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Dear Customer,

Whether you rent a car at the airport or at one of our neighborhood locations, we're here to ensure your rental experience is just right. At Thrifty we strive to get you the absolute best car for your money, and our focus remains on ensuring you travel safely and confidently.

We are closely monitoring Coronavirus (COVID-19) and following the current guidance from the leading government and health authorities to ensure we are taking the right actions to protect our customers, employees and the communities where we operate.

During this time, we recognize flexibility is more important than ever. At Thrifty, you can get the absolute best car to fit your needs without having to pay in advance. As always, Thrifty allows you to pay for your rental at the time of pick-up with no cancellation fees. Should your plans change, adjusting existing reservations is easy on [Thrifty.com](https://www.thrifty.com).

Please also know that we continue to maintain our high standards for safety and cleanliness. In addition to practicing preventative measures to reduce the spread of germs within our facilities, all of our vehicles go through a rigorous, multi-step cleaning process for each rental. We remain vigilant in upholding these practices and will take additional precautions as recommended by the [Centers for Disease Control & Prevention](https://www.cdc.gov) (CDC), [World Health Organization](https://www.who.int) (WHO) and local governments.

We continue to monitor this evolving situation and will keep you informed of future updates.

Thank you for your continued loyalty.

Sincerely,

Jodi Allen

Chief Marketing & Customer Care Officer



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Early return or late return fees may apply if you return the vehicle before or after the reserved due date.

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5601 Northwest Expressway, Oklahoma City, OK 73132 1-800-THRIFTY (1-800-847-4389)