

CODE OF CONDUCT

OUR MISSION

**SETTING STANDARDS AND PROVIDING INFORMATION AND SERVICES RELATING TO
THE CAR RENTAL AND VEHICLE WITH SERVICE INDUSTRIES
THROUGH ALL FORMS OF ELECTRONIC DISTRIBUTION SYSTEMS**

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INTRODUCTION

The purpose of this document is to set down a Code of Conduct ACRISS expects its members and associates to follow and achieve in helping to develop and set standards around the use of all forms of electronic distribution systems including all computer reservations systems and global distribution systems for the provision of Car Rental and Vehicle with Driver Service Industry (VDSI) “Transfers” within Europe.

ACRISS’ mission is to develop, implement and maintain standards for the Car Rental and Vehicle with Driver Service Industries for use in all distribution systems enabling customers to book with confidence.

ACRISS expects and promotes full compliance of this Code of Conduct from its members and associates as well as providing full transparency of information, services and rates around the booking process in all forms of distribution. Compliance of the Code of Conduct is therefore a requirement and a condition of membership of ACRISS.

ACRISS expects all its members and associates to behave and conduct business under ACRISS with professionalism whilst not discussing competitively and commercially sensitive information in or around Association events, including in ‘unofficial meetings’ or at social events.

This Code of Conduct shall be followed and adhered to by all ACRISS Members and Associates in accordance and as set out in the ACRISS Constitution and as set out in the document below.

DEFINITIONS

For the purposes of this Code of Conduct the definition of the following terms are as follows:

ACRISS	Association name formerly known as the Association of Car Rental Industry Systems Standards
Agent	Means a travel agent including Online Travel Agency (OTA) and airline websites seeking information and availability in order to book car rental or VDSI Transfer services on behalf of a consumer.
Car Rental /Mobility Solutions Company	means an undertaking/company which leases motor vehicles and which operates car rental and mobility solution services.
Consumer	means any person seeking information about and/or purchasing car rental or VDSI Transfer services.
Electronic Distribution System	Includes all forms of electronic distribution system including Computer Reservation System (CRS), Global Distribution Systems (GDS), online or through an App for the purpose of receiving and transmitting reservation/booking requests including Car Rental/Mobility Solutions companies and Brokers reservation systems and other forms of multi-vendor displays.

Members/Associates Members and Associates of the ACRISS Association as defined in the ACRISS Constitution with rights associated within the membership. Members are typically Car Rental companies and Associates include Brokers, travel technology providers including GDS/CRS and VDSI Transfers.

VDSI Transfers Vehicle with Driver Service Industry or more commonly known as Transfers - companies who provide a vehicle with driver for hire on an individual or shared basis that may be booked via an electronic reservation system, these can be; Transfer service (point to point), Chauffeur driven service (as directed) or Taxi service (as directed).

PRINCIPLES OF CONDUCT

CONDUCT BY OUR MEMBERS AND ASSOCIATES

- We will seek to achieve and comply with the industry standards as developed, created and set by ACRISS.
- We shall behave in a professional manner and will respect the reputation of our industry and the other organisations with which we liaise and communicate.
- We will endeavour to maintain and improve the reach and quality of our work through constant review of our scope and activities within ACRISS.
- We will understand and comply with all rules and regulations relating to the services or products provided under ACRISS.
- We will comply with the codes, standards and guidelines created and set by ACRISS and to observe where appropriate, best practices/voluntary codes.

INTEGRITY

- We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past members as well as other stakeholders.
- We recognise that our member companies may be in direct competition. We will strive to not show any preference towards any member company over another and endeavour to maintain an independent position in our dealings with them.
- ACRISS and its members shall maintain impartiality in all its services and activities.
- We will never offer any financial or other inducement, including direct and indirect payments, offers of employment or substantial gifts or entertainment, to any member, prospective member or holder of public office in an attempt to influence any decision making process which may affect our organisation or our industry in any way.
- We shall follow the rules and regulations as set out by the ACRISS Constitution to the best of our ability.

TRANSPARENCY

- As Members and Associates we are clear and precise about our identity and our industry.
- We will endeavour to represent the common interests of all members, associates, consumers and agents as defined above.
- Where there is diverging opinion within the membership, we will seek to present a balanced case respecting the different interests involved.
- Where appropriate we will work with non-members and other associations in allied industries on matters of joint concern.
- We will use reasonable endeavours to ensure the truth and accuracy of any statements made or information provided to any third party in order to never knowingly make false or misleading claims or misrepresent the views of others.
- A set of standards has been devised by ACRISS to bring shopping confidence and provide accurate and fully transparent information to customers when booking via any form of electronic distribution system including online or via an App through electronic devices.
- These standards allow our members to promote the use of reservation distribution systems and ensure the prevention of unfair or deceptive trade practices.

CONFIDENTIALITY

- We will maintain commercial confidentiality, and, whenever a regulation or law is applicable, protect the “concerned” information.
- We shall take reasonable endeavours to safeguard the confidences of all members and past members and shall not disclose these confidences to their disadvantage or prejudice unless the member has released such information for public use or has given permission for disclosure.
- We shall follow the “Do’s and Don’ts of the Association” to the best of our ability, see [Do’s and Don’ts](#) for more details.

DISCRIMINATORY CONDUCT

- We will strive to take reasonable care that all professional duties are conducted without causing offence on the grounds of gender, race, religion, disability or any other form of discrimination or unacceptable reference.
- We will strive to maintain impartiality and conduct ourselves in a non-discriminatory way.

STANDARDS AND GUIDELINES AROUND DATA AND INFORMATION

TRANSMISSION AND STANDARDS OF DATA AND INFORMATION

- A Car Rental Company, Broker or VDSI Transfers providing data for use in any form of electronic distribution channel shall endeavour to ensure that the data provided is accurate, non-misleading and fully transparent.
- Mobility technology providers and all electronic distribution channels will not manipulate data provided by the Car Rental, Mobility Solutions and VDSI Transfers companies which would lead to the provision of inaccurate, misleading and incomplete information.
- Members and Associates will endeavour to follow all standards and guidelines developed and agreed by all members as set out in section 3 of this Code for the respective industries and will apply these standards to all forms of electronic distribution channels where they provide and transmit such services.

- **GDPR REQUIREMENTS**

ACRISS ensures that it complies with its obligations under the **Data Protection Act** and **GDPR** and that the privacy of its members and visitors to its website is respected.

ACRISS' **Privacy Policy** describes the current practice with regards to personal data collected by ACRISS from all directly and/or through the www.acriss.org website.

Our policy together with our **ACRISS Terms and Conditions** of Use and our **Privacy Policy** and any other documents referred to on it, sets out the basis on which any personal data collected or provided, will be processed by ACRISS.

ACRISS is also registered with **ICO** (Information Commissioner's Office) under certificate ref **Z4983955**.

STANDARDS AND CODE WITHIN THE CAR RENTAL INDUSTRY

A set of standards for the Car Rental industry has been put in place to protect the rights and safety of consumers, to promote fair trade and a healthy competition among Car Rental companies and Brokers, and to display accurate and clear information in the marketplace.

In the transmission and displaying of information, the Car Rental industry members, associates and technology providers have agreed to the terms and definitions as set out in **ANNEXES A, B, C, D** of this code

In this Code, it shall also mean adherence and compliance to the classification and coding of vehicles by category and type and in accordance with the algorithm created and maintained by ACRISS as set out in the ACRISS Constitution and a condition of membership to ACRISS.

It shall not be considered a misleading practice where a failure to conform to any definition as set out below is due to the limitations of a CRS, GDS, a Car Rental Company or Broker System. Travel Mobility Providers, Car Rental/Mobility Solutions Companies and Brokers shall use all reasonable endeavours to overcome such technical limitations.

- **LOCATION INFORMATION**
Shall mean a manned fixed rental office where a Car Rental Company performs the business of renting cars during specified business hours. Including airport and off airport locations. Full list of location codes and definitions can be found in **ANNEX A**.

- **RATE INFORMATION**
Shall mean information/data loaded and displayed around the rate quoted to the consumer and travel agent with full definition listed in **ANNEX A**.

- **CODE INFORMATION**
Shall mean agreed and approved codes used by the travel agent when using certain forms of electronic distribution channels as agreed within ACRISS and used as directed by the individual Travel Mobility Providers.
 - a) ACRISS Car classification codes and Vehicle Codes as listed in **ANNEX B**
 - b) Special Equipment Ancillaries Codes as listed in **ANNEX C**
 - c) Additional Features codes and terminology (Non-Bookable) as listed in **ANNEX D**

- **HEADLINE PRICE**
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.

It shall be noted that the Headline Price, as set out in the CMA requirements and in our CMA Guidelines, is the price quoted to the customer at the earliest point at time of booking in the shopping process & throughout the point of reservation, for full details see below in CMA Requirements.

- **AVAILABILITY DISPLAYS**
Availability displays for car rental services shall display the rate, associated rate conditions/limitations and mandatory charges/fees as per [ACRISS Guidelines for CMA Requirements](#) and as per definition in **Headline Price**.
- **ACRISS GUIDELINES FOR CMA REQUIREMENTS**
The “ACRISS Guidelines for CMA Requirements” were created by ACRISS in conjunction with the UK’s CMA (Competition and Markets Authority). This follows CMA’s requirements and compliance request sent to the Car Rental Companies, Brokers and Online Travel Agencies in June 2016. Details of the requirements are listed below.

These guidelines have been agreed and approved by the ACRISS Members and Associates including the Global Distribution Systems behind the Online Travel Agencies (Metasearch providers).

CMA REQUIREMENTS

Full disclosure of fees and charges are to be returned and all relevant information displayed and clearly presented to the consumer during the reservation process and located in a prominent position throughout the shopping process for the following items:

1. ***Young/Senior Driver Surcharge***
2. ***One Way & Cross Border fees***
3. ***Fuel charges***
4. ***Excesses***
5. ***Pre-Authorisations or Deposits***
6. ***Collision Damage Waiver (CDW) exclusions***
7. ***Warnings on legal requirements for special equipment e.g. Snow chains/Tyres***

All mandatory charges should be included in the **Headline price** as defined in the objectives of the guidelines and as above. The definition of mandatory charges is anything the customer must pay that is foreseeable and unavoidable.

For the full ACRISS Guidelines please click on this link [ACRISS Guidelines for CMA Requirements](#)

- **THE ACRISS CAR CLASSIFICATION CODE**

The ACRISS Car Classification Code is also known as the ACRISS Matrix, Expanded Matrix and SIPP. Full matrix and codes are listed in **ANNEX B**

ACRISS Members utilise an industry standard vehicle matrix to define car models ensuring a like-for-like comparison of vehicles. This easy-to-use matrix consists of four categories:

- **1st character denotes the vehicle category** – based on size, price, power, luxury factor and additional features.
- **2nd character defines the vehicle type** – chassis type (van, SUV, wagon, convertible...)
- **3rd character defines the transmission and drive** – automatic / manual & 2WD / 4WD / AWD
- **4th character defines the fuel type** (petrol / diesel / hybrid...) and whether **air condition** is included or not.

Further coding and guidelines for Passenger vans and Commercial vans/trucks are listed in **ANNEX B** and published on website.

STANDARDS AND CODE WITHIN THE VEHICLE WITH DRIVER SERVICE INDUSTRY “TRANSFERS”

Vehicle with Driver Service Industry (VDSI), or commonly known as “Transfers”, offers and arranges ground transportation using vehicles with professional drivers. This service is also known as a transfer, limousine or chauffeur service. VDSI organisations may use third party ground transportation providers to fulfil the service.

A set of standards has been defined for the VDSI Transfers and has been put in place to protect the rights and safety of consumers, to promote fair trade and a healthy competition among service providers, and to display accurate and clear information in the marketplace.

In the transmission and displaying of information, the VDSI Transfers associates and technology providers have agreed to the terms and definitions as set out in **ANNEXES E, F and G** of this Code:

The VDSI Transfers bookings shall be divided into two different forms:

- **Pre-booking reservations:** Passenger shall book their transfer in advance of day of travel providing the supplier with all the information necessary to return a total price based on pick up/drop off point and distance covered with extras applicable to booking. These can take the form of either Transfer, Private or Shared services.
- **On Demand reservations:** Passenger shall book their transfer at time of pick up and based on availability of transfers cars in location needed.

The VDSI Transfers industry shall display and list their data/services according to the following criteria:

- **Service Categories (full list and definitions in ANNEX E)**

Service Categories within the VDSI Transfers industry shall be categorised as follows, where the services provided by category is clearly displayed to the customer. These may vary by supplier and region but shall provide at a minimum the Global standards as set up below:

- **Economy Class**
- **Business Class**
- **First Class**

- **Policies (Full list and definitions in ANNEX F)**

Policies shall mean any Terms and Conditions associated with the booking of VDSI Transfers services to include such items as Cancellation, Pick-Up and Waiting policies.

- **VDSI Transfers Optional Extras (Full list and definitions in ANNEX G)**

Extras can be special equipment or services. A list of approved Optional Extras can be found in **ANNEX H** and divided between:

- **Services**
- **Special Equipment**

DISPLAY AND PROVISION OF INFORMATION

- All availability displays and access to car rental and transfers data shall be clear, accurate and not misleading providing full transparency of information, listing suppliers to the parameters and criteria specified by the consumer/travel agent.
- Data display provided by all forms of electronic distributions including Travel Technology Providers, Car Rental/Mobility Solutions Companies, Brokers and Transfers systems shall enable the supplier/provider to accurately display information and services in accordance with the principles and guidelines contained in section 3 of this Code.
- Any electronic distribution channel which offers a multi company display, shall make available to consumers and agents the facility to order any such display according to preferred criteria such as location, rate and partnership agreement.
- Full disclosure of fees and charges are to be returned in any availability display and all relevant information displayed and clearly presented to the consumer during the reservation process and located in a prominent position throughout the shopping process.

COMPLAINTS

It shall be open to any interested person to make a complaint where it considers that the Code of Conduct is not being observed and there is clear breach of this code:

- A complaint made by a member or associate member of ACRISS shall be made in writing to the Secretary of ACRISS and a copy sent to the accused member or associate.
- A complaint made by a non-member of ACRISS in relation to a member or associate of ACRISS shall be made in writing to the accused and copied to the Secretary of ACRISS.
- A complaint made by a non-member of ACRISS in relation to another non-member of ACRISS is not however under the jurisdiction or remit of ACRISS and therefore not enforceable under this Code of Conduct.
- ACRISS will investigate any complaint made of which it is aware in accordance with ACRISS policing procedures meeting the above criteria.
- A member or associate shall promptly investigate any complaint notified to it and shall take steps to remedy any misleading practice within a reasonable time.
- Where the complaint is found to be due to the limitations of the CRS/GDS System or the Car Rental Company, Broker or VDSI System every endeavour shall be made to resolve the problem.
- ACRISS shall endeavour to implement effective monitoring of the adherence of all Car Rental Companies, Brokers and VDSI Transfers to the Code of Conduct on an annual basis and results of such annual review shared with the members and associates.

REVIEW

A review of this Code of Conduct shall be completed on a regular basis and at a minimum at 2 yearly intervals or earlier if circumstances so warrant.

Updates and changes to the Code of Conduct and any associated annexes shall be made only upon approval of the members and associates. All updates to be published on the website and distributed to all members and associates.

ANNEXES:

- **ANNEX A** - Location and Rate Quote Information and Definitions
- **ANNEX B** - Car Classification code and Vehicle codes
- **ANNEX C** - Special equipment and Ancillaries codes
- **ANNEX D** - Additional Features Terminology
- **ANNEX E** - VDSI Service Categories
- **ANNEX F** - VDSI Policies
- **ANNEX G** - VDSI Optional Extras



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.

CODE OF CONDUCT

Annex B

Car Classification Codes and Vehicle Codes

The Car Classification Code or Expanded Matrix

The original matrix was created from the SIPP system used by the GDS and had been used successfully for many years but with an increasing number of changes in motor vehicle design it was necessary to expand the matrix to facilitate more precise and descriptive coding.

In 2006 the current Car Classification Matrix was launched replacing the original older Matrix to include these changes in motor vehicle design and to improve the information provided to the consumer enabling a better understand and confidence when booking car rental.

Key factors:

- Increasingly diverse chassis types in motor vehicle design
- Extensive list of different fuel types
- Differentiation between 2, 4 and AWD wheel drive SUVs and other car types
- Greater diverse offering of specific models and promotional vehicles
- Support of enhanced search logic via online booking services
- Clear definitions for the various car types
- Works in connection with algorithm to determine the code for each car/model/type
- Improved information for consumers to make an 'informed choice' when making a car rental booking

Expanded Matrix

CATEGORY		TYPE	TRANSMISSION/DRIVE		FUEL/AIR COND.		
M	Mini	B	2-3 Door	M	Manual Unspecified Drive	R	Unspecified Fuel/Power With Air
N	Mini Elite	C	2/4 Door	N	Manual 4WD	N	Unspecified Fuel/Power Without Air
E	Economy	D	4-5 Door	C	Manual AWD	D	Diesel Air
H	Economy Elite	W	Wagon/Estate	A	Auto Unspecified Drive	Q	Diesel No Air
C	Compact	V	Passenger Van	B	Auto 4WD	H	Hybrid Air
D	Compact Elite	L	Limousine/Sedan	D	Auto AWD	I	Hybrid Plug In Air
I	Intermediate	S	Sport			E	Electric (Distance < 250mi/400km) Air
J	Intermediate Elite	T	Convertible			C	Electric Plus (Distance ≥ 250mi/400km) Air
S	Standard	F	SUV			L	LPG/Compressed Gas Air
R	Standard Elite	J	Open Air All Terrain			S	LPG/Compressed Gas No Air
F	Full-size	X	Special			A	Hydrogen Air
G	Full-size Elite	P	Pick up (single/extended cab) 2 door			B	Hydrogen No Air
P	Premium	Q	Pick up (double cab) 4 door			M	Multi Fuel/Power Air
U	Premium Elite	Z	Special Offer Car			F	Multi fuel/power No Air
L	Luxury	E	Coupe			V	Petrol Air
W	Luxury Elite	M	Monospace			Z	Petrol No Air
O	Oversize	R	Recreational Vehicle			U	Ethanol Air
X	Special	H	Motor Home			X	Ethanol No Air
		Y	2 Wheel Vehicle				
		N	Roadster				
		G	Crossover				
		K	Commercial Van/Truck				

Features & Benefits of the Expanded Matrix

- Category was increased with the introduction of an 'Elite' band for most existing categories
- The 'Elite' categories are designed to enable Car Rental companies to differentiate between standard and high-spec or luxury brand models of similar dimensions
- Oversize category was added to cater for the 'Hummer' type vehicles
- Types had nine additional types added, including: Roadster, Coupe, Special Offer / Promotional
- The existing Type 'F' was changed from 4WD to SUV
- Fuel Type – with the ever-increasing number of options available it was necessary to have the ability to distinguish the fuel type, this is particularly true in regions whereby tax breaks apply to certain fuels. This element has been incorporated into the 4th character
- Drive – Due to demand, especially within North America, the ability to distinguish SUV's as 2-wheel drive, 4-wheel drive, or ALL wheel drive had become a key issue. Consequently, this has now been incorporated into the 3rd character. This enables improved consumer choice globally when making bookings.
- In 2018 the "L" type code expanded to include Sedan cars especially in certain markets where limousine indicates a sedan car

- In 2019 the Pickup Types “Q” an “P” had new clearer definitions to cover most of the different types of pick-up models available.
- In 2020 both Electric and Hybrid fuel types were updated to include Hybrid Plug-in option and battery range/distance in miles/kilometres

Car Types Definitions - (2nd character in matrix)

Code	Name	Definition
B	2-3 Door car	2-3 Door car
C	2-4 Door car	2-4 Door car
D	4-5 Door car	4-5 Door car
W	Wagon/ Estate	Estate version of the car that are often derivatives of ‘C’ or ‘D’ type cars where you simply change the second letter to ‘W’
V	Passenger Van	Multiple Passenger Vehicle with 6 seats +. To be used in conjunction with Passenger Van coding.
L	Limousine/Sedan	Refers to specially extended luxury cars with extra space or can be a sedan vehicle in certain markets.
S	Sport	Sports car with a more powerful engine
T	Convertible	Cars with open roof usually with four seats unlike the roadster.
F	SUV	A sport utility vehicle or suburban utility vehicle (SUV) is a vehicle classified as a light truck, but operated as a family vehicle usually with 4 wheel drive or on/off road capability but not guaranteed.
J	Convertible SUV	Convertible SUV with an open roof
X	Special	Something that doesn’t fall easily into the other groups
P	Pick up Regular Cab	Pick up Regular Cab
Q	Pick up Extended Cab	Pick up Extended Cab
Z	Special Offer car	Used by Car Rental suppliers for promotions and guaranteed models
E	Coupe	Two doors sporty car, usually with two small rear seats.
M	Monospace	Five seat multi purpose vehicle with extra headroom.
R	Recreational	A more substantial motorhome with living space.
H	Motorhome	Smaller Recreational vehicle, example campervan
Y	2 Wheel Vehicle	Usually a motorcycle or moped
N	Roadster	Two-door, two-seat sports car, with an open roof
G	Crossover	A crossover or crossover utility vehicle (CUV) is a vehicle built on a unibody car platform combining some features of a sport utility vehicle (SUV) with those of a passenger vehicle without 4 wheel drive capabilities.
K	Commercial Van	Van used/hired to transport cargo or goods. To be used in conjunction with Commercial Van guidelines

Passenger Van Coding

In the expanded matrix, classification of the Passenger Vans’ Category (1st character) is enhanced to identify passenger capacity, as per chart below.

PASSENGER VAN CODING	
IV	6+ Seats
JV	Elite 6+ Seats or 5+2 Fold down seats
SV	7+ seats
RV	Elite 7+ Seats
FV	7+ Seats, plus more space
GV	Elite 7+ Seats plus more space
PV	8+ Seats

UV	Elite 8+ Seats
LV	9+ Seats
WV	Elite 9+ Seats
XV	12+ Seats
OV	15+ Seats

Commercial/Cargo Van and Truck guidelines

In 2020 the Commercial/Cargo Van and truck guidelines were updated to include more options following extensive research and work by our car rental members.

Cargo/Commercial Vans and Trucks are coded using a second character of 'K', these vans and trucks are classified based on capacity in tonnes as per the table below.

ACRISS Commercial Vans/Trucks Guidelines			
DESCRIPTION	MIN. CAPACITY STORAGE	ACRISS CODES (First 2 letters)	LIFTING PLATFORM
CAR DERIVED VAN "CDV" (commercial use)	2 m ³	MK	NO
SMALL VANS	4 m ³	EK	NO
SMALL VANS (with special features)	4 m ³	HK	NO
SMALL VANS Double cab/Crew van (6 Pax & 3m3)	3 m ³	NK	NO
SMALL PLUS VANS	6 m3	CK	NO
SMALL PLUS VANS (with special features)	6 m3	DK	NO
MEDIUM VANS	10m3	IK	NO
MEDIUM VANS (with special features)	10m3	JK	NO
MEDIUM PLUS VANS	12m3	SK	NO
MEDIUM PLUS VANS (with special features)	12m3	RK	NO
LARGE VANS	15m3	FK	NO
LARGE VANS (with special features)	15m3	GK	AVAIL
LARGE PLUS VANS	20 m3	PK	NO
LARGE PLUS VANS (with special features)	20 m3	UK	AVAIL
TIPPER SINGLE CAB 3 seats	Any	LK	NO
TIPPER DOUBLE CAB 6 seats	Any	WK	NO
DROP SIDE VAN	Any	OK	AVAIL
SPECIALS (anything that cannot be classified in above categories)	Any	XK	NO

* Certain Commercial vans/trucks may require additional licence requirements and may vary by country/market

CODE OF CONDUCT

Annex C

Special Equipment & Ancillaries Codes

Special Equipment and Ancillaries Code

- Shall mean the code established by ACRISS and listed in this Annex (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.
- Special Equipment and ancillaries' codes can be requested using the /SQ- field or another designated field used by the GDSs and travel technology providers. It is important however to check the location policy to view availability of codes for the location requested.
- 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, these codes are not supported by all GDSs at this time.
- Car Rental companies can use customised functionality provided by the GDSs to implement and distribute any other ancillary code (providing it is not already used by ACRISS).

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
AUS	Autosocks	Reusable tyre snow sock used as an alternative to snow chains
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 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 lifts the child up, making the safety belt fit Correctly and Comfortably. Required by Law till the age of 12.

EQP – EquipCode	Description	Comment
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*	Multimedia centre	Combination media system such as DVD, CD & picture player all in one unit
NAV	Navigation system	Handheld 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

EQP – EquipCode	Description	Comment
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	A large smartphone like 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.





CODE OF CONDUCT

Annex D

ADDITIONAL FEATURES TERMINOLOGY (Non-Bookable)

Non-Bookable Additional Features Codes

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

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.

INSURANCE SURCHARGE		
PEP/PEC	Personal Effects Protection/ Coverage	Personal Effects Protection insures the personal belongings of the renter and his/her 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	An additional 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	The 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 driver's licence
T/A	Travel Agent	

CODE OF CONDUCT

Annex E

VDSI Transfers Service Categories and Standards

1. Service Categories

ACRISS Proposal for VDSI Service Categories		
Economy Class	Business Class	First Class

2. Vehicle Standards

ACRISS Vehicle Standards Examples					
Regions	Economy Class	Economy Van	Business Class	Business Van	First Class
Global standards	Doors min. 4				
	Passengers 3/4	Passengers: 5/7	Passengers: 3/4	Passengers: 5/7	Passengers: 3
	Luggage (check in + hand) max. 2+1	Luggage (check in + hand) max. 5+1	Luggage (check in + hand) max. 2+1	Luggage (check in + hand) max. 5+1	Luggage (check in + hand) max. 2+1
	Model year max. 5 years old	Model year max. 5 years old	Model year max. 4 years old	Model year max. 4 years old	Model year max. 3 years old
Europe	Chevrolet Matiz	Toyota Prius	MB E-Class LD	Mercedes V-Class PV	MB S-Class; XD BMW 7-Series XD
	Opel Insignia	Renault Megan	BMW 5-Series LD	VW Multivan/Caravelle PV/LV	
	Kia Ceed	Opel Zafira	Audi A6 / A7 LD/XD	Ford Transit	
			Jaguar XF LD		
			Volvo S80 LD		
North America	Hyundai i30	Suzuki	Lincoln MKT / MKS	Chevrolet Suburban	
	Suzuki Baleno	Renault Grand Scenic	Cadillac XTS	Cadillac Escalade	
		Toyota Prius	Chrysler 300 C	Lincoln Navigator	
			MB E-Class		
			Lexus ES		
Middle East & Africa	Hyundai i30	Toyota Prius	MB E-Class	Mercedes V-Class	
			BMW 5-Series	Chevrolet Suburban	
			Lexus ES	Chevrolet Tahoe	
			Lincoln MKS	Cadillac Escalade	
Asia & Pacific	Hyundai i30		MB E-Class	Mercedes V-Class	
	Tata		BMW 5-series	Toyota Alphard/ Vellfire	
	Suzuki Baleno		Toyota Crown	Hyundai Starex	
				Buick GL8	

3. Service Standards

Criteria - mandatory, to be displayed in the booking process (app, web), T&C etc.	ACRISS Service Standards by Service Class (illustrative Examples, no proposal/ recommendation)		
Criteria	Economy Class / Economy Van	Business Class / Business Van	First Class
Duty of Care	Fully licensed, registered and insured drivers and vehicles		
Booking / Lead Time	24 hours	2 hours	4 hours
Booking Modification	24 hours	2 hours	4 hours
Transfer Cancellation	24 hours	2 hours	4 hours
Hourly Cancellation	0% charged if more than 24 Hours / 100% charged if less than 24 hours		
Additional km/time	base rate	base rate	50km/1 hour included
Waiting time - airport transfer	30 min	1 hour	2 hours
Waiting time - other transfers	15 min	15 min	1 hour
Waiting time - hourly bookings	max hours booked	max hours booked	max hours booked
Flight tracking	Included		
Meet and Greet	No	PAX chooses	Airports and Train Stations
Pick-up sign	Name only	Logo and name	
Driver Code of Conduct	Professional, does not smoke, is not too chatty, does not complain, has a positive attitude		
Driver Dress Code	Shirt	Shirt, suit, tie and black shoes	
Driver Language Skills	not included	included: basic English + local language	
Assistance from Driver	not included	included: open door, take luggage	
Car amenities - air conditioning	not included	included	included
Other amenities - newspaper + water	not included	not included	included
Payment	electronic by credit card, all inclusive, monthly corporate invoice available		

CODE OF CONDUCT

Annex F

VDSI Transfers Policies

Description	Definition
Waiting policy (1)	The rules that apply between pick-up time and the passenger actual boarding time.
Pick-up policy	The rules that apply between transport arrival time and requested pick-up time.
Cancellation policy	The rules which apply to cancellations. It can include time to apply, driver status, fees, service class.
Complaint handling policy	Policies on complaint acknowledgment and response times.
Payment policy	The rules describing the accepted forms of payment and the time when payment itself is authorized and/or executed.
Change booking policy	The policy that applies to modification rules. Rules can include pick-up time to apply, driver status, fees, service class. In this context a modification is a change which is not a under the cancellation policy.
Meeting point policy	Rules on communication channels used for instructions and on how/where the traveler meets the driver.
Luggage policy	The rules on accepted luggage size and number of luggage (combined), and which applicable fees.
Privacy policy	Describes how the Transfers company handles protected data.
Detour policy	The rules on how the Transfers company handles material changes to the original quoted/booked journey. Namely, which service is affected and if any fees apply.
Service guarantee policy	The rules on service delivery fulfillment and compensation.
Duty of care policy	Describes if the Transfers company uses registered, licensed and insured vehicles and/or drivers.

(1) Waiting policy vs Flight tracking/Pick-up policy

Waiting policy refers to waiting time starting with the pick-up time itself while the Flight tracking will be related to the time between the arrival of the flight/transport and the pick-up itself with the purpose to track a possible delay.

Distance per hour Policy

Impacting only Hourly service, to inform about the distance included within cost per hour.

CODE OF CONDUCT

Annex G

VDSI Transfers Optional Extras

Extras can be special equipment or services.

Services:

Proposed code	Description	Comment/explanation
DSL	Driver language specified	
EWT	Extra waiting time	
MAG	Meet & Greet	
FLM	Flight monitoring	
NWS	Newspaper	
CAI	Cancellation insurance	
WNR	Wait and Return	Driver waits at destination and brings back the customer to pick-up point.

Special equipment:

Code	Description
BBS	Baby stroller/Push chair
BYC	Bicycle rack
CBB	Cargo barrier rack
CBF	Cargo barrier front
CBS	Booster seat for child under 135cm or up to 12 years
CSB	Child seat determined by weight/age of child: 1-3 years / 9-18 Kg
CSI	Child seat determined by weight/age of child: 0-12 month/0-13Kg
CST	Child seat determined by weight/age of child: 4-7 years/15 – 30 Kg
SBR	Snow board racks
SKB	Ski box
SKR	Ski rack
TAB	Travel Tablet
WAR	Wheelchair access ramp
WHC	Wheelchair
WIF	Wi-Fi access
CNT	Charger cable

Impacting only Hourly service, information about the distance included within cost per hour.