**Who can use the U.S. Government Rental Car Program?** Service members and employees of the Federal Government, including the United States Postal Service, can rent through the program while in official travel status, and when such rental is authorized.

**Why should Federal government travelers use the U.S. Government Rental Car Program?** The program provides the advantage of reduced rates and special rental benefits such as collision/damage waiver, liability insurance, no charge for additional authorized or underage drivers, unlimited mileage, and no minimum rental period.

**How do I show that I am qualified for the U.S. Government Rental Car Program when renting a vehicle?** A traveler’s official travel status is authenticated by either:

- Making a reservation through the Defense Travel System (DTS), E-GOV Travel System (ETS), government-contracted Commercial Travel Office (CTO) or Travel Management Company (TMC)
- Presenting travel authorization/orders or using a Government Travel Charge Card (GTCC).

A GTCC and/or travel authorization/orders do not guarantee that travelers are covered under the program unless the official government rate is booked and the “Government Administrative Rate (GARS)” is charged.

**How do I know that I have a government rate?** If you book your rental car through the DTS/ETS or go through your approved government contracted CTO or TMC, you will receive a government rate. If GARS is listed on the rental contract, you have a government rate. It remains your responsibility to ensure that you ask for and receive the government rate when you pick up the vehicle.

**What is GARS?** The Government Administrative Rate Supplement (GARS) is a daily fee ($5 or foreign currency equivalent) and is intended to address those costs incurred by the rental company which are peculiar to doing business with the government. If GARS is listed on a rental contract, you will receive program benefits.

**If I rent a vehicle under the program, am I always covered for accidents or damage?** In most cases, yes. However, there are exceptions listed in the U.S. Government Rental Car Agreement that void the terms and conditions. If the vehicle is being used in an unauthorized manner, travelers may be responsible for loss or damage. A complete list of the exceptions are listed in the U.S. Government Rental Car Agreement which can be reviewed at: [http://www.defensetravel.dod.mil/Docs/CarRentalAgreement.pdf](http://www.defensetravel.dod.mil/Docs/CarRentalAgreement.pdf).

**Can I use the U.S. Government Rental Car Program for leisure travel?** Use of the rental vehicle for personal use is prohibited while being rented for official travel purposes. Rental car companies may offer a leisure government rate, however U.S. Government Rental Car program benefits are not extended. Travelers may be able to obtain more competitive personal or promotional rental rates directly from the company for leisure use.

*Information current as of 8/2013
Can Government contractors ride in a vehicle rented by a Government employee under the U.S. Government Rental Car Agreement? Consult your servicing legal office, as well as your Contracting Officer Representative or Contracting Officer for specific guidance before deciding to transport additional passengers. For FAQs related to this, visit Travel Explorer (TraX) via DTMO’s Passport at: https://www.defensetravel.dod.mil/Passport.

May family members or friends ride in a vehicle rented by a government employee under the U.S. Government Rental Car Agreement? Vehicles rented by government employees should be used only for authorized travel. Consult your servicing legal office before deciding to transport family members or anyone not on authorized travel.

Can a rental car company pre-charge for fuel? No. The program now prevents rental car companies from automatically charging for fuel upon vehicle return, without the traveler’s written consent. However, you may opt to pre-purchase fuel but you should use proper judgment on whether you will use the entire amount of fuel purchased since the cost per gallon is usually more expensive than filling up at a gas station. You may be asked to present a fuel receipt to prove that the vehicle was returned with a full tank.

What if there are no participating rental car companies in my travel location? If you cannot find a participating vendor, you may rent from a non-participating vendor, but you will not be covered by the benefits of the program. Since insurance is not reimbursable, except in countries overseas where insurance is a mandatory requirement, any accident that occurs must be reported to your local legal office upon return.

Does the program allow me to rent a toll transponder to pay for tolls? While the cost for tolls is a reimbursable expense, the activation of a toll transponder is an expense that must receive approval from your Approving Official based upon the need of the trip. There are cashless toll roads in the U.S. that require a toll transponder to pay the toll. If the transponder is not activated and you drive on one of these cashless toll roads, the rental car company will bill you later for all toll costs and add an administrative fee from $25-$45, which is not a reimbursable expense.

Am I automatically covered for roadside assistance under the program? If you rent through the program, you are covered for any roadside assistance calls due to a mechanical defect with the vehicle. Flat tires, jump starts, and fuel service are not covered unless they are mechanically related. Rental car companies may offer optional enhanced roadside assistance coverage, but this is considered a personal expense and is not reimbursable.

Are hybrid rental cars available through the program? Yes. Several rental car companies are now offering hybrid vehicles under the program. You may request a hybrid rental car, but since these vehicles are generally more expensive, it must be approved by your organization.

Is there a limit to how long I can rent a vehicle under the program? No. Under the program, there are no minimum or maximum rental periods. Should you have a longer lease, you may be required to return the vehicle to the rental location every thirty days so that the rental car company may perform maintenance and upkeep on the vehicle. They may opt to exchange the vehicle and write a new contract at that time while maintaining the original reservation’s terms.

Is training available that explains the U.S. Government Rental Car Program? Yes. DTMO offers a web-based course, "Rental Car Program", that provides an overview of the program and covers rules and tips for renting cars. The course is available through DTMO’s Travel Explorer (TraX), www.defensetravel.dod.mil/Passport.

Where do I go for rental car assistance? In the event of a customer service concern, first attempt to resolve the issue directly with the rental car company. If you need additional assistance resolving a matter, contact the DTMO through the Rental Vehicle Assistance Tool located at: https://www.defensetravel.dod.mil/Rental. You may request assistance for accidents or damage, or submit customer feedback using this tool and DTMO personnel will assist in resolving your case.

About DTMO
The Defense Travel Management Office (DTMO) serves as the single focal point for commercial travel within the Department of Defense to establish strategic direction, set policy, and centrally manage commercial travel programs and station/housing allowances. DTMO provides central oversight for commercial travel management, travel policy and implementation, DoD travel card program management, customer support and training, functional oversight of the Defense Travel System (DTS), and allowance and entitlement program management.