

On 4-3-2014 18:08, customer-relations-ne@Hertz.com wrote:
Ref. No: 5283038 04/03/14
Reservation Id. F82942803E3

Dear Mr Cattano,
Thank you for contacting us. I appreciate the opportunity to review your concerns.
As you did not bring a credit card with you, a no show fee has been debited from your account. In this case, the no applicable no show fee is EUR 95,-. This is in line with our Terms & Conditions which you accepted when making the booking.
I would like to take this opportunity to thank you again for contacting us and we look forward to serving you in the future.

Yours sincerely,

Bob Kaptijn
Hertz Customer Services
<https://www.hertz.com>

On 4-3-2014 11:08, Giorgio wrote:
Dear Mr Kaptijn
I'm still waiting for your reply in order to finally solve this issue.
Please let me know as well if Hertz prefers to keep ignoring this case, so that I can proceed in a different way.
Best regards
Giorgio Cattano

On 19-2-2014 14:28, Giorgio wrote:
Dear Mr Kaptijn
1. when I booked the car on the website of Ryanair I read all clauses and there were no articles about the credit card, that's why I did not brought it.
2. Your colleague at the pick-up desk in Bologna told me that the clause of the credit card was clearly specified in the order confirmation. I attach herewith copy of the order confirmation.
3. In the half hour I've been queuing there has been two other clients who had the same problem as mine. Coincidence?
3.The same employ told me, as to the others, that we would get a refund by writing at the customer service. She handed all of us a paper with all the data (here with copy of it).
4. I appreciate that I've finally got a reply, but none of the mentioned matter of my previous message has been answered (I've wrote already 5 times and almost a year has passed!)
In particular I would like to know:
■.Why Hertz employ at Bologna airport was giving us so much wrong informations?
■. Am I the only person being treated like an idiot by Hertz or is ignoring their clients a common practice of Hertz or Hertz-Italy?
At the end my previous messages. I would appreciate that further correspondence will hold the message history as a matter of transparency and clearness.

I would really appreciate to solve definitely this matter without further waste of time.

Best regards
Giorgio Cattano

On 19-2-2014 12:42, customer-relations-ne@Hertz.com wrote:
Ref. No: 5283038
19/02/14
Reservation Id. F82942803E3

Dear Mr Cattano,

Thank you for contacting us. I appreciate the opportunity to review your concerns.

I have reviewed your request for a refund for the pre paid amount. As you did not bring the credit card with you which you used for the reservation, the location could not provide you the car. A No Show Fee of EUR 95,- will be applied.

This is in line with our Terms & Conditions which you accepted when making the booking.

I would like to take this opportunity to thank you again for contacting us and we look forward to serving you in the future.

Yours sincerely,

Bob Kaptijn
Hertz Customer Services
<https://www.hertz.com>

How are we doing?
Please click the link below, to take a brief survey regarding our service:
<http://www.mshare.net/websurvey/app?gateway=hertzcorreu&agent=europe>

On 13-2-2014 16:21, Giorgio wrote:

Dear Miss/Mr

On the 3d of may of 2013, I booked a car on Hertz Spain for a weekend in Italy (at the end of this message the confirmation email) and I paid on the internet.

On June 21st , around 20.30 I landed in Bologna and showed my reservation at Hertz pickup office. After making a queue of at least half an hour, your employee refused to give me the car, on the grounds that it was necessary to present the credit card, insisting that this clause was specified in the order confirmation.

I checked all my correspondence and never got a message specifying the creditcard need.

Your employ told that I could get my money back contacting the Italian customer office and gave me data. She added that at the same office I could send my complains.

I was invited to a wedding party and I specifically rented a car because there was no way to reach the place with public transportation.

As I result I could not attend the event and my my trip to Italy ended up totally useless.

After almost a year I still got no refund and worst of all I still haven't got any answer (I wrote 4 times to the Italian customer office).

Ignoring a person is like treating him like an idiot.

I wonder if I'm the only customer that Hertz treats like an idiot or if it is a common practice with their clients.

I'm not going to write any more to the Italian office. I really hope to get an answer.

Giorgio Cattano
