

# DEPARTMENT OF CONSUMER AND WORKER PROTECTION CAR RENTAL LAW

IF YOU HAVE MADE A RESERVATION FOR A CAR (OR TRUCK), THAT RESERVATION MUST BE HONORED AT THE PRICE ORIGINALLY PROMISED, WITHIN ONE-HALF HOUR OF THE TIME ORIGINALLY PROMISED, UNLESS YOU ARE TOLD WHEN YOU MAKE THE RESERVATION THAT IT IS NOT GUARANTEED. **TO REPORT COMPLAINTS**, CONTACT THE NEW YORK CITY DEPARTMENT OF CONSUMER AND WORKER PROTECTION, 42 BROADWAY, NEW YORK, NY 10004, COMPLAINT PHONE: 311.