

CODE OF CONDUCT FOR USE BY CAR RENTAL COMPANIES AND BROKERS PROVIDING INFORMATION AND SERVICES THROUGH COMPUTER RESERVATION SYSTEMS FOR RENTALS AT LOCATIONS IN EUROPE

Revised November 2018

A. The purpose of this document is to set down a Code of Conduct (the "CRS Car Rental Code") governing the use of computer reservation systems for the provision of car rental services within Europe.

B. The objective of this CRS Car Rental Code is to ensure that computer reservation systems are used in a fair, non-discriminatory and transparent way with a view to avoiding misuse of these systems, so protecting the interests of the consumers of car rental services and ensuring fair competition between car rental companies.

C. DEFINITIONS

For the purposes of this CRS Car Rental Code:

ACRISS	means the Association of Car Rental Industry Systems Standards
Broker	means an agent or representative who undertakes to sell car rental services in Europe on behalf of one or more Car Rental Companies
Car Policy Guidelines	means the rules used by CRS Vendors in constructing the Multi-company Display and other displays
Car Rental Company	means an undertaking which owns or leases motor vehicles and which operates car rental services in Europe
Car Rental Company or Broker System	means a system owned or operated by or on behalf of a Car Rental Company or Broker which accepts the reservations processed by the CRS and/or from which data may be viewed and processed
Consumer	means any person seeking information about and/or purchasing a car rental service
CRS	means a computerised reservation system or global distribution system (GDS) containing car rental information for the purpose of displaying information and processing reservations
CRS Terminal	means a facility comprising a visual display unit (which may be entered by use of a keyboard and on which information is displayed or transmitted by the system to which it is linked), together with the associated keyboard and any other enhancements, such as ticket issuing machinery.
CRS Vendor	means any undertaking which is responsible for the operation or marketing of a CRS including (but not limited to) Sabre, Amadeus, Galileo and Worldspan.

Distribution Facilities	means facilities provided by a CRS Vendor for the display of car rental information and for the making of reservations and/or issuing vouchers and any other related services
Europe	means the countries listed in Annex 1 as amended from time to time
Leisure Product	means a product that includes the following elements as a minimum: <ul style="list-style-type: none"> • unlimited mileage • collision/loss damage waiver • theft waiver/theft protection • mandatory coverages • airport fee/surcharges (where applicable) • all local taxes and surcharges • vehicle licence fee (where applicable)
Multicompany Display	means any display of data showing Rates (as defined at paragraph 1.5.10 below) and/or vehicle availability for specified locations and dates offered simultaneously by several Car Rental Companies and Brokers to Consumers
Principal Display	means the Rate screen displayed on a CRS Terminal when a Consumer and/or Subscriber seeks information about purchasing a car rental service
Shuttle Service	means a courtesy bus service provided by or for a Car Rental Company, to transport a Consumer from an Airport Terminal Building to the rental vehicle and/or Location
Subscriber	means an undertaking, other than a Car Rental Company, a Broker, or a Consumer, using a CRS under contract or other financial arrangement with a CRS Vendor. A financial arrangement shall be deemed to exist where a specific payment is made for the services of the CRS Vendor or where a car rental product is purchased.

1. LOADING OF INFORMATION

- 1.1 A Car Rental Company or Broker providing data for use by a CRS Vendor, whether or not through a Car Rental Company or Broker System and regardless of the mode of data transmission or data entry, shall use every endeavour to ensure that the data provided is accurate, non-misleading and transparent. Without limiting the scope of the foregoing, it shall be considered a misleading practice if a Car Rental Company or Broker should fail to use every endeavour to ensure that a vehicle and vehicle group and Rate (as defined at paragraph 1.5.10 below) indicated as available for rental at any location shall be so available.
- 1.2 A CRS Vendor shall not manipulate data provided in a manner that would lead to the provision of inaccurate, misleading, incomplete or discriminatory information.
- 1.3 In order to make available to Subscribers and Consumers the most accurate and up to date information on the products of Car Rental Companies and Brokers, wherever possible a CRS Vendor should obtain data direct from the Car Rental Company or Broker System. However even where data is obtained direct from the Car Rental Company or Broker System the Car Rental Company or Broker should still use every endeavour to ensure that data provided to the CRS system is accurate and non-misleading within the technical constraints of the CRS system.

1.4 Where a CRS Vendor is involved in loading and processing data provided by a Car Rental Company or Broker or Car Rental Company or Broker System this shall be done with equal care and timeliness subject to the constraints of the loading method selected by individual Car Rental Companies or Brokers and to the standard formats used by the CRS Vendor and shall not discriminate in favour of any Car Rental Company or Broker or Car Rental Company or Broker System.

1.5 For the purposes of loading and displaying information, CRS Vendors, Car Rental Companies and Brokers shall use only the following definitions:

1.5.1 Location

shall mean a manned fixed rental office where a Car Rental Company performs the business of renting cars during specified business hours.

1.5.2 In Terminal - "T"

shall mean that the Location is within an Airport Terminal Building, or designated Car Rental Village but a Shuttle Service may be required to the rental location. Coordinates provided by the Car Rental Company should match the actual car rental location and not the airport terminal.

1.5.3 Off Airport - "O"

shall mean that the Location and vehicles available for rental are within **8 kms** of the Airport Terminal building, or designated Car Rental Village, but a shuttle Service will be required to the rental location. Coordinates provided by the Car Rental Company should match the actual car rental location and not the airport terminal.

1.5.4 Railway Station - "X"

shall mean that the Location and vehicles available for rental are inside or within **500 meters** of the railway station building.

1.5.5 City - "C"

shall mean that the Location and vehicles available for rental are within the designated boundaries of the particular city or town in question.

1.5.6 Terms of Reference

To be used in association with the city code

"N" North

shall mean that the Location and vehicles available for rental are North of the particular city or town in question.

"S" South

shall mean that the Location and vehicles available for rental are South of the particular city or town in question.

“E” East

shall mean that the Location and vehicles available for rental are East of the particular city or town in question.

“W” West

shall mean that the Location and vehicles available for rental are West of the particular city or town in question.

1.5.7 Sea port - “P”

shall mean that the Location and vehicles available for rental are within 500 meters of the sea port designated boundaries.

1.5.8 Hotel - “H”

shall mean that the Location and vehicles for rental are in the Hotel.

1.5.9 Resort - “R”

shall mean that the Location and vehicles for rental are within 500 meters of the leisure resort designated boundaries.

1.5.10 Military - “M” (This location code is currently under development)

shall mean that the location and vehicles available for rental are located inside the Military Bases designated boundaries. Military Bases are often restricted access therefore any station listed as “M” may have acceptance rules set by the car providers. If restricted access rules apply the car company must make sure they perform the validation at time of reservation to accept or decline the booking at time of reservation.

1.5.11 Fixed Base Operations (Small Private Airports) - “F” (This location code is currently under development)

shall mean that the location and vehicles available for rental are located inside the FBO designated boundaries. FBO are often restricted access therefore any station listed as “F” may have acceptance rules set by the car providers. If restricted access rules apply the car company must make sure they perform the validation at time of reservation to accept or decline the booking at time of reservation

1.5.12 Rate Quote

the minimum requirements to request a rate are:

check out date
check out time
check in date



check in time
check out location

and will include or display any mandatory charges, fees or surcharges that must be paid by the Consumer.

1.5.13 Rate Sale

shall mean the actual charge to the Consumer for renting a vehicle. In particular the rate will be based on the following basic elements:

check out date
check out time
check in date
check in time
check out location
check in location
vehicle type

and will include or display any mandatory charges that must be paid by the Consumer.

1.5.14 Rate Conditions or Rules

shall mean the specific conditions and/or restrictions applicable to a particular Rate

1.5.15 Limited Mileage or Capped Mileage

shall mean that the Rate shown will include a specified number of miles or kilometres at no extra charge. Miles or kilometres driven in excess of the miles or kilometres included will be paid in addition at the per mile or per kilometre rate shown.

1.5.16 Unlimited Mileage

shall mean that the Rate shown shall include all miles or kilometres driven.

1.5.17 Daily Rate

shall mean a Rate that may be applicable to any rental where the Consumer is not required to rent the vehicle for more than 24 hours.

1.5.18 Weekend Rate

shall mean a Rate that may be applicable to a rental of at least 1 day and which must include a Saturday night.

1.5.19 Weekly Rate

shall mean a Rate that may be applicable to a rental of at least 5 days but where the Consumer is not required to rent the vehicle for more than 7 days.

1.5.20 Monthly Rate

shall mean a Rate that may be applicable to a rental of at least 28 days but where the Consumer is not required to rent the vehicle for more than 31 days.

1.5.21 Vehicle Code - "SIPP"

shall mean the code established by ACRISS and published on the ACRISS website (www.acriss.org) (as amended from time to time) which identifies the classification of a series of vehicle types for rentals in Europe.

1.5.22 Special Equipment Code

shall mean the code established by ACRISS and attached as Annex 2 (or as amended from time to time) which identifies the classification of additional items of equipment which may be provided with the rental vehicle at the request of the Consumer.

1.5.23 Non-Bookable Features Code

shall mean the code established by ACRISS and attached as Annex 3 (or as amended from time to time) which identifies the classification of non-bookable features relating to cars, insurances and rental rates.

1.6 It shall not be considered a misleading practice where a failure to conform to any definition is due to the limitations of a CRS Vendor System or a Car Rental Company or Broker System. CRS Vendors, Car Rental Companies and Brokers shall use all reasonable endeavours to overcome such technical limitations without delay.

2. ORDERING OF INFORMATION

2.1 Data display provided by a CRS shall enable the Car Rental Company or Broker to accurately display information and services in accordance with the principles contained in Clause 3 below.

2.2 Every CRS Vendor shall provide Multicompany Displays which conform with this CRS Car Rental Code and shall include in accordance with Clause 3.3 below data provided by Car Rental Companies on Vehicle Codes, or by Car Rental Companies or Brokers on Rates and Rate Conditions.

2.3 CRS Vendors shall make available to Subscribers and/or Consumers the facility to order any Multicompany Display according to preferred criteria such as Location or Rate. Each Multicompany Display shall satisfy the following requirements:

2.3.1 ranking of data shall not be influenced, either directly or indirectly, by Car Rental Company or Broker identity and shall have the objective of constructing rental options that meet Consumer needs.

2.3.2 the criteria to be used for ranking data shall be applied on a non-discriminatory basis to all participating Car Rental Companies and Brokers.

3. SCREEN DISPLAY AND MANDATORY INFORMATION

- 3.1 All screen displays shall be clear, accurate and not misleading. Screen displays listing more than one Car Rental Company or Broker shall pertain to the rental parameters specified by the Consumer. Screen displays for an individual Car Rental Company or Broker may display more than one set of parameters including the parameters specified by the Consumer.
- 3.2 Without limiting the generality of paragraph 3.1 above, screen displays shall contain only information relating to vehicles, vehicle groups and Rates that are available for rental at the location and on the date specified by the Consumer.
- 3.3 Screen displays shall display the Rate and any Rate Conditions, for example:
- 3.3.1 the existence of any mileage cap or charges;
 - 3.3.2 the existence of any geographical limitation on use;
 - 3.3.3 the existence of any one-way limitations and/or any charge to be paid by a consumer for the facility to rent a vehicle from one location and return the vehicle to another location;
 - 3.3.4 the existence of any requirement to purchase personal insurance cover or liability coverage or of any deposit requirement or any penalty whatsoever imposed on the Consumer who fails to purchase personal insurance cover or liability coverage;
 - 3.3.5 the cost of any personal insurance cover, liability coverage or waiver offered.
- 3.4 Where any Rate Conditions are not displayed on the Principal Display the existence of such conditions shall be referred to clearly on that screen.
- 3.5 A statement on a screen display shall appear in sufficient size to be readily noticed, easily read and understood by the person operating the CRS Terminal.
- 3.6 A Rate which includes any charges which may in other rate structures be optional or non standard features shall display such charges as Rate Conditions.
- 3.7 Screen displays should indicate, in relation to individual Brokers, the identity of the Car Rental Company providing the car rental service at the rental location.

4. RELATIONS BETWEEN CRS VENDORS AND PARTICIPATING AND POTENTIAL PARTICIPATING CAR RENTAL COMPANIES AND BROKERS

- 4.1 The following principles shall govern the relations between CRS Vendors and participating Car Rental Companies and Brokers or Car Rental Companies interested in becoming participating Car Rental Companies or Brokers interested in becoming participating Brokers
- 4.1.1 any Car Rental Company or Broker shall have the right to participate in a CRS on an equal and non-discriminatory basis;
 - 4.1.2 a CRS Vendor shall not require any Car Rental Company or Broker to accept supplementary conditions, which, by their nature or according to commercial usage, have no connection with participation in a CRS;

- 4.1.3 a CRS Vendor shall provide on request to any Car Rental Company or Broker current information on its system including criteria for ranking data and any Car Policy Guidelines and shall notify Car Rental Companies and Brokers of any changes to its system PROVIDED that this provision shall not oblige a CRS Vendor to disclose proprietary information such as software programmes;
- 4.1.4 any fee charged by a CRS Vendor to a Car Rental Company or Broker shall be non-discriminatory and reasonably related to the cost of the service provided;
- 4.1.5 a CRS Vendor shall not refuse any Car Rental Company or Broker the right to participate in its system because it is a participant in another system and shall not make it a condition of participation in its system that a participant may not at the same time be a participant in another system or systems;
- 4.1.6 all Distribution Facilities and loading and processing facilities which a CRS Vendor provides shall be offered on a non-discriminatory basis to any Car Rental Company or Broker;
- 4.1.7 a CRS Vendor shall make compliance with this CRS Car Rental Code a condition of participation in its system;
- 4.1.8 details of this CRS Car Rental Code shall be incorporated into all contracts between CRS Vendors and Car Rental Companies and CRS Vendors and Brokers;
- 4.1.9 a Car Rental Company or Broker shall notify a CRS Vendor where it considers that any provision of this CRS Car Rental Code is not being observed by any other Car Rental Company or Broker;
- 4.1.10 should a CRS Vendor offer any improvement to the service offered or the equipment used in the provision of the service, it shall be offered to all participating Car Rental Companies and all participating Brokers on a non-discriminatory basis.
- 4.1.11 a CRS Vendor shall provide in each Subscriber contract for the Subscriber not to manipulate material supplied by CRS in a manner which would lead to inaccurate, misleading or discriminatory presentation of information to Consumers.
- 4.1.12 a CRS Vendor shall ensure that third parties providing CRS services in whole or in part on its behalf comply with the relevant provisions of this CRS Car Rental Code.

5. SUBSCRIBER OBLIGATIONS

- 5.1 In the case of information provided by a CRS, a Subscriber shall use a neutral display which also conforms to the display requirements set out in Clause 3 above, unless another display is required to meet a preference indicated by a Consumer.
- 5.2 No Subscriber shall manipulate information provided by a CRS in a manner that leads to inaccurate, misleading or discriminatory presentation of that information to any Consumer.
- 5.3 A Subscriber shall make reservations and issue vouchers in accordance with the information contained in the CRS used, or as authorised by the Car Rental Company or Broker concerned.



5.4 A Consumer shall be entitled at any time to have a print-out of the CRS display or to be given access to a parallel CRS display reflecting the image that is being displayed to the Subscriber.

6. CONSUMER PREFERENCES

6.1 Nothing in this CRS Car Rental Code is intended to restrict re-ordering of data or provision of alternative displays by a Subscriber to the extent required by the preferences expressed by a Consumer.

7. COMPLAINTS

7.1 It shall be open to any interested person to make a complaint where it considers that the CRS Car Rental Code is not being observed.

7.1.1 A complaint made by a member or associate member of ACRISS shall be made in writing to the Secretary of ACRISS and copied to the CRS Vendor;

7.1.2 A complaint made by a non-member of ACRISS in relation to a member or associate member of ACRISS shall be made in writing to the CRS Vendor and copied to the Secretary of ACRISS;

7.1.3 A complaint made by a non-member of ACRISS in relation to another non-member of ACRISS shall be made in writing to the CRS Vendor;

7.1.4 ACRISS will investigate any complaint made of which it is aware in accordance with ACRISS policing procedures.

7.2 The CRS Vendor shall promptly investigate any complaint notified to it and shall take steps to remedy any misleading practice within a reasonable time.

7.3 The CRS Vendor shall endeavour to implement effective monitoring of the adherence of all Car Rental Companies and Brokers to the CRS Car Rental Code on an annual basis and should notify the Secretary of ACRISS of the results of such annual review.

7.4 Where the complaint is found to be due to the limitations of the CRS Vendor System or the Car Rental Company or Broker System every endeavour shall be made to resolve the problem.

8. ENTRY INTO FORCE

8.1 This revised CRS Car Rental Code shall enter into force on 1st January 2003.

9. REVIEW

9.1 A review of this CRS Car Rental Code shall be completed not later than two years after it has been adopted and thereafter at 2 yearly intervals or earlier if circumstances so warrant.

ANNEX 1

EUROPE

Albania
Andorra
Austria
Belarus
Belgium
Bosnia-Herzegovina
Bulgaria
Croatia
Cyprus
Czech Republic
Denmark
Estonia
Finland
France
Former Yugoslav Republic of Macedonia
Germany
Gibraltar
Greece
Hungary
Iceland
Ireland (Republic of)
Italy
Latvia
Liechtenstein
Lithuania
Luxembourg
Malta
Moldova
Monaco
Netherlands
Norway
Poland
Portugal
Romania
Russia
Serbia/Montenegro
Slovakia
Slovenia
Spain
Sweden
Switzerland
Turkey
United Kingdom of GB and N.Ireland

ANNEX 2

Special Equipment & Ancillaries Codes (Revised Nov 2018)

Special Equipment can be requested using the /SQ- field, check the location policy to view availability.

Codes with a * are not Special Equipment codes but Optional Extras/Ancillaries and might not be supported by all GDSs.

Codes with a ** denotes codes to be used by VDSI Transfers industry only

EQP – EquipCode	Description	Comment
ADD*	Additional Driver	Optional Extra
Axx	Age of driver 18-25	Request for age of driver at time of rental for young driver. xx = age
BBS	Baby stroller/Push chair	Small vehicle with three/four wheels in which a baby or child is pushed around
BYC	Bicycle rack	A bicycle rack is also a device attached to an automobile for transporting bicycles.
CAI**	Cancellation insurance	Only available with Transfers VDSI bookings
CBS	Booster seat for child under 135cm or up to 12 years	Booster cushion lift the child up, making the safety belt fit Correctly and Comfortably. Required by Law till the age of 12.
CNT	Connect for Mobile device	Incl. multi device charger cable
CSB	Child seat determined by weight/age of child: 1-3 years / 9-18 Kg	Forward-facing baby seat from 1-3 years/9 – 18 Kg
CSI	Child seat determined by weight/age of child: 0-12 month/0-13Kg	Rearward-facing infant seat from 0-12 months/0-13 kg
CST	Child seat determined by weight/age of child: 4-7 years/15 – 30 Kg	Booster seat from 4 – 7 years/15 – 30 Kg
DSL**	Driver Language Specific	Ability to request driver with specific language
DVD	Portable DVD player	Portable Digital Versatile Disc Player
EWT**	Extra waiting time	Extra waiting time requested
FLM**	Flight monitoring	Driver monitors flight arrival time for pick up
HCL	Hand Controls on left	Auxiliary controls such as indicators, wipers, horn, etc can be controlled by the same left hand that turns the steering wheel
HCR	Hand controls on right	Auxiliary controls such as indicators, wipers, horn, etc can be controlled by the same right hand that turns the steering wheel
HEL	Motorcycle helmet	A Head covering of hard material worn by motorcyclists to protect the Head
LRC	Luggage roof case	Luggage storage box with low profile aerodynamics
LTR	Luggage trailer	Small Trailer that is pulled behind a vehicle to hold & transport luggage.
LUG	Luggage rack	carrier for holding luggage above the seats of a train or on top of a car
MAG**	Meet & Greet	Meet and greet for VDSI/Transfers service only

MMS	Multi media centre	Combination media system such as DVD, CD & picture player all in one unit
NAV	Navigation system	Hand held navigation System, different from installed NVS
NVS	Navigation system	Built in navigation system
NWS**	Newspaper	Newspaper provided in car – Transfer VDSI bookings only
PHN	Mobile phone	
RPS	Road / congestion payment scheme	Sticker, which must be fixed to the inside of your windscreen, entitles you to drive on the motorway/Congestion Fee
RSN*	Roadside Assistance	Waives the call out fee in the event of a non-mechanical issue like locked in keys, flat battery, runout of fuel and flat tyre. Optional Extra
SBE	Seat belt extenders	
SBR	Snow board racks	Car racks with straps stretching from one side of the roof to the other with soft padding in the middle where the board lays.
SKB	Ski box	Rooftop Ski Box mounted on any roof rack /crossbars. Holds 4 pairs of skis
SKR	Ski rack	A rack for holding skis that can be attached to the roof of a car
SKV	Ski equipped vehicle	
SNO	Snow chain	
SNP	Snow packs	Include Snow Tyres & Snow Chains
SNT	Snow tyres	Check where they are used
SPN	Spinner knob	Rounded handle on the steering wheel to spin the vehicle, equipment for invalid or handicap driver.
CSR	Satellite / digital radio	A satellite radio is a special digital radio that receives signals broadcast by communications satellite, A radio service sent via satellite to cars
SRK	Surf rack	Car racks with straps stretching from one side of the roof to the other with soft padding in the middle where the Surf lays.
STC	Scooter top case	2-wheel drive accessory
STR	Snow /Winter tyres	Snow and Winter Tyres as required in certain countries
TAB	Travel Tablet	iphone looking device that will give customers a GPS unit, Wi-Fi hotspot, coupons/ads for location shops/restaurants
TOL	Toll payment tag / pass	The electronic Toll Collection System determines whether a passing car is enrolled in the program. The accounts of registered cars are debited automatically without stopping or even opening a window.
TRH	Trailer Hitch	
VSS	Vehicle Safe drive	App available for drivers to monitor safe driving
WAR	Wheelchair access ramp	Allows wheelchair users to access directly into the rear of a vehicle
WHC	Wheelchair	Movable chair mounted on large wheels; for invalids or those who cannot walk; frequently propelled by the occupant
WIF	Wi-Fi access	
WNR**	Wait and Return	Driver waits at destination and brings the customer back to the pick-up point.

ANNEX 3

NON-BOOKABLE FEATURES CODE

CAR FEATURES	
ABG	Airbag
ABS	Anti-lock Braking System
CCL	Cruise Control
CDD	Computerised Driving Directions
CLS	Central Locking System
DSL	Diesel fuel
PAS	Power Assisted Steering
RCT	Radio Cassette
SUR	Sunroof

INSURANCE SURCHARGE		
Code	Definition	Comments
ALI	Additional Liability Insurance	ALI provides additional protection for bodily injury or death PLUS property damage
ASC	Airport Service Charge	Premium location surcharge applied by airport authorities for terminal and off- terminal locations
CDW	Collision Damage Waiver	Collision damage waiver is an optional service that relieves the customer of responsibility for any damage to the vehicle. If declined, the customer will be responsible for any costs incurred.
VLF/RFL	Vehicle Licence Fee/Road fund license	Government imposed levy for each rental car in the car provider's fleet
LDW	Loss Damage Waiver	Renters may purchase loss damage waiver (LDW) that relieves them of all financial responsibility for loss or damage to the rental car as long as they comply with the terms of the rental agreement.
LSC	Location Service Charge	Premium location surcharge applied for car company rental locations in "premium" locations
PAE	Personal Accident & Effects Cover	See PAI/PEP - PAE is combination
PAI	Personal Accident Insurance	Personal Accident Insurance covers the renter and passengers if they have an accident during the rental as a driver or passenger. It covers accidental death, some medical expenses and assistance and rescue.
PEP/PEC	Personal Effects Protection/ Coverage	Personal Effects Protection insures the personal belongings of the renter and the immediate family members who are travelling with the renter.
SLI/EP	Supplementary Liability Insurance/Extended Protection	The Supplemental Liability Insurance option covers the renter's liability to third parties, resulting from an automobile accident in a rental vehicle to a specified maximum value for each occurrence
TP	Theft Protection	If the rental car is stolen, this will cover the cost of replacing it (or parts of it). Normally, however, the renter will have to pay an excess towards these costs.
YDS	Young Driver Surcharge	A surcharge payable by young drivers under a specified age
ID	Car rental membership program	

RATE RELATED		
Code	Definition	Comments
ADV	Advance booking notice	Some rates require an advanced booking period Corporations can negotiate corporate discounted rates with car providers, which are triggered using a pre-defined corporate discount number
CD	Corporate discount programme	Most rates are commissionable unless they have been specifically negotiated with a corporation where the fulfilment travel agency is paid a service fee instead
Commissionable	A commission is paid to the booking travel agency	Airline programme allowing the accumulation of air mileage awards for a car booking
FFP	Frequent flyer programme	Frequent traveller number allowing the identification of the traveller with regards to a Frequent Flyer Programme
FT	Frequent traveller	
Non-commissionable	No commission is paid to the booking travel agency	
O/W	One Way rental	A car rental where the car is picked up and dropped off at different rental locations belonging to the same car provider. Depending on the provider and the type of rental, a one-way rental may incur a supplementary fee
PC	Promotion code	
RC	Rate code	A specific product code used by the car provider to identify the product being offered for sale
REQ	Request basis	A car rental booking (identified as REQ or NN) which requires specific confirmation by the car rental company before being 'confirmed' to the customer.
UNL	Unlimited mileage	There is no limitation as to the number of miles that may be driven in the rental car. This is the opposite to a "time and mileage" rental where a fixed number of miles is defined, with an excess charge being applied for each mile driven by the renter in excess of the pre-defined limit

POLICY, TOPIC RELATED		
Code	Definition	Comments
ACRISS	Association of Car Rental Industry Systems and Standards	
APT		
Charles Ross-Stewart		
DL	Driver's Licence	National driver's licence
D/T	Downtown location	
FPO	Fuel purchase option	
GDS	Global Distribution System	

RRS	Railway station	
IDP	International drivers permit	Not acceptable for renting without a National drivers licence
T/A	Travel Agent	