



Avis Fleet Guide in the U.S. and Canada

The Avis Fleet

If you have a place to go, we have the cars to get you there. Whether you are looking for a mini van, a convertible, sport utility vehicle or the pleasure of a premium car, you'll find it at Avis.

Choose from a wide variety of low-mileage, modern General Motors and other fine cars. Before you get into an Avis rental car, it has gone through a 49-step Quality Control check of everything from the tread depth of the tires to locks, lights and fluid levels. It's our way of ensuring that each of our cars is professionally maintained to provide miles and miles of dependable service on the road.

You will appreciate driving comforts like air conditioning, radio/CD-players, power steering, power brakes, dual air bags, tinted glass and automatic transmission which are included on every car we rent in the U.S. Many cars are also equipped with power windows and door locks, ABS, and cruise control. Many Avis vehicles are equipped with Daytime Running Lights. They are automatically activated when the car is started and will raise to full power at sunset. DRLs increase safety by making the vehicle highly visible to other drivers.

Last but not least are those 'extra' touches like available child safety seats, local travel and traffic information and our 24-hour, toll free road assistance service.†



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

† In Canada, ask your local rental sales agent about the availability of local travel and weather information.

Definition of Car Specifications

Car specifications are those supplied by the manufacturer or obtained from automotive news publications. They are given as a general guide only and are subject to change. Trunk capacity is only an estimate of the number of pieces of luggage that will fit into a vehicle. The Avis Fleet Guide is intended as a guide to the types of cars generally available.

Not all Sport Utility Vehicles are equipped with four-wheel drive. Please specify at time of reservation.

4-Door Compact

GROUP B

CCAR

Example Car: Chevrolet Cobalt

European Equivalent: Opel Astra



Additional Vehicles in this Group: Toyota Corolla

- 4-Cylinder Engine • Daytime Running Lights • AM/FM Stereo w/CD
- Airbag-Driver & Passenger • Tilt Wheel/Cruise Control

2/4-Door Intermediate

GROUP C

ICAR

Example Car: Pontiac Grand Am

European Equivalent: Opel Vectra



Additional Vehicles in this Group: Chevrolet Malibu*, Chevrolet Classic*

- 4 or 6-Cylinder Engine • Daytime Running Lights • AM/FM Stereo w/CD
- Airbag-Driver & Passenger • Remote Keyless Entry

2-Door Full Size

GROUP D

SCAR

Example Car: Chevrolet Monte Carlo

European Equivalent: N/A



- 6-Cylinder Engine • AM/FM Stereo w/CD • Power Windows/Locks
- Airbag-Driver & Passenger • Remote Keyless Entry

Avis Fleet Guide in the U.S. and Canada

4-Door Full Size

GROUP E

FCAR

Example Car: Chevrolet Impala*

European Equivalent: Opel Omega



5-6

4-5

Additional Vehicles in this Group: Pontiac Grand Prix, Buick Century*

- 6-Cylinder Engine • Daytime Running Lights • AM/FM Stereo w/CD
- Airbag-Driver & Passenger • Tilt Wheel/Cruise Control

Premium

GROUP G

PCAR

Example Car: Buick LeSabre*

European Equivalent: Mercedes C180



5-6

4-5

Additional Vehicles in this Group: Pontiac Bonneville,* Buick Park Avenue

- 6-Cylinder Engine • AM/FM Stereo w/Cassette or CD • Airbag-Driver and Passenger
- Power Windows/Locks • Daytime Running Lights

Luxury

GROUP H

LCAR

Example Car: Cadillac de Ville

* European Equivalent: Mercedes E230



5-6

5-6

- 8-Cylinder Engine • OnStar • AM/FM Stereo w/Cassette or CD
- Airbag-Driver, Passenger, Front Side • Daytime Running Lights • OnStar*

Convertible

GROUP K

STAR

Example Car: Ford Mustang

European Equivalent: N/A



4-5

2-4

Additional Vehicles in this Group: Chrysler Sebring,**

- 6-Cylinder Engine • AM/FM Stereo w/CD • Power Windows/Locks
- Airbag-Driver & Passenger • Remote Keyless Entry

Compact SUV

GROUP F

IFAR

Example Car: Pontiac Vibe

European Equivalent: N/A



4-5

6-8

- 4-Cylinder Engine • AM/FM Stereo w/CD • Airbag-Driver & Passenger
- Tilt Wheel/Cruise Control • Daytime Running Lights • Remote Keyless Entry

Mini Van

GROUP V

MVAR

Example Car: Chevrolet Uplander

European Equivalent: VW Sharan



7-8

6-8

Additional Vehicles in this Group: Chevrolet Astro, Dodge Grand Caravan, Chrysler Town and Country

- 6-Cylinder Engine • Child Safety Seat • AM/FM Stereo w/CD
- Airbag-Driver & Passenger • Power Windows/Locks • Tilt Wheel/Cruise Control

4-Door Sport Utility

GROUP W

SFAR

Example Car: Chevrolet Trailblazer*

European Equivalent: Ford Frontera



5-7

6-8

Additional Vehicles in this Group: Oldsmobile Bravada, Pontiac Aztek, Buick Rendezvous

- 6-or 8-Cylinder Engine • Power Windows/Locks • AM/FM Stereo w/Cassette or CD
- Airbag-Driver and Passenger • Tilt Wheel/Cruise Control

Large SUV

GROUP L

FFAR

Example Car: Chevrolet Suburban

European Equivalent: N/A



8-9

8

- 8-Cylinder Engine • AM/FM Stereo w/CD • Airbag-Driver and Passenger
- Tilt Wheel/Cruise Control • Daytime Running Lights • Power Windows & Locks

Your Avis rental agreement and Roving Rapid Return receipt

You will receive a copy of a rental agreement and/or a Roving Rapid Return receipt to review and sign (see example below). Please check the key areas highlighted below before signing for your car rental.

Labels and corresponding fields:

- Date and time car is rented:** 10/03
- Date car is scheduled to be returned:** 10/03
- Rental Agreement Number:** RA DOCUMENT 499882073
- Car group:** CAR# 2760030 GRP D
- Mileage of car at time of rental:** MI OUT: 1642
- Mileage of car at time of return:** MI IN: 1823
- Vehicle make/model:** BLU BUIC BRGL 2
- Method of payment:** METHOD OF PAYMENT: CASH
- Name and address of renter:** RUIHE, DEITER; MILTLESE HASENGASSE 17; 06140 BEUSHEIM, DE
- Address and telephone number of renting location:** AVISVILLE, NJ, 11530, US; PHONE: 516-222-3421
- Rate Code which determines rate values:** 2091
- Number of prepaid days:** 31935F
- Optional services available:** 1814 MI @ .00; 1 HR @ 21.67; 3 DY @ 64.98; 0 WK @ 454.86; 0 MO @ .00
- Sales tax. Percentages vary by state and county or province:** TAX 4.000%
- One-way service fee may apply:** PAI: 7.80
- Further information will vary by rental location:** (Notices section)
- Renter's agreement to be billed in his/her local currency:** (Notices section)
- Renter's signature:** X _____

Transaction Record Summary:

MINIMUM CHARGE	43.00
DISCOUNT	12.90
ONE WAY FEE/MISC	
FUEL SERVICE	14.52
TAXABLE SUBTOT	44.62
TAX 13.825%	6.06
TOTAL CHARGES	50.70
99- \$3/DY-TUE 1 DY RNTL	

Total Charges Summary:

DISCOUNT	0.00	21.67
PAI	7.80	194.94
PEP	35.80	
ALI	339.07	
TOTAL CHARGES	339.07	
AMOUNT DUE CH USD		339.07

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

Avis optional protection

Glacier National Park, Montana



Loss Damage Waiver (LDW)

When you rent an Avis car, you will be asked if you wish to accept the Loss Damage Waiver (LDW) at an additional charge. LDW IS NOT INSURANCE. It is an optional protection; you are not obligated to buy it. LDW frees you from any financial responsibility (except for the amount shown as "responsibility" on the front of your Rental Agreement) for all loss of, or damage to, your Avis car due to collision, theft, vandalism, or any other cause – as long as you are in compliance with the terms of your Avis Rental Agreement. If you do not accept LDW, you are responsible for all loss of or damage to the rental car due to theft, collision, vandalism, or any cause other than specified on your Rental Agreement.

If local law, where your Rental Agreement is signed, provides LDW terms that are different than those stated in your Rental Agreement, local law will apply.

To obtain LDW, you must initial the acceptance box labeled "Loss Damage Waiver" on your Avis Rental Agreement and pay the per-day charge for LDW as shown on your Rental Agreement. For exclusions and further information, refer to your Rental Agreement jacket or refer to the brochure available at the rental counter.

Your rate or package may include one or more of these coverages, so please check with your tour operator/travel agent.

Additional Liability Insurance (ALI)

In some states of the U.S., liability coverage can be secondary to any other insurance you may have or can be as low as US \$20,000. Therefore Avis recommends the purchase of Additional Liability Insurance (ALI), which offers renters in the United States US \$1,000,000 in primary coverage .

Available at participating U.S. locations, ALI is a special optional service offered by Avis when you rent an Avis car. It is an "EXCESS AUTOMOBILE LIABILITY INSURANCE POLICY" that provides additional Liability insurance within specified limits above the limits provided in the Avis Rental Agreement. ALI insures you and authorized operators, as defined in the Avis Rental Agreement, against claims made by third parties against you, the customer, for bodily injury/death and property damage caused by the use or operation of an Avis rental vehicle as permitted in the Avis Rental Agreement. ALI is made available to you as the customer when renting an Avis vehicle, if you elect to accept ALI for an additional daily charge as shown on the Avis Rental Agreement.

To obtain ALI, you must initial the acceptance box labeled "Additional Liability Insurance" on your Avis Rental Agreement and pay the per-day charge for ALI shown on your Rental Agreement. For exclusions and further information, refer to your Rental Agreement jacket or refer to the brochure available at the rental counter. **The purchase of ALI is not required in order to rent an Avis car.**

In Canada, Public Liability and Property Damage are included in the rates with a maximum of CA \$200,000 per accident (CA \$50,000 in the province of Quebec). Check with your travel agent for rates that may include higher liability coverage.

Avis optional protection

Bixby Bridge, California

Personal Accident Insurance (PAI)

Personal Accident Insurance (PAI) (in Canada, PAI Plus) is an optional insurance offered by Avis that is designed to give you more peace of mind when you are on the road. It is made available to you, as the customer, when renting an Avis vehicle. You may purchase it for an additional charge as indicated on the Avis Rental Agreement. The purchase of PAI is not required in order to rent from Avis.

PAI provides you with a specified amount of accidental death insurance and medical coverage (medical coverage is not available in Canada) for injuries due to an accident. Coverage applies for your entire rental. In addition, you are fully insured whether you are in or out of the rental vehicle if an accident should occur.

PAI also covers your passengers during the time they are riding or driving with you. For coverage to apply, they must be riding in the enclosed portion of the rental vehicle. It provides them with a specified amount of accidental death insurance and medical coverage (if applicable) for injuries sustained in an accident involving the rental vehicle.

To obtain PAI, you must initial the acceptance box labeled "Personal Accident Insurance" on your Avis Rental Agreement and pay the additional per-day charge for PAI shown on your Rental Agreement. For exclusions and further information, refer to your Rental Agreement jacket or refer to the brochure available at the rental counter.

Personal Effects Protection (PEP)

Avis also offers its customers coverage for their personal belongings while away from home. If you accept PEP, most types of belongings will be insured.

PEP insures against risks of physical loss or damage to the insured property from external causes, except as excluded, during your rental.

The maximum benefit for each covered individual during the rental period is US \$600 (US \$500 in New York with no deductible) and CA \$500 in Canada, after a deductible of CA \$25 per covered claim. The maximum benefit for all individuals during the rental period is \$1,800 in the U.S. (\$1,500 in New York and Canada) after application of all deductibles.

Coverage is provided for:

- A. The person signing the Rental Agreement (customer), and
- B. Members of the customer's immediate family traveling with the customer, and who are permanently residing in the same household.

To obtain PEP, you must initial the acceptance box labeled "Personal Effects Protection" on your Avis Rental Agreement and pay the per-day charge for PEP shown on your Rental Agreement. For exclusions and further information, refer to your Rental Agreement jacket or refer to the brochure available at the rental counter.

The Avis rental and return experience

Renting the Car

Most rental transactions take place at our Avis location. Transportation to our location by our bus, common bus or other means will be clearly marked in the airport terminal. If you are unsure in finding our Avis location, please use the courtesy phones in the terminal.

- At the Avis counter, give the Avis Rental Sales Agent the necessary information and documents such as:
 1. Reservation/confirmation number
 2. Driver's license and IDP*
 3. Credit card**
 4. Any prepaid vouchers
 5. Passport and return airline ticket
- Take your Rental Agreement jacket and proceed to the Avis bus. In Canada and in some U.S. locations, bus service is not necessary; you simply walk straight from the counter to your car.
- Give the Rental Agreement folder to the bus driver, who will take you to your car.
- Show your Rental Agreement to the security guard at the exit gate (U.S. only) and enjoy your trip.

Avis Preferred Service

Avis Preferred membership was designed for busy travelers like you -- and can be yours free of charge. Simply enroll and you'll enjoy these extra amenities:

- Your Avis rental preferences will be kept on file, expediting the reservation process – members can skip the lines and paperwork go straight to their car.
- A courtesy bus will drop you off to your car, or it will be in a conveniently located parking space.
- A free copy of the Wall Street Journal will be in your car at major U.S. airport locations.
- You will enjoy low mileage cars conveniently parked in preferred spaces.
- Additional services include directions, weather info, luggage handling and 24-hour roadside assistance.

For more information, please visit www.avis.com

* IDP= International Driver's Permit. An IDP may only be used in conjunction with a valid license from the country of the renter's residence. You cannot rent a car with an IDP alone.

** You will be required to leave an approved credit card imprint for a deposit. If you prefer to leave a cash deposit, which may be substantial, please check in advance as requirements vary by location.

Additional Drivers

With all the free unlimited miles, it is a good idea to use our additional driver option, enabling you to share the driving and enjoy every minute of your trip. There is usually a nominal fee for this option; check with your travel agent or Avis for full details.

Returning the Car

- Follow the signs for Avis car return when entering the airport lot.
- Take the car to the designated car return area. Enter your mileage, whether you purchased fuel during your rental, and fuel level on the back of your Rental Agreement jacket.
- Give the Rental Agreement to the Avis agent. Any additional charges, such as sales tax, fuel service fee, additional driver charges, etc., will be charged on your credit card or you may pay in cash.
 - Avis offers a receipt in the billing currency that your credit card company would typically bill you.
 - The exchange rate that Avis uses to calculate your bill is generally better than the rate your credit card company would typically use.
- The agent will then give you your copy of the Rental Agreement. In the U.S., an Avis bus or other airport transportation will bring you to your designated airline terminal.

Avis Roving Rapid Return

Avis' Roving Rapid Return is a faster, more convenient way for you to return your Avis rental. Instead of going to the counter to return your rental, an Avis Roving Rapid Return Representative will meet you right at your car. Using our state-of-the-art, terminal linked, hand held, computerized car return system, a transaction record is produced in a matter of seconds. No more waiting in lines. You can board the Avis bus and head to the airport. This state-of-the-art return service is currently available at many locations worldwide.

One-Way Service

Many travelers on vacation in the U.S. and Canada like to drive around and explore the beautiful sites and points of interest. In many areas, Avis allows you to return the car to a different location than the pick up point at an additional charge. In some locations, there is no charge for this one-way service. When planning your trip, contact your travel agent or Avis reservation office to see whether a charge will apply. *Please note: one-way mileage is based on the direct distance between two locations (longitude and latitude). It does not take into consideration driving over and around mountains, lakes etc.*

Avis Value-Added Premium Products and Services

The **Avis Cares® Program** is a driver safety and preparation program designed to ensure that Avis customers have a safe and stress-free trip to their destination. Avis Cares® sums up Avis' philosophy about our customers, employees, and communities in which we operate. Components of the Avis Cares® Program include:

• Driving Information Guides

At all participating Avis locations, renters will be given a Travel Safety Information Tip Sheet pertaining to the particular city/state they are renting in. Each sheet provides important information on local driving regulations, emergency phone numbers, and suggested radio stations for news, traffic, and weather updates. Multi-lingual rental agreement inserts are available at all major gateway locations.



Avis Assist is a pocket-sized, portable navigation system that gives you easy, step-by-step directions, updated roadway information, and can help you plan your itinerary, from start to finish.



XM Satellite Radio, America's most popular satellite radio service offers 100 digital channels of music, news, sports, talk, kids programming, and so much more. This service is offered in more than 10,000 vehicles. XM Satellite radio is free with our premium or luxury vehicles.



ONSTAR* is a hands-free voice-activated global positioning system that provides you with emergency and other special services.



Avis Access Services for the Disabled feature hand controls, spinner knobs and swivel seats. Oversized mirrors are available in 25 US Metropolitan Areas with advanced reservations.

Emergency Roadside Assistance is always available to our customers. From flat tires to lost keys, we're here to help.

Wi-Fi Internet Access is available for renters that have a wireless internet card in their laptops. The service enables mobile professionals to use laptop computers and personal digital assistants (PDAs) to wirelessly connect to the Internet and corporate networks at speeds 50 to 100 times as fast as a dial-up connection. Avis locations are ideally suited for Wi-Fi connectivity, providing added convenience for millions of mobile professionals to conduct business and stay connected between their flights and the road.

Avis Travel Stores are automated stores in select locations that sell a variety of merchandise selectable through a rich media touch screen. The merchandise offered is geared towards the needs of travelers and includes the following categories:

- Cameras, Film and Batteries
- Over-The-Counter Medicines
- Personal Care Products
- Tourist Guides
- PDA, Cellular, and PC accessories
- Snacks and Drinks
- Books, Magazines, and Games
- Gifts and Souvenirs

The Carpet Fresh-No Vac® - Avis Scent, currently at 50 Avis locations, is used during the car deodorizing process. Avis is confident that renters will like the clean fresh residual smell and associate it with the opinion that Avis cars are cleaner.

Avis Quick City Guides are pocket-sized guides to great restaurants, tourist attractions, and business services localized to 20 US Metropolitan Areas.

Ski racks are available upon request at Avis ski locations in the Northeastern and Western US, and Canada. The charge for this service is available at the time of reservation.

Avis is the first car rental company to adopt the **LATCH system** as its standard for child safety seat installation. LATCH stands for the US Government's new Lower Anchors and Tethers for Children, a new standard for child restraints. This system greatly reduces the risk of injury by installing seats properly. Child safety and booster seats are available for rent upon request. Keep your kids safe while travelling. The use of seat belts and child safety seats for infants and small children is required by law in the U.S. and Canada.

Avis Cares® on the road and online

Innovative Renter Services

At Avis we're into the future *now*, with exciting services designed to keep you on the move.

Avis Online (www.avis.com)–

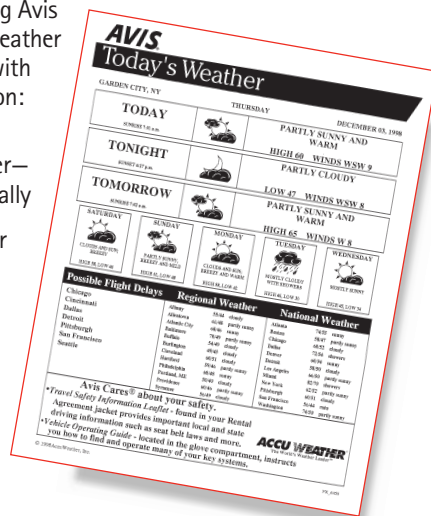
The Avis Web site makes car rental on the Internet faster and easier. It allows you to browse the fleet, find the nearest rental location, or get detailed maps and door-to-door directions. It is the definitive source for car rental information on the Web and one of the many innovative ways we help you get to your destination safely.



Weather Fax –

Available at participating Avis locations, this helpful weather guide will provide you with the following information:

- Current day's weather—regionally and nationally
- Projected forecast for the next six days
- Cities with possible flight delays



Travel Safety Tips

- Ask for specific directions before you leave the facility. You may obtain directions and/or a map from an Avis Rental Sales Agent, Preferred Service Representative, or the Exit Gate Attendant.
- If your vehicle is bumped from behind, do not stop on the roadway or shoulder. Drive to the nearest public area and call for police assistance.
- If advised by another motorist of problems with your vehicle, do not stop until reaching a service station or well populated area.
- Do not stop for flashing white lights. Lights on U.S. emergency vehicles are red or red and blue.
- Do not pick up hitchhikers under any circumstances.
- Driving Under the Influence (DUI) or alcohol or drugs is against the law and 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.
- Remember that seat belts and child safety seats for infants and small children are mandatory in all U.S. States and Canadian provinces.
- If your car is not operating properly, drive to a well-lit area before stopping. Call Avis Rent A Car emergency roadside assistance at: 1-800-354-2847.
- If someone on the road indicates they need assistance, do not stop.
- If you are lost, and your vehicle is equipped with Onstar or Avis Assist please utilize these services. If you do not have access to these services, 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 (i.e., glove compartment or trunk).
- Park only in a lighted area. Always check the interior and exterior of your vehicle before you enter.

For additional driving tips and important information on local driving rules, please refer to the Avis Cares Driving Information Guide in your Rental Agreement folder.

Understanding road signs



National Interstate Highway (U.S.)



U.S. Highway (U.S.)



Regional Highway (Canada)



Trans-Canada Highway (Canada)



Hospital



Food



Slow down; yield right-of-way to vehicles at intersection



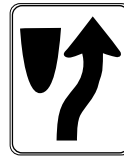
Railroad crossing



Speed limit regulation



Traffic signal ahead



Keep right of the divider



No u-turn



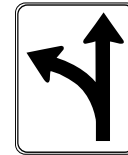
No left turn



Indicates lane ends; merge



Traffic in direction of arrow



Turn left or go straight



No parking



Divided highway ends



Not a thru street



School crossing



Traffic in both directions



Right turn only



No right turn



Merging traffic entering from direction indicated



Slippery when wet

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.

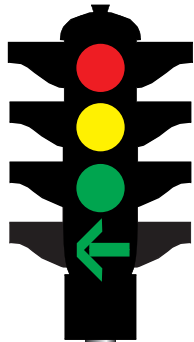
In some states, you may make a *right turn* at a steady red light after coming to a *full stop* and yielding the right-of-way to oncoming traffic.



Stop



One way traffic – Do not enter



Travel Agent Information

Formats for Accessing the DRS Index

APOLLO/GALILEO	CADZI
SABRE	Y/CAR/QZI
AMADEUS	GGCARZI
WORLDSPAN	G/CAR/ZIZ

We would like to thank you for choosing Avis. We look forward to serving you again soon at one of our many locations throughout the world. Visit Avis online at: avis.com



Avis features GM cars.
Chevrolet Trailblazer

Travel Agent's Stamp



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