



## Advantage/EZ Rent A Car - Hurricane Helpful Tips

### *Your safety as a renter is our primary concern*

- Avoid driving through standing water. The average automobile can be swept off the road in 12 inches of moving water, and roads covered by water are prone to collapse. If you come upon a flooded street, take an alternate route. Driving through standing water can also render the car inoperable or can conceal debris that creates additional risk.
- Drivers in the hurricane's path who are not going to be driving the vehicle should park it on high ground, as close as possible to a sturdy building; don't leave the vehicle in a low-lying area prone to flooding. If you have to park it outdoors, park it away from trees, poles or other large objects that may fall onto it.
- **Under the terms of your rental agreement, you may be responsible for all charges until the vehicle is returned to Advantage/EZ, as well as any damage or recovery charges.**
- If you find yourself on the road during a storm, it's essential to remain aware of what's around you. Because of their increased surface area, larger vehicles, trailers, big trucks, and buses are actually more vulnerable when driving in high winds. Keep your eyes out for big vehicles and maintain more of a distance than you normally would.
- You may be able to extend your rental. A dedicated line has been set up to handle North Carolina and Virginia rental extensions
  - please have your contract with you and a call center agent will be ready to assist you. You should be prepared to tell the agent where you are headed and when you plan on returning
- In the case of an emergency evacuation and you are not able to take the vehicle with you, please locate your contract and call our dedicated line to inform the call center agent the exact address of the vehicle and where the keys are.
- **Again, under your rental agreement terms you may be responsible for all charges until the vehicle is returned to Advantage/EZ, as well as any damage or recovery charges.**

### **CUSTOMER SERVICE HOTLINE NUMBERS:**

- EZ Rent A Car **800-277-5171** OPTION 1
- Advantage Rent A Car **800-777-5500** OPTION 1

*For information concerning North Carolina & Virginia highway and road closure*

North Carolina – <https://www.ncdot.gov/travel-maps/traffic-travel/severe-weather/Pages/summer.aspx>.

Virginia - [511virginia.org](http://511virginia.org)