CODE OF CONDUCT

Annex A

Location

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

a. In Terminal - "T"

i. 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.

ii. Not supported by Sabre at this time. Car Rental Companies can only create one location per Airport IATA code using the indicators below*

b. Off Airport - "O"

i. 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.

*Further indicators used alongside T and O

IN	Counter/Desk in Terminal and Walk to Vehicle
S-IN	Counter/Desk in Terminal, Shuttle to Vehicle
S-ON	Take Car Rental Shuttle to Counter/Desk on Airport
CALL	Call for Car Company Pick Up.
SAON	Take Airport Bus/Shuttle to Car Rental Locations on Airport Grounds *Not Car Rental Shuttle*
MULT	Take Airport Bus/Shuttle to Central Point then Car Rental Shuttle to Location on Airport Grounds
OFF	No Counter/Desk in Terminal, Car Rental Shuttle to Location Off Airport Grounds or Further than 8 KM

c. Railway Station - "X"

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

d. City - "C"

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

e. Terms of Reference

i. To be used in association with the city code

ii. **"N" North**

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

iv. **"S" South**

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

vi. **"E" East**

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

viii. **"W" West**

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

f. Sea Port - "P"

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

g. Hotel - "H"

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

h. Resort - "R"

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

i. **Military - "M"** (This location code is currently under development)

i. 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.

j. **Fixed Base Operations (Small Private Airports) - "F"** (This location code is currently under development)

i. 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

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.

a. Headline Price

i. all mandatory charges should be included in the Headline Price; the definition of mandatory charges is anything the customer must pay that is foreseeable and unavoidable. Each distribution channel may refer to the Headline Price differently such as Estimated Total, Approximate Total, Total Price etc.

NB: Headline Price defined as per CMA requirements

b. Rate Sale

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

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

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

c. Rate Conditions or Rules

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

d. Limited Mileage or Capped Mileage

i. 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.

e. Unlimited Mileage

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

f. **Daily Rate**

i. 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.

g. **Weekend Rate**

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

h. **Weekly Rate**

i. 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.

i. **Monthly Rate**

i. 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.