**Rental Vehicle Frequently Asked Questions (FAQ) Sheet:**

**How should I reserve and obtain a rental vehicle?** All vehicle rentals that are for TDY or PCS travel and authorized on the travel orders should be reserved via the contracted Travel Management Center (i.e. ADTRAV) (see [**How do I make travel Reservations**](http://www.uscg.mil/psc/bops/govtrvl/Traveler/default_Traveler.asp#How_do_I_make_travel_Reservations)**?)**

**Note - Use of the GTCC for car rentals when the vehicle shipment is delayed during a PCS move under JFTR U5456 is not authorized. CG-1332 has determined that a personal credit card or other personal means is the proper payment method.**

**Why should I use ADTRAV for rental vehicles?** The best way to ensure your vehicle rental is covered by the provisions of the Government Administrative Rate Supplement (GARS) program is to reserve the vehicle through ADTRAV. This provides the traveler with an assurance that the rental contract includes all of the benefits of the GARS program.

**What are the benefits of the GARS program?** The program benefits include

* Collision /Damage Waiver
* Liability insurance
* Unlimited mileage
* Reservation held for 2 hours after scheduled arrival time
* No fee for additional authorized or underage drivers
* No blackout periods
* No advanced reservations
* Automatic upgrade if reserved vehicle type not available upon arrival

To qualify for program benefits, travelers must be on official travel, book the government rate, and ensure “GARS” is listed on the rental contract. Full details are available at: <https://www.defensetravel.dod.mil/rental/docs/CarRentalAgreement4.pdf>

**Do I have to use my Government Travel Charge Card for rental vehicles?** Yes, if you are a GTCC-holder then per CIM 4600.18 you are required to use it for all authorized/reimbursable travel expenses. But beyond the policy requirement, use of the GTCC provides you with some added coverage and protection should you get in an accident per the [VISA benefit guide](http://www.dcms.uscg.mil/portals/10/CG-1/PSC/bops/GovTrvl/Visa_Comm_Guide_to_Benefits_client_copy.pdf).

**What should I do if I get in an accident with a rental vehicle?** If there are any injuries requiring medical assistance, contact 911 immediately. Otherwise, after ensuring everyone is uninjured and moving the vehicles to the side of the road if possible, the following steps should be taken after an accident:

1. Obtain a police report. If a police report is not available, secure all relevant information from all parties involved in the accident.
2. Notify the rental car company. Keep a record of the representative that assisted you for follow-up purposes. Complete a rental car accident report (as required).
3. If further assistance is needed, report the incident through the through the Rental Vehicle Assistance Tool at www.defensetravel.dod.mil/Rental.
4. If the GTCC was used, call 1-800-VISA-911 to report the theft or damage. If you are outside the United States, call collect at 410-581-9994. The VISA Benefit Administrator will answer any questions you and will then send you a claim form.
5. Notify your Agency supervisory chain of command and servicing legal office.