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Contractor information, pricing, and contract documents are located on the contract webpage at https://www.dms.myflorida.com/business_operations/state_purchasing/state_contracts_and_agreements/state_term_contracts/rental_vehicles.

Avis and Budget Brands

The contractor offers services under two different brands: and .
Customers may make reservations and rent vehicles from any location for either brand; use the [Avis website](#) and [Budget website](#) to determine the most convenient location for either brand. Customers are strongly encouraged to only use airport locations for trips involving air travel.

Definitions

Any agency, as defined in subsection 287.012(1), Florida Statutes (F.S.), or any eligible user (e.g. a Florida city or county, state college or university, etc.), as defined in [Rule 60A-1.001, Florida Administrative Code](#), that procures services under this contract.

A customer's (i.e. state agency's or eligible user's) authorized representative or employee who is authorized to rent vehicles for travel.

A duly licensed driver who is traveling with the renter for the purpose of conducting s

Avis Preferred and Budget Fastbreak Programs

Prior to making a reservation or renting a vehicle, renters are strongly encouraged to sign up for the free

Minimum Age Requirements

The minimum age requirement for business use rentals is 18 for all car classes except passenger vans. Passenger vans accommodating 12 to 15 passengers have a minimum age requirement of 21. Avis/Budget will not assess underage fees to any business use rental.

The minimum age requirement for leisure use rentals is 18 for all car classes except passenger vans. Passenger vans accommodating 12 to 15 passengers have a minimum age requirement of 25. Avis/Budget will assess underage fees to any leisure use rental if the renter is between the ages of 18 and 24.

Reservations

Renters are strongly encouraged to make reservations as soon as a need for travel is identified. Reservations should be made using the Avis/Budget reservation portal for the State of Florida:

RESERVATION PORTAL: _____

Reservations can be made using the [Avis website](#), [Avis mobile app](#), [Budget website](#), or [Budget mobile app](#).

Renters should use the appropriate Avis Worldwide Discount (AWD) or Budget Corporate Discount (BCD) code to receive the contracted rates shown on the [price sheet](#). Renters may contact _____, Avis/Budget Account Services Representative, at 800-525-7521 _____, Contract Administrator, at 850-414-6741 to obtain their AWD or BCD code.

renters use personal funds for payment, including cash, checks, or credit cards, even if the renter is subsequently reimbursed by the custom5(g)4 792 relq0(d)3(in)5(g)4.91 0 612 792 reW*ñBT(re)-2(i)13(m

Business use renters must not accept any optional coverages; these coverages are included in the contracted rate for business use rentals. Leisure use renters may accept optional coverages if desired; these coverages are not included in the contracted rate for leisure use rentals.

Renters must not accept the Fuel Service Option; the contract includes a [refueling charge](#).

Renters must make arrangements with Avis/Budget at the time of pick-up if more than one method of payment will be used for the rental (e.g. personal payment to upgrade to a larger car class at the renter's expense, combination business/leisure use rental, etc.).

At the time of pick-up, the rental vehicle should:

- Be in excellent or very good condition with no body damage or mechanical problems.
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with the contract manager to elevate the issue with the contractor representatives, or submit a vendor complaint that requires a formal response from the contractor.

What should I do if my reserved vehicle is not available at the time of pick-up?

- If a vehicle is reserved in advance and the reserved car class is not available at the time of pick-up, Avis/Budget will provide an upgrade at no additional charge. If a vehicle is reserved in advance and no vehicle is available at the time of pick-up, please contact _____, Contract Administrator, at 850-414-6741.

What can I do to