# ACRISS Best Practices Policy Content

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The best practices below have been agreed on by ACRISS membership to offer the most comprehensive and user-friendly policy information to reduce traveler friction. Please consider these best practices when creating Terms and Conditions content for car rental customers.

## Best Practices for All Keyword Categories

- Be as specific as possible
- Use third-person language and company names to prevent ambiguity
- Consider customer viewpoint
- Avoid acronyms when possible but define if used
- Limit regionally specific terms but define if used or use all of them (i.e., excess and deductible)
- Make it readable and user friendly

## Insurance and Coverage

- Group anything related to insurance and coverage together in the same place in the T&Cs keyword
- Include car company coverage requirements at the pickup location if different from local requirements
- Include all information on how to identify what is included in the rate so customers can make an educated decision on what additional coverage will be required. Coverage and insurance will vary based on Point of Sale (country of residence) and pick up location (North American customers will typically have rates exclusive of insurance vs European customers which includes all mandatory insurances).
- Include what is required to prove the customer has the required coverage if it is not included in the rate. Be specific and include any restrictions for documents that must be translated, certified, etc.
- Coverages and Insurances Glossary can be referenced: Glossary or from website https://acriss.org/car-rental/coverages-and-insurances/

## Forms of Payment

- Include both credit and debit card acceptance information for both **deposit** and **payment**. Clarify which restrictions apply to which payments (e.g., deposit, rental payment, etc.). Note not all car rental companies accept the same forms of payment.
- Include acceptance information and restrictions for alternate payment methods, such as cash, ePayments, Apple Pay, etc.
- Include relevant details of the type of debit or credit or cards accepted (i.e., logo, no logo, from major credit card company, etc.).
- Include any car class restrictions on payment type use (i.e., no debit for higher car classes).
- Do not put unrelated information in this section and move to the relevant keyword category.
- Mention if the payment used must also be in the name of the lead renter.
- If possible, list common cards and/or payment types not accepted. (e.g., AMEX, cash, Discover, etc.)
- Include potential impact to available credit during the hold period and information on bank holding fees. For example when holding a deposit using a card in a foreign currency you may be charged a foreign transaction fee by the bank.

## Required Documents

- Proof of insurance/coverage
    - Detail documentation required to prove third-party coverage meets rental requirements if the rate does not include the car rental company's basic cover and the renter has chosen to decline it.
- Proof of valid license to drive
    - Detail local/international requirements for licensing
    - Where applicable highlight whether the driving license needs to be issued at least 12 months prior to rental date.
    - Proof of age
- Proof of identity
    - Detail whether driver must go through security checks at the counter and what additional documents will be required (e.g. utility bill as proof of address etc.).
- Include any language requirements for documentation (i.e. if local language is required and/or certification of those documents)
- Be clear on which documents align with proving which pieces of information (e.g., identity, age, licensing, etc.)

# Important Information

***Note: This section has not been built by the various GDS/Tech partners yet.***

- Include information that is critical or causes counter friction in the region, such as:
  - Driver's licenses for all drivers and proof of identity. State if ID is to be added in reservation to facilitate the transaction and rental process.
  - Main driver's valid payment type
  - A statement asking customers to familiarize themself with what is included in the rate and the rental policies within that country
  - Cancellation policy and no-show conditions, check Terms & Conditions
  - Any limit on modifications and cancellation
  - Processing times for on request bookings
  - Mandatory Flight Number if flight itinerary or boarding pass is required to hire at the location.
  - Winter driving regulations for applicable locations in winter months (winter tyres, chains or snow socks in the vehicle)
- Anything that is part of key information should be included elsewhere in the Ts & Cs