

 Car Rentals

Specific Quality Criteria no. 219 - Checklist

4th edition 2018

Self assessment

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**In 4th edition the specific quality criteria is based on self-assessment checklists that applicants/participants complete themselves. The applicable criteria must be completely fulfilled. A clear explanation of how each criterion is fulfilled must be given with reference to appropriate documentation e. g. employee handbook/quality manual, safety plans, photos etc. Random and/or selected criteria will be verified by the auditor.**

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| ***219-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *219-1.1* | The company has written safety plans covering all services offered to customers.  |  |  |  |
| *219-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *219-1.3* | Staff members are briefed on safety plans every year. The briefing is done according to a written procedure. |  |  |  |
| *219-1.4* | The company ensures that staff members operate according to safety plans. This is for example stated in employment contracts and subcontracting agreements. |  |  |  |
| *219-1.5* | Clients receive instructions on driving and driving conditions in Iceland including the following among other: 1. Proper handling of vehicle.
2. Rules on speed limits.
3. Mandatory use of seatbelts.
4. Mandatory use of headlights.
5. Driving on gravel roads and the dangers involved
6. Safety when stopping the car e.g. photo stops.
7. Free-range livestock.
8. Single-lane bridges and blind rise crescents.
9. Driving in winter conditions.
10. The importance of regularly checking weather forecasts with regard to localized weather conditions.
11. Crossing unbridged rivers and the dangers it incurs.
12. 112 emergency number in Iceland.

A written procedure details how these instructions are given. |  |  |  |
| *219-1.6* | Customers are made aware of the Safe Travel service screens and the Icelandic Road Service information number 1777. |  |  |  |
| ***219-2*** | ***Permits, Maintenance and Service*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *219-2.1* | The company is fully licenced to operate a car rental and complies with the current act and regulations on car rentals. |  |  |  |
| *219-2.2* | Customers are informed about their responsibilities and obligations at the start of the rental. |  |  |  |
| *219-2.3* | The company informs the customer at the time of booking, if the vehicle is older than three years and/or has been driven more than 120.000 km. |  |  |  |
| *219-2.4* | Advertising and promotional materials give a correct image of the age of vehicle, kilometres driven and other vehicle characteristics. |  |  |  |
| *219-2.5* |  At least 90% of the company‘s vehicle fleet fulfil the following:1. Motorcycles, cars and SUVs (four-wheel drive) are less than three years old and driven less than 120.000 km.
2. Minivans, buses, motorhomes and campers are less than five years old and driven less than 150.000 km.
3. SUVs with certified alterations are no more than seven years old and driven less than 200.000 km.
4. Other vehicles that do not fall into the above categories are no older than five years, are driven less than 150.000 km and are in good condition (e.g. recently overhauled).
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| *219-2.6* |  Vehicles are checked regularly according to a maintenance schedule to ensure that they fulfil minimum safety requirements when handed over to clients.  |  |  |  |
| *219-2.7* | No vehicles with known defects are rented out. |  |  |  |
| *219-2.8* | Vehicles are cleaned, checked and serviced before each rental according to a written procedure. |  |  |  |
| *219-2.9* | The company ensures that the customer is informed of all prior body-damage at the time of hire, and that this is detailed in the rental agreement. |  |  |  |
| *219-2.10* | If the company cannot deliver a vehicle of the type requested by the customer, the customer is informed about this at or prior to the start of the rental period. |  |  |  |
| *219-2.11* | All vehicles must have a valid MOT certificate at the time of hire. The depth of tyre tread must be at least 3mm and compatible tyres on axles at the start of the rental period. |  |  |  |
| *219-2.12* | Vehicles that are rented out during winter must be equipped with winter tyres and an ice scraper. |  |  |  |
| *219-2.13* | Companies that rent out motorhomes and/or campers must provide detailed information about the vehicle during finalisation of the rental agreement. The information must cover safe driving and responsible use of the equipment in the car (toilets, showers, gas cookers and waste disposal). A detailed manual about the vehicle and its use must accompany such a briefing. |  |  |  |
| *219-2.14* | The company has a contingency plan should customers need assistance due to car failure or accidents during the time of hire. |  |  |  |
| *219-2.15* | Support services in the cases of car failure (breakdown) or accident are made known to customers before the hire commences. This information includes among other: 1. Clear instructions on the obligations of the customer, e.g. how to contact the rental company or a designated breakdown service.
2. Unambiguous details on 1) costs included in the insurance and 2) costs for which the hirer is responsible.
3. Information on instances not covered by the insurance agreement.
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| *219-2.16* | Disputes and/or complaints are handled according to a written procedure. |  |  |  |
| ***219-3*** | ***Environment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *219-3.1* | Customers are informed about toilet arrangements, e.g. opening hours of gas-stations and roadside shops etc. |  |  |  |
| *219-3.2* | Hirers of motorhomes and campers are made aware of the general rule that camping overnight in these vehicles is not permitted outside of designated campsites except with permission from the relevant landowner cf. the current Nature Conservation Act. |  |  |  |
| *219-3.3* | Customers are informed that all off-road driving is illegal*.* |  |  |  |
| *219-3.4* | Hirers of motorhomes and campers are provided with information about campsites according to seasons of the year. |  |  |  |
| *219-3.5* | Information to customers and pictures on company website are credible and show responsible behaviour towards nature. |  |  |  |
| *219-3.6* | Customers are reminded of responsible behaviour towards nature. |  |  |  |