

Caribbean Community

EDICT OF GOVERNMENT

In order to promote public education and public safety, equal justice for all, a better informed citizenry, the rule of law, world trade and world peace, this legal document is hereby made available on a noncommercial basis, as it is the right of all humans to know and speak the laws that govern them.

CRS 12 (2010) (English): Short Term
Vehicle Rentals



BLANK PAGE





CARICOM REGIONAL STANDARD

**Specification for short term vehicle
rentals**

CRS 12: 2010



Caribbean Community



CARICOM Regional Organisation for Standards and Quality (CROSQ)

2nd Floor Nicholas House

29 & 30 Broad Street

Bridgetown, St Michael

Barbados

T: 246.622.7670 | F: 246.622.7678

Website: <http://www.crosq.org>

© CROSQ 2010 – All rights reserved

Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission.

CARICOM REGIONAL STANDARD

Specification for short term vehicle rentals

CRS 12: 2010

CARICOM Regional Organisation for Standards and Quality (CROSQ)

2nd Floor, Nicholas House

29 & 30 Broad Street

Bridgetown, St. Michael

Barbados

T: 246.622.7670 | F: 246.622.7678

Website: <http://www.crosq.org>

© CROSQ 2010 – All rights reserved. No part of this publication is to be reproduced without the prior written consent of CROSQ.

ISBN 978-976-8234-18-6

ICS 03.220.01

AMENDMENTS ISSUED SINCE PUBLICATION

AMENDMENT NO.	DATE OF ISSUE	TYPE OF AMENDMENT	NO. OF TEXT AFFECTED	TEXT OF AMENDMENT

ATTACHMENT PAGE FOR CRS AMENDMENT SHEETS

Committee representation

The CARICOM Regional Standard was developed under the supervision of the Regional Technical Committee for Tourism and Hospitality Services (RTC 6) (hosted by the CARICOM Member States, Barbados and Saint Lucia), which at the time comprised the following persons:

Members

Ms. Deidre Shurland **(Chairperson)**

Ms. Natalie DeCaires

Mr. Julius James

Ms. Bonita Morgan

Ms. Kim Osborne

Mrs. Nadia Pacquette-Anselm

Mr. Carson Rawlins

Ms. Camille Roopnarine

Ms. Geraldine Roy

Ms. Mareba Scott

Ms. Renate Sealy **(Technical Secretary)**

Representing

Caribbean Alliance for Sustainable Tourism

Caribbean Hotel Association

Saint Lucia Bureau of Standards

Caribbean Tourism Organisation

Organisation of American States

Dominica Bureau of Standards

Barbados National Standards Institution

Caribbean Environmental Health Institute

Tourism Product Development Company
Limited, Jamaica

Caribbean Tourism Organisation

Barbados National Standards Institution

Contents

Foreword	1
1 Scope	2
2 Normative references	2
3 Terms and definitions	2
4 Business practice	3
4.1 Legality	3
4.2 Ethics	3
4.3 Advertising	4
4.4 Business hours	4
5 Physical facilities	4
5.1 Operations	4
5.2 Premises	4
5.3 Customer service area and amenities	4
5.4 Equipment	4
5.4.1 General	4
5.4.2 Communication equipment	5
5.4.3 Safety equipment	5
5.4.4 Other equipment	5
6 Vehicle fleet	5
6.1 General requirements	5
6.2 Maintenance	6
7 Personnel	6
7.1 Qualifications and training	6
7.2 Front line staff	7
7.3 Professionalism	7
8 Customer information	7
8.1 Operators	7
8.2 Rental information	7
8.3 Driving and touring information	8
8.4 Registration and certification information	8
9 Customer service	8
9.1 Request handling	8
9.2 Delivery	8
9.3 Collection	8
9.4 Emergencies	9
10 Contractual agreement	9
10.1 Terms of agreement	9
10.2 Clarification	9
10.3 Particulars	9
11 Systems and records	10
11.1 Systems	10
11.2 Procedures	10
11.3 Records	10
12 Complaints	11
12.1 Operators	11
12.2 Resolution	11
Annex A (normative) Ready-to-rent checklist	12

(This page was intentionally left blank)

Foreword

This standard was developed in recognition of the:

- a) increasing importance of tourism to the economy of CARICOM Member States;
- b) increase in demand for vehicle rental services from the various sectors of tourism;
- c) need to provide quality service, keeping in mind factors such as the enjoyment, satisfaction and safety of customers; and
- d) need to promote care for the environment to ensure sustainability of the tourism industries of the region.

It is expected that users of this standard will go beyond the requirements documented here.

It was approved by the Thirtieth Meeting of the Council for Trade and Economic Development on 3-4 May 2011.

In preparing this standard, assistance was derived from the following:

- a) The British Vehicle Rental and Leasing Association (BVRLA); UK; 1995; Code of Conduct;
- b) The Car Rental Council of Ireland; Republic of Ireland Code of Conduct Code for Car Rental Operators, 1992;
- c) Trinidad and Tobago Standard, TTS 540:1998 Requirements for Motor Vehicle Short-Term Rental Operations;
- d) TS 2004, Specification for Rented Vehicles; Dominica Bureau of Standards.

1 Scope

This standard specifies the minimum requirements for acceptable practices relating to business conduct, physical facilities, vehicle fleet, personnel, customer guidance, contractual agreements, documentation, and handling of complaints for short-term vehicle rental operations.

This standard applies only to motor vehicles that are classified as rentals and include motor cars, station wagons, vans, sports utility vehicles (SUVs), motorcycles, scooters and four-wheel-drive vehicles.

This standard does not apply to rental operations offering car rentals for commercial use, long-term lease or taxi hire services.

2 Normative references

The following referenced document is indispensable for the application of this document. The latest edition of the referenced document (including any amendments) applies.

13th WTO General Assembly, Santiago, Chile, 27 September – 1 October, 1999, Resolution A/RES/406(XIII), The Global Ethics for Tourism

3 Terms and definitions

For the purposes of this standard, the following terms and definitions shall apply.

3.1

commercial use

use of a vehicle primarily for industrial or trade purposes

3.2

driver

individual who is the holder of a valid driver's license and fulfils the requirements of the contractual agreement issued by the rental company or agency

3.3

established place of business

fixed location housing the necessary facilities for the conduct of business operations

3.4

front-line staff

employee whose normal duties necessitate making regular contact with customers

3.5

licensing authority

authority appointed by the appropriate legislation for the registration, licensing and control of motor vehicles

3.6

long-term lease

contractual agreement involving vehicles that are leased for periods usually exceeding one year

3.7

one-way rental

rental agreement that provides for delivery of a vehicle at one rental outlet and its collection at another location

3.8

operator

firm or individual registered under the appropriate legislation to offer motor vehicles for rent

3.9

pre-owned vehicle

vehicle that has been previously registered for use on the road

3.10

rental outlet

head office or branch operation of an operator

3.11

rented vehicles

vehicles, including motor cycles and scooters approved by the national licensing authority, which are privately hired from the rental company or agency and are not used as a public service vehicle

3.12

short-term rental

contractual agreement involving vehicles that are rented on a daily, weekly or monthly basis

3.13

taxi hire operation

business operation which offers driver-operated taxis for hire on request

4 Business practice

4.1 Legality

4.1.1 Operators shall conduct their business lawfully, in full compliance with all legislation and regulations pertinent to their operations.

4.1.2 The vehicles used for short-term rental operations shall be covered by public liability insurance that shall remain in effect until the operator ceases to provide such a service.

4.1.3 The vehicles shall use, at all times, the number plates and other relevant symbols approved or designated by the appropriate authority.

4.1.4 The vehicles shall meet all the standards for design, body requirements, stability and structural strength prescribed by the relevant authority.

4.2 Ethics

4.2.1 Operators of rented vehicles shall incorporate the principles and practices prescribed in the World Tourism Organization's Global Ethics for Tourism in their business practice so as to promote responsible and sustainable tourism, honesty, integrity and transparency in their operations.

4.2.2 Tour operators shall establish and maintain proper accounting practices and procedures.

4.2.3 In keeping with good management practices, tour operators should attempt to ensure that their suppliers and contractors operate in a similar ethical manner.

4.3 Advertising

4.3.1 Public advertisement of rental operations, and in particular rates, taxes, charges, services offered, and conditions thereto, shall be truthful. The content and design of displays shall be such that they do not lend themselves to misleading or ambiguous interpretation.

4.3.2 Billboards and similar mountings used for advertising purposes shall meet the specific requirements of the relevant authorities.

4.4 Business hours

Official business hours shall be established, maintained and publicized to facilitate the customer.

5 Physical facilities

5.1 Operations

Operations shall be duly registered and conducted from an established place of business, complying with the relevant legal and regulatory requirements.

NOTE Vehicle storage and customer service facilities may be housed at the same or different locations.

5.2 Premises

5.2.1 Premises shall be clean, well-maintained and well-appointed, with clearly defined customer and vehicular access.

5.2.2 Premises shall be furnished with precautionary, directional traffic circulation, and other appropriate signage necessary for the guidance and safety of customers.

5.2.3 Where vehicle storage and customer service facilities are housed on the same compound, clear separation between these functional areas shall be established, and maintained.

NOTE Where vehicles are stored at a remote location, arrangements may be made for transportation of customers at minimum inconvenience.

5.3 Customer service area and amenities

5.3.1 Sheltered accommodation shall be provided for customer reception and services, which shall be kept clean, well-ventilated, and provide a reasonable degree of comfort.

5.3.2 Additional customer service amenities such as seating, counters and washrooms shall be provided within such accommodation, except where these amenities are available from common facilities.

EXAMPLE An airport terminal

5.4 Equipment

5.4.1 General

5.4.1.1 All equipment which forms part of the rental shall be well maintained, clean and in good working condition, and where relevant, all equipment shall be properly calibrated and records of maintenance and calibration checks maintained.

5.4.1.2 The operator shall verify that all users of equipment are properly trained, certified, and licensed, where relevant, to operate equipment competently and safely.

5.4.1.3 The operator shall verify that users are able to conduct emergency repairs and shall provide the basic tools needed for such repairs.

EXAMPLE Emergency repairs often include changing a flat tyre, restarting a stalled engine and so on.

5.4.1.4 Where relevant, the operator shall provide a checklist to be signed by the customer indicating that the equipment was received in good working order.

5.4.1.5 Where necessary, the operator shall provide a guide for the usage of equipment and ensure that the customer fully understands how to operate the equipment safely.

5.4.2 Communication equipment

5.4.2.1 Service outlets shall be supplied with the tools and equipment necessary for efficient service delivery.

5.4.2.2 Communication equipment shall include at least one telephone line for accessing information related to the operations or for dealing with emergencies (see 8.4).

NOTE Other relevant equipment may include:

- a) fax machines;
- b) computers;
- c) calculators or cash registers; or
- d) electronic card readers.

5.4.3 Safety equipment

Vehicle safety equipment is mandatory on all vehicles at all times, including:

- a) functional jack and appropriate spare wheel changing tools;
- b) working flashlight and or lamp; and
- c) seat belts.

5.4.4 Other equipment

All other equipment shall meet the general requirements as stated in the regulatory standards of the relevant authority.

EXAMPLE Canoes, gliders, hot air balloons, boots, public address systems, binoculars, snorkelling, and scuba diving equipment

6 Vehicle fleet

6.1 General requirements

Vehicles offered for rent shall be of the type approved by the relevant authority and shall satisfy all:

- a) standards for design, body requirements, stability and structural strength;
- b) legal and regulatory requirements including those relating to registration, insurance, safety equipment and roadworthiness as specified by the relevant authority; and
- c) requirements established by the relevant authority to ensure the comfort and satisfaction of the customer.

6.2 Maintenance

6.2.1 Operators shall institute a maintenance programme to ensure that vehicles are kept in sound physical and operational condition.

6.2.2 Vehicle systems and components so maintained shall include, where applicable:

- a) engine, including lubricating, cooling, ignition, intake, exhaust and fuel system;
- b) drive train, including transmission and differential;
- c) suspension system, including tyres and shock absorbers;
- d) steering system;
- e) braking system (hand and foot);
- f) electrical system;
- g) body, including doors, trunk, bonnet and soft-top;
- h) air-conditioning system;
- i) internal accessories, including radio; and or
- j) interior, including upholstery.

6.2.3 To achieve this requirement it shall be necessary to carry out a combination of routine servicing, periodic maintenance in accordance with the manufacturer's specifications and repairs based on post-rental inspection and driver's reports, among others.

7 Personnel

7.1 Qualifications and training

7.1.1 All employees shall be equipped with the necessary knowledge and skills to enable them to perform their functions efficiently.

7.1.2 Operators shall ensure that employees' expertise is continually enhanced by regular exposure to appropriate formal and informal training, and records of participation in such training activities shall be maintained as part of employees' records.

7.1.3 Entry-level qualifications may be periodically revised in keeping with the changing demands of the industry.

7.1.4 Staff numbers should be adequate to meet the normal operating demands for efficient service delivery.

7.2 Front line staff

7.2.1 All front line staff shall be clearly identified by name and position for ease of recognition and reference.

7.2.2 Due to their highly interactive role in service delivery, front-line staff shall possess expertise in the following:

- a) good inter-personal skills;
- b) knowledge of all aspects of rental transactions;
- c) sufficient knowledge of the vehicles' operational features to facilitate demonstration to customers (where duties include vehicle delivery);
- d) knowledge of procedures for handling breakdown and other emergencies;
- e) knowledge of complaints handling procedures; and
- f) sufficient knowledge of the relevant area to guide customers through brochures, maps, and other such documents.

7.3 Professionalism

7.3.1 All employees shall be appropriately attired, well-groomed and equipped to perform their functions.

7.3.2 Business shall be conducted in a professional manner with the necessary tact, courtesy and responsiveness in dealing with customers.

8 Customer information

8.1 Operators

8.1.1 Operators shall provide key information in a user-friendly manner at rental outlets to assist customers in making informed choices.

8.1.2 Displayed information shall be positioned at appropriate locations and adequately sized to facilitate easy reading and may be conveyed via printed flyers, brochures, wall posters, electronic displays or other appropriate means.

8.2 Rental information

Information regarding the conditions of rental shall include:

- a) daily, weekly, and monthly rental rates for each category of vehicle;
- b) minimum rental periods (if applicable);
- c) deposit amount, (if applicable);
- d) fuel charge (basis and rate);
- e) applicable government permits, taxes and charges;
- f) eligibility for discounts, rebates or extras;

- g) types of insurance coverage;
- h) policy with respect to extension or reduction of the agreed rental period; and
- i) no-show charges with respect to advanced reservation arrangements.

8.3 Driving and touring information

Each vehicle rented shall be provided with a road map of the country or region as appropriate.

NOTE Operators may additionally provide a selected range of information brochures such as tourist guides, hotel and restaurant brochures, and seaport and airport schedules.

8.4 Registration and certification information

Relevant information regarding the official status of the operations shall be prominently displayed in the customer reception area, including the operator's status with respect to business registration, quality assurance and or certification to this or any other industry standard.

9 Customer service

9.1 Request handling

9.1.1 Requests for rental services shall be received, reviewed and details confirmed with the customer before processing.

9.1.2 Sufficient details shall be provided to enable the customer to make a fair estimate of the final amount payable, before the actual commitment.

9.2 Delivery

9.2.1 Vehicles shall be subjected to a pre-rental check by both the customer and the rental agency, in accordance with some documented criteria, or to at least the minimum contained in the Ready-to-Rent Checklist in Annex A.

9.2.2 Operators shall demonstrate the function of the vehicle's features highlighted in A.4 of Annex A, in addition to pointing out the location of tools, spare wheel and other emergency provisions (see A.5 of Annex A).

9.3 Collection

9.3.1 Procedures for the termination of rental shall include a post-rental check, driver's report (if practical), and outstanding financial transactions including balances or rebates.

9.3.2 If a rebate due cannot be immediately effected, such payment shall be made within seven days of the termination of rental.

9.3.3 Drop-off procedures shall be conducted expeditiously and courteously.

NOTE 1 Special consideration should be given to conditions for one-way rental.

NOTE 2 Where charges are expected to be imposed for damages caused to rented vehicle or outstanding in the absence of the customer client then the customer must be informed before these charges are processed.

9.4 Emergencies

9.4.1 In the event of an accident, breakdown or other similar emergency, arrangements shall be made to provide a replacement vehicle or to effect repairs within a reasonable period of time.

9.4.2 Customers shall be provided with twenty-four hour contact telephone numbers and addresses to deal with such eventualities.

9.4.3 Reasonable cost incurred as a result of a deficiency by the rental agency, shall be reimbursed to the customer.

10 Contractual agreement

10.1 Terms of agreement

10.1.1 The terms of agreement between the operator and the customer shall be clearly defined and documented, and the wording and intent of the agreement shall be based on the principles of reasonableness and fairness to both parties.

10.1.2 The contracting parties shall retain signed copies of the agreement.

10.2 Clarification

10.2.1 The basis of all charges, including rates and taxes, shall be clearly indicated on the document and shall be explained to the customer.

10.2.2 All other terms and conditions pertaining to the agreement that may affect the integrity of the contract or the final cost shall be similarly indicated and explained.

10.3 Particulars

The rates, taxes, charges, terms and conditions detailed in the contractual agreement shall include, but not be limited to:

- a) applicable rental rate;
- b) deposit amount (if applicable), including conditions thereto;
- c) fuel charge (basis and rate);
- d) applicable government permits, taxes and charges;
- e) applicable discounts, rebates or extras;
- f) charge for additional insurance coverage including collision damage waiver (CDW), if applicable;
- g) time of pick-up and drop-off (including grace period);
- h) extra charge for extension and rebate for reduction of the agreed rental period;
- i) arrangements for settlement of damages; and
- j) method of payment.

11 Systems and records

11.1 Systems

Operators shall formalize and continually review key systems for achieving, maintaining and improving the quality of service to customers, including:

- a) financial accounting (see 4.2);
- b) vehicle maintenance (see 6.2);
- c) personnel training (see 7.1);
- d) service delivery (see 9); and
- e) records management (see 11.3).

11.2 Procedures

11.2.1 Procedures for key system elements shall be established, documented and continually reviewed in order to improve the quality of service. Appropriate steps shall be taken to ensure that procedures are understood and implemented by the relevant personnel.

11.2.2 Procedures shall be established for the following operations:

- a) customer reception and request handling (see 9.1);
- b) pre-rental checkout and delivery (see 9.2);
- c) post-rental check-in and collection (see 9.3);
- d) emergency handling (see 9.4); and
- e) complaint handling (see 12).

11.3 Records

11.3.1 Records generated from the operations shall be maintained for the period stipulated by law or for a minimum of six years where there is no stipulation.

11.3.2 Such records shall be made available on request to statutory and regulatory agencies for scrutiny or to facilitate monitoring and investigations.

11.3.3 Records shall include the following particulars:

- a) date of rental;
- b) identification mark of rented car;
- c) hirer's name and address;
- d) time vehicle is hired out;
- e) period for which vehicle is hired out; and
- f) time and date vehicle is returned.

12 Complaints

12.1 Operators

12.1.1 Operators shall make provisions for recording actual customer feedback, including complaints.

12.1.2 Procedures for handling such complaints shall be objective and unambiguous, with clear lines of authority established to ensure speedy remedial action.

12.1.3 Staff shall make every effort to maintain a courteous attitude and avoid a defensive or evasive approach when handling complaints.

12.2 Resolution

12.2.1 When it becomes necessary, customers shall be advised of complaints handling procedures, how they may be used, and what additional options are available.

12.2.2 Complaints shall be addressed urgently, generally within 24 h and should not exceed three days.

12.2.3 If matters remain unresolved after this time, customers shall be advised of the available avenues for further appeal.

Annex A (normative)

Ready-to-rent checklist

A.1 General condition

- a) Exterior
 - 1) condition; and
 - 2) cleanliness.
- b) Interior
 - 1) condition; and
 - 2) cleanliness.
- c) Tyres L/R
 - 1) condition;
 - 2) tread depth; and
 - 3) pressure.

A.2 Internal checks (fluid levels)

- a) Fuel;
- b) engine oil;
- c) radiator coolant;
- d) brake fluid;
- e) battery electrolyte;
- f) transmission fluid;
- g) power steering fluid; and
- h) washer fluid.

A.3 Functional and safety elements

- a) Brakes;
- b) hand brake;

CRS 12: 2010

- c) steering;
- d) accelerator;
- e) shock absorbers;
- f) seat belts; and
- g) door locking.

A.4 Elements for demonstration

- a) Horn;
- b) lights;
- c) door mirrors (if powered);
- d) wiper (including washer);
- e) air-conditioning unit (if applicable);
- f) levers;
 - 1) trunk (boot);
 - 2) bonnet (hood); and
 - 3) fuel tank lid;
- g) radio (including aerial);
- h) soft top fixing (if applicable); and
- i) special safety or anti-theft features (if applicable).

A.5 Elements for customer notice

- a) Spare wheel;
- b) jack;
- c) tools;
- d) map (if provided);
- e) insurance certificate; and
- f) inspection sticker.

End of document



CARICOM REGIONAL ORGANISATION FOR STANDARDS AND QUALITY

The CARICOM Regional Organisation for Standards and Quality (CROSQ) was created as an Inter-Governmental Organisation by the signing of an agreement among fourteen Member States of the Caribbean Community (CARICOM). CROSQ is the regional centre for promoting efficiency and competitive production in goods and services, through the process of standardization and the verification of quality. It is the successor to the Caribbean Common Market Standards Council (CCMSC), and supports the CARICOM mandate in the expansion of intra-regional and extra-regional trade in goods and services.

CROSQ is mandated to represent the interest of the region in international and hemispheric standards work, to promote the harmonization of metrology systems and standards, and to increase the pace of development of regional standards for the sustainable production of goods and services in the CARICOM Single Market and Economy (CSME), and the enhancement of social and economic development.

CROSQ VISION:

The premier CARICOM organisation for the development and promotion of an Internationally Recognised Regional Quality Infrastructure; and for international and regional harmonized CARICOM Metrology, Standards, Inspection, Testing and Quality Infrastructure

CROSQ MISSION:

The promotion and development of standards and standards related activities to facilitate international competitiveness and the sustainable production of goods and services within the CARICOM Single Market and Economy (CSME) for the enhancement of social and economic development



© CROSQ 2010 – All rights reserved

ISBN 978-976-8234-18-6
ICS 03.220.01