

Renters are strongly encouraged to make reservations as soon as a need for travel is identified. Reservations should 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 at the time of the reservation to receive the contracted rates shown on the [price sheet](#):

Brand	Business Use Rentals	Leisure Use Rentals
Avis (AWD)	A113400	S954700
Budget (BCD)	T417600	T118900

Reservations can also be made by contacting the Avis/Budget toll-free number; renters should be prepared to provide the AWD or BCD shown above when making a reservation:

- o STATE OF FLORIDA RESERVATION DESK: 800-338-8211

Renters are strongly encouraged to cancel reservations as soon as it is determined that the reservation is no longer needed. Avis/Budget will hold reservations for three hours after the reservation time; after three hours, renters are considered a no-show

and

- Ensure that the receipt reflects the correct taxes, surcharges, and/or airport fees; if taxes are included on a tax-exempt rental, renters should request a corrected receipt.
- Ensure the receipt reflects a zero-dollar balance.
- Ensure that, if the vehicle is returned with less fuel than provided at the time of pick-up, the receipt reflects the correct refueling charge. The refueling charge will be calculated by multiplying the per gallon rate by the number of gallons needed to fill the tank to the fuel level at the time of pickup. The total refueling charge, the number of gallons, and the [current per-gallon rate](#) must be reflected on the receipt.
- Ensure that, if the vehicle is returned with more fuel than provided at the time of pick-up, Avis/Budget provides credit on receipt for the difference. The credit will be calculated using the [current per-gallon rate](#).

If you have any questions or require assistance specific to this contract, please contact Cyd Metcalfe, Contract Administrator, at cynthia.metcalfe@dms.fl.gov or 850-414-6741.

If you have any questions or require assistance with receipt corrections, vehicle availability, or Electronic or Central Billing, please contact Raylene Clegg, Avis/Budget Account Services Representative, at floridahelp@avisbudget.com or 800-525-7521; please copy the Contract Administrator on all communications with the Avis/Budget Account Services Representative.