



# CODE OF CONDUCT

what customers can expect

British Vehicle Rental and Leasing Association





# **CODE OF CONDUCT**

A MANDATORY CODE OF CONDUCT FOR MEMBERS OF THE  
BRITISH VEHICLE RENTAL AND LEASING ASSOCIATION

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## **Introduction**

**The BVRLA is the trade body for companies engaged in the leasing, rental and fleet management of cars and commercial vehicles for both corporate and consumer users.**

This Code of Conduct sets out the standards which the BVRLA expects its members to achieve in all aspects of their business. BVRLA membership assures the customer that they should expect the highest levels of professionalism and integrity when renting or leasing vehicles from a BVRLA member.

The BVRLA promotes ethical trading, clear pricing, transparent terms and conditions and high-quality vehicles and customer service standards through the auditing of its members. This auditing covers vehicles, branches, vehicle inspection records and customer service standards.

The association operates a conciliation service for its members and their customers to help resolve disputes.

Adherence to this Code of Conduct is a condition of membership and serious breaches of the code will result in expulsion from the BVRLA.

## Our Standards

**By signing up to the Code of Conduct BVRLA members agree to abide by the following standards:**

- 1** Transparent pricing for all products and services both on printed media and all websites which promote a member's products.
- 2** Not to misrepresent any facts concerning their products or services.
- 3** Behave at all times with integrity and ensure that all other persons or agents appointed by the member also follow the standards set out in the Code of Conduct.
- 4** Comply with and understand all related statutory controls and regulations relating to the service or product provided.
- 5** Provide advice as necessary to help customers make an informed choice based on the customer's identified needs.
- 6** Operate from an established commercial place of business which is maintained to a professional standard.
- 7** Not to use any advertising material containing misleading or inaccurate statements. Members will comply with the codes and standards set by the regulators for the broadcast (Ofcom) and non-broadcast (Advertising Standards Authority) media.
- 8** Provide safe and roadworthy vehicles, which as a minimum will be maintained in accordance with the law and manufacturers' servicing requirements (where members retain the responsibility to maintain the vehicle).
- 9** To resolve customer complaints according to the standards set out in the BVRLA Code of Conduct.

## Rental: Specific Terms

The following core principles apply to all rental cars and vans.

There is additional information for customers leasing or renting a commercial vehicle over 3.5 tonnes (see page 18), and on the leasing and fleet management of cars and vans (see page 14).

### Short-term rental – cars and vans

#### Vehicle suitability, maintenance and safety

Cars and vans should, where possible, not be older than three years from the date of first registration or have more than 60,000 miles on the odometer. Where advised, members should assess the customers' requirements for the vehicle, for example, number of passengers or load details, to help determine the most suitable vehicle for their needs.

All members will undertake to maintain, inspect and operate cars and vans to at least the standard of the BVRLA's Quality Assurance programme. As part of this programme members must permit the association or its appointed agents to carry out unannounced independent inspections of the vehicles available for immediate rent and maintenance records.

Members will adhere to manufacturers' recommended routine maintenance and servicing arrangements and will inspect all vehicles prior to the commencement of each rental to ensure they are safe and roadworthy.

#### Motor vehicle insurance

Where the vehicle is on rent members must carry insurance provided by an authorised UK motor insurer to the following minimum levels at all times:

- 🚗 Unlimited third party liability for bodily injury.
- 🚗 Third party liability for property damage for a minimum of £1 million.

The member shall always specify in the rental agreement the extent of the customer's financial responsibility if the vehicle is damaged or lost/stolen and in the event of third party claims.

If the customer's own motor insurance is used, the member shall check that suitable vehicle insurance is in force at the time the vehicle becomes the responsibility of the customer. The responsibility for the continuance of the motor insurance rests with the customer. The customer should be asked to complete a third party indemnity form or equivalent which provides full details of the insurance cover in place and indemnifies the member against claims, liabilities, losses (including loss of use), damages and expenses due to the failing of the customer's own insurance policy. Members may obtain a copy of this form from the BVRLA website.

Members should ensure the customer is made aware of their obligations to insure the vehicle and update the Motor Insurance Database with all vehicles that will be covered by their own insurance policy for more than 14 days.

### Reservation and booking

Where members accept a reservation or booking for a car or van rental, they must clearly advise exactly what is included in the price quoted, details of any excess payments, location charges or other products/services which may be applicable. If the booking is made via a website the full terms and conditions should be clearly available to the customer to download and review prior to confirming the booking.

Members must advise customers at the reservation stage of any requirements for them to have a minimum level of driving experience and if there are any restrictions on the type of vehicle which can be rented due to experience. Members should also make it clear what identification requirements are required to collect the vehicle and what payment methods are acceptable.

Where a reservation/booking is made directly with the member but cannot be fulfilled by the member, the third party providing the vehicle must be a BVRLA member.

Members must make customers fully aware of their cancellation and no-show policy when confirming a reservation or booking. This information must include details of any cancellation periods, the amount for which the customer will be held responsible and how the customer is required to communicate the cancellation.

### Rental agreement

Customers must always receive a copy of the agreement and the terms and conditions applicable to their rental. Members should take necessary steps to ensure that the customer reads and understands the key terms of the agreement, and help clarify any items as requested, before the agreement is entered into. All key terms should be provided in a summary form for the customer, especially those in relation to contractual waiver restrictions and exclusions.

### Pricing, including fuel or battery recharging policy

Members will provide clear and transparent information on how all charges are calculated, including all additional charges which are not optional at point of rental.

If a member requires an excess mileage charge to be made, then the policy relating to limited mileage tariffs and the daily mileage allowance must be explained clearly. Members must also ensure that they clearly explain the basis on which any excess mileage charge will be calculated.

Prior to the commencement of the rental, the customer must be informed of the fuel return policy and the options available, together with the basis on which any refuelling charges will be raised. Where the customer is required under the agreement to purchase fuel at the beginning of the rental, the terms of the fuel purchase and the basis of the charges should be clear.

The member must make a written note of the rental vehicle's fuel levels at both the start and end of the rental. The levels of any other fluids required in the vehicle, such as AdBlue, should also be noted.

Where an electric vehicle is provided, the member will clearly state what the battery charge policy is. This should include: the charge level the vehicle should be returned with, the basis on which any recharging charges will be raised and whether fast charging of the battery is not permitted. The battery charge level should be agreed at both the start and end of the rental.

### Damage and theft protection programme

Where members offer a damage and theft protection programme, the customer should be made fully aware of the fixed sum they will be liable for, when this will become due for payment and all exceptions which are not covered by the damage and theft protection programme.

This is also applicable to any additional products, normally purchased at the rental desk, such as an excess reduction product, which reduces a customer's liability further or in some cases reduces it to zero.

### Method of payment

The member will state, prior to the commencement of the rental, the basis for any deposit required, including any mandatory damage excess, and the options for payment by the customer when the vehicle is returned.

### Pre-rental inspection

Vehicles that are ready to rent must have undergone a pre-rental inspection to ensure that they are in a clean and roadworthy condition in accordance with the BVRLA Ready to Rent Checklist (see page 26) or another similar standard which reflects this requirement.

Members must ensure that all damage, such as scratches, dents and the vehicle condition both inside and out, is clearly indicated on the inspection report or rental agreement. Prior to a rental commencing, the customer must be given the opportunity to check and agree both the interior and exterior condition of the vehicle before signing the rental agreement or any other inspection report.

Members should, where requested, help the customer become familiar with the basic operation and use of the vehicle. They should also provide the vehicle handbook – or relevant extracts of it – together with instruction as to the type of fuel that should be used in the vehicle and advice on charging the battery if the vehicle is powered in part or whole by electricity.

### Post-rental inspection

A representative of the member and the customer themselves should check the vehicle as soon as possible after the end of the rental. Members should ensure that the vehicle is inspected with the customer present and any damage not previously recorded on the inspection report/rental agreement must be noted and signed for by both parties on all the copies of the rental agreement/inspection report.

If an inspection is not possible, this should be agreed in writing by both parties with a clear explanation as to the reason for non-inspection. In such circumstances, both parties must agree that any damage subsequently found but not noted on the pre-rental inspection form will be charged to the customer.

### Vehicles returned out of office hours

If a customer is permitted to return a vehicle outside normal opening hours they must be provided with clear procedures for doing so. The customer should be advised of their responsibility for motor insurance, post-rental damage, road traffic offences and parking the vehicle in a secure and safe location.

### End-of-rental charges

If the customer is not present during the post-rental inspection process, the member will issue a written notification to the customer to advise of any end-of-rental charges that become due. The notice will include the reasons why the charge has been raised, together with summary details of how the charge(s) has been calculated and when the charge will be taken by the nominated method of payment agreed by the customer on the rental agreement.

Customers will be advised of the steps they should take should they wish to query the charges and, when requested, the member will provide all necessary documents to help substantiate end-of-rental charges.

## Frequent renters and renting by the hour

**Members may offer a rental product where the customer has entered into terms and conditions in advance of a booking being made. This could be in circumstances where the customer is registered with the member as a regular customer or where members offer a rent-by-the-hour service. Subject to the following requirements being fully met, a member representative does not have to be in attendance prior to each and every rental.**

### Pre- and post-rental inspections

Members will instruct the customer to carry out visual checks on the condition of the vehicle immediately before and after the rental takes place. The visual check should not include any mechanical or technical checks of the vehicle but should ensure the vehicle is safe to operate.

The customer must be given clear instructions on how to confirm and record the condition of the vehicle and damage to the vehicle, together with any other details which the customer may be required to record, such as fuel level, odometer reading, accessories and battery charge. Such written record should be signed by the customer and clearly indicate the date and time the inspection was undertaken.

There should be clear instructions given to customers on what to do if the vehicle does not match the last condition report, if available.

### Roadworthiness inspections

Members are responsible at all times for ensuring that their vehicles are roadworthy and safe to use. All such vehicles shall undergo a roadworthiness check every 1,000 miles or every fortnight, whichever comes sooner. The roadworthiness inspection will be in accordance with the motor manufacturer's recommendations and adhere to the BVRLA's Quality Assurance programme.

### Driver licence checking

The member must, in their pre-agreed rental terms and conditions, make it clear that the customer is responsible for confirming that they have a legal entitlement to drive the class of vehicle being rented. The member should ensure that customers are clearly advised that they should immediately notify the member of any driving endorsements received since the entitlement to drive notification was provided, along with medical conditions which may affect the validity of the driving entitlement.

Driver licence checks should be conducted prior to an agreement being signed and on an annual basis thereafter.

# Leasing and Fleet Management: Specific Terms

**The following core principles apply to all leased and fleet managed vehicles, and related maintenance services.**

## Statutory controls and regulations

Members should comply with all relevant legislation. Members must, where appropriate, hold all necessary licences and registration to trade lawfully, including a valid consumer credit licence and data protection registration.

## Contracts

Customers must be supplied with copies of all the contracts they enter into. Contracts may be supplied in printed or electronic formats.

## Quotation and payment terms

Members will provide clear pricing, including the number of advance payments/deposit and subsequent frequency of payments. Details of any circumstances under which the rental charges might change prior to delivery of the vehicle should be included.

Members will include details of the point at which the customer will be in breach of the contract due to late payment.

## Vehicle suitability

Where possible, members will assess and advise on the most appropriate vehicle based on the requirements of the customer. All vehicles provided to customers should be to the current manufacturer specification.

## Duty of care

Members will ensure that, where possible, they assist customers with their duty of care responsibilities by providing the latest specification vehicles and advice on maintenance to ensure vehicles being driven are well maintained.

### Insurance

Members will check at the beginning of a contract that the customer has steps in place to update the motor insurance database with all new vehicles added to the fleet and provide assistance where required.

### Road tax

Where the member has responsibility for taxing the vehicle, they will ensure it is renewed in good time before the existing road tax expires.

### Early or voluntary termination of contract

Members will clearly define their policy regarding the early termination of a contract. Such a policy and relevant legal requirements may include the following items:

- ❑ The recovery of loss of value.
- ❑ The handling of maintenance payments.
- ❑ Excess mileage charges.
- ❑ Any adjustments to finance charges.
- ❑ The method of settlement in the event of the total loss of the leased vehicle.
- ❑ Charges for unreasonable wear and tear.

### Contract extension

Members will define the policy in relation to:

- ❑ any change to the services provided in the event of formal or informal contract extension.
- ❑ circumstances in which the vehicle might be recovered by the member during any extension period.

### Excess mileage

Members will explain their policy on:

- ❑ any requirement to return the vehicle at an agreed mileage.
- ❑ any circumstances relating to mileage which would require rewriting of the contract, and any charges associated with such contract rewriting.
- ❑ details of any increase or decrease of permitted mileage during formal or informal contract extensions.
- ❑ mechanisms for charging or allowing for over or under mileage at contract end or any other period during the contract.
- ❑ any charges associated with excessive battery degradation due to fast charging or excess mileage at contract end.

### End of contract and restoration charges

Prior to the end of the contract, members will clearly explain:

- ❑ the end-of-lease vehicle return standard, including: vehicle condition, service and maintenance, vehicle accessories and MOT (if appropriate).
- ❑ the collection process and inspection procedure.
- ❑ the customer's rights relating to disputes over the collection process and inspection procedure.

### The end-of-contract process

A representative of the member and the customer must check and agree on the vehicle's condition when the vehicle is collected. All readily apparent vehicle damage will be noted and signed for by both parties on the collection sheet. If, for whatever reason, an inspection is not possible, then this should be agreed in writing, with a clear explanation of the reason for non-inspection. The member must ensure that the customer has been advised that after the vehicle has been collected it will undergo an inspection in line with the agreed fair wear and tear policy.

In the event of a dispute concerning the condition of the vehicle, the customer will pay for an examination/review of the evidence by an independent qualified engineer, eg an engineer unrelated to the original

inspection, agreed by both parties. The engineer's decision will be binding on both the customer and member. If the engineer's decision is in favour of the customer, the member will refund the reasonable cost of the inspection to the customer.

### Maintenance standards

Where members are responsible for servicing and maintaining the leased vehicle, they must ensure that all such activities are carried out at accredited outlets<sup>1</sup>, unless agreed otherwise with the customer. If the customer has agreed to be responsible for servicing and maintaining the vehicle, then the agreement with the customer should specify that this is carried out in line with manufacturers' guidelines and specifications. Members may have a written agreement which states that the repair outlet will repair the vehicle in accordance with manufacturers' standards and guidelines.

By meeting these obligations, members will help to demonstrate their commitment to delivering and operating to high standards that are set and regulated by a recognised industry trade body and guarantee the safe operation of their vehicles.

### Customer information

In the event of the termination of a fleet management contract, members should ensure that all fleet data held on behalf of the customer, such as service history, vehicle documentation, etc, is transferred in a timely and efficient manner upon request. The transfer of any commercially sensitive information is excluded from this obligation. Members are encouraged to follow the spirit of good business practice in the case of lease agreements.

<sup>1</sup> Accredited outlets must adhere to the standards set by regulatory bodies, and/or be a member of a recognised industry trade body (such as the Retail Motor Industry Federation, Independent Automotive Aftermarket Federation or Society of Motor Manufacturers and Traders) and be authorised by motor manufacturers. They may be either franchised or independent organisations.

## Commercial Vehicle and Minibus: Specific Terms

**In addition to the preceding terms applicable to rental and leasing, the following terms apply specifically to the rental and leasing of commercial vehicles and minibuses.**

### Maintenance and safety

All members will undertake to maintain, inspect and operate vehicles to at least the minimum standard of the BVRLA's Commercial Vehicle Quality Assurance Programme (CVQA Programme). The programme permits the association to carry out independent checks of vehicle inspection and maintenance records and vehicles available for immediate rent to ensure they are maintained to at least the manufacturers' recommended standards and the BVRLA's CVQA standards. These are based on the Department for Transport's Operator and Passenger Service Vehicle Licence Regulations.

In addition to the manufacturers' recommended routine maintenance and drivers' reports<sup>1</sup>, arrangements should be made for vehicles and their equipment to be inspected at appropriate intervals to determine the condition of those items which make a significant contribution to their safe and legal operation. The BVRLA recommends members adhere to the Department for Transport's guidelines published in the *Guide to Maintaining Road Worthiness* for vehicles over 3.5 tonnes gross vehicle weight and for vehicles with more than eight passenger seats.

### Record keeping

Members should ensure that inspection records for vehicles are kept for at least 15 months and that they are available to customers, the BVRLA and the Vehicle and Operator Services Agency when requested.

<sup>1</sup> Drivers' walkaround inspections of vehicles, which should take place before a vehicle is driven for that working day.

### Vehicle suitability

Members should assess the needs of the customer based on their advised use of the vehicle to help determine the most suitable vehicle for the job.

This could include identifying an appropriate vehicle specification and protective equipment for the driver and passenger(s), taking into account any requirements for load restraint equipment, vehicle racking and bulkheads.

### Safety of loads

Members should be familiar with the recommendations of the *Code of Practice: Safety of Loads on Vehicles*, produced by the Department for Transport. In addition, members must point out to customers the dangers of overloading the vehicle generally, or on individual axles, as well as the need to comply with all current legislation.

### Towing trailers

Towing a trailer puts greater demand on the vehicle and the driver. It can also bring the vehicle into scope of the EU Drivers' Hours Rules and change the driving licence required. Information on acceptable trailer-towing weights can be found in vehicle handbooks. Customers should be encouraged to notify the member when they intend to tow a trailer. Customers intending to tow should be advised that:

- ❑ the vehicle must not exceed either its Gross Vehicle Weight (GVW) or the Gross Train Weight (GTW).
- ❑ the dimensions of a trailer being towed by a vehicle with a GVW over 3.5 tonnes should not exceed 2.55m in width or 12m in length.
- ❑ care should be taken to ensure even distribution of loads to avoid overloading of individual axles.

### Advice to the customer

Information relating to the vehicle's safe operation and use, its dimensions, payload and weight restrictions should be provided prior to each rental. In particular, information on the height of the vehicle must be provided in the vehicle cab.

### Operator licence checks

Although there is no legal obligation on members to check that a customer has a valid operator licence, consideration should be given to the benefits of ensuring that a valid O-licence is in place, where appropriate.

### Tachographs

Members should, if possible, ensure the customer is familiar with the type of tachograph in the vehicle and its basic operation. Customers should be alerted to the importance of locking-in their personal data so that it cannot be accessed by other customers.

### Minibuses

Members should make sure the customer is familiar with the safe operation of minibuses and the legislation which surrounds them, including the requirements to record and observe EU drivers' hours rules and have a PSV operator's licence.

## Complaint Handling

**BVRLA members should aim to deliver a high level of service.**

**Complaints should be resolved quickly and amicably.**

All staff should be aware of the company's complaint-handling procedures and staff dealing with complaints should respond swiftly, paying particular attention to:

- ❑ advising customers of the complaints procedure, how to use it and what additional options are available to them.
- ❑ treating complaints seriously and dealing with them in a positive and friendly manner.
- ❑ issuing an acknowledgement to any complaint, regardless of how it is received, within five working days of receipt, with the objective of resolving the dispute within 15 working days.
- ❑ learning from all complaints and responding proactively to prevent similar incidents from occurring.
- ❑ maintaining a complete record of all complaints.

A small number of complaints may remain unresolved. The BVRLA Conciliation Service exists to help resolve those disputes that cannot be resolved between the parties by the method described above. The service levels for members whose complaints are referred to the BVRLA are set out on pages 22-23.

## **Conciliation Procedure**

**Unresolved complaints can be referred to the association by either the customer or the member involved.**

Details should be submitted in writing or by email to:

**Chief Executive  
British Vehicle Rental and Leasing Association  
River Lodge  
Badminton Court  
Amersham  
HP7 0DD**

[complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)

### **Stage 1 Informal Conciliation Service**

In the first instance, the BVRLA will aim to resolve the matter on an informal basis using the information presented by both parties. Where any information is requested from the member this should be sent within five working days. Based on the information available the BVRLA will provide both parties with its initial findings and recommendations. If either party disagrees with the outcome of the informal conciliation service, a formal conciliation procedure can be invoked.

The BVRLA aims to resolve complaints through the informal conciliation service within 30 days.

### **Stage 2 Formal Conciliation Service**

If either party has asked for the matter to be escalated to the formal conciliation service, all relevant details will be promptly forwarded to the Conciliation Committee, a body whose members are appointed by the BVRLA Board.

### Conciliation Committee

Disputes referred to the Conciliation Committee shall be actioned and a decision notified to the customer within 30 working days from referral.

### What is covered under the Conciliation Service?

Conciliation procedures shall apply solely to disputes arising from the vehicle rental and leasing activities of members.

### *Compensation*

The Conciliation Service is unable to award any form of indirect compensatory payments in relation to alleged financial losses arising from a breach of the rental or leasing agreement by either party to the dispute.

### *Refunds*

The Conciliation Service will only have jurisdiction to consider matters relating to charges linked to the rental or lease that have been requested by the member.

### No restriction of rights

Nothing in this code restricts, nor is intended to restrict, the rights of a complainant or a member, to pursue remedies through the courts.

### Monitoring and compliance

The BVRLA's continual monitoring and internal procedures are aimed at ensuring that members meet and comply with this Code. It is a condition of membership that members comply with this Code.

## Rental Charter

The BVRLA's Rental Charter applies to all members involved in the short-term rental of cars and commercial vehicles and forms a brief summary of the specific terms found on pages 7-13 of this Code of Conduct.

**As a member of the British Vehicle Rental and Leasing Association we pledge to provide for our customers:**

- ❑ a vehicle which is suited to your needs and maintained to the manufacturer's recommended standards, which has been cleaned and thoroughly checked.
- ❑ complete details of pricing, fuel/battery policies and any excess mileage charges.
- ❑ an overview of our damage and theft protection options, including excess levels and exceptions to the protection.
- ❑ the opportunity to inspect the interior and exterior of the vehicle prior to the rental to ensure it is line with the condition stated on the inspection report or rental agreement.
- ❑ the opportunity to inspect the vehicle when it is returned at the end of rental and agree on the condition. If this is not possible then we will agree this with you in writing and any additional damage found will be charged to you.
- ❑ a commitment to the British Vehicle Rental and Leasing Association's Code of Conduct.
- ❑ an effective complaints procedure with access to the Conciliation Service administered by the British Vehicle Rental and Leasing Association.

## Leasing & Fleet Management Charter

The BVRLA's Leasing and Fleet Management Charter applies to all members involved in the leasing and fleet management of cars and commercial vehicles and forms a brief summary of the specific terms found on pages 14-17 of this Code of Conduct.

**As a member of the British Vehicle Rental and Leasing Association we pledge to provide for our customers:**

- ❑ advice on the most appropriate vehicle based on the requirements of the customer and assistance with duty of care responsibilities by providing the latest specification vehicles and advice on maintenance.
- ❑ transparent pricing for all charges and a clear statement of the total number of payments required under the contract and their frequency.
- ❑ servicing and maintenance of vehicles at accredited outlets in line with the manufacturers' guidelines.
- ❑ a clear statement of our policy for the early termination of a contract, extension of contract, or mileage or other limitations.
- ❑ information on the end-of-lease vehicle return standard, the collection and inspection procedure, and a dispute resolution process.
- ❑ commitment to the British Vehicle Rental and Leasing Association's Code of Conduct.
- ❑ an effective complaints procedure with access to the Conciliation Service administered by the British Vehicle Rental and Leasing Association.

# Ready to Rent Checklist

## BVRLA-recommended minimum checklist for ready-to-rent cars.

Unless otherwise stated, tick to indicate that a check has been carried out.

**model:** \_\_\_\_\_ **reg no:** \_\_\_\_\_

**mileage:** \_\_\_\_\_ **date:** \_\_\_\_\_

### exterior condition

#### tyre tread



	nearside	offside
front	mm	mm
rear	mm	mm

#### tyre pressure

	nearside	offside
front	psi	psi
rear	psi	psi

#### tyre condition



	nearside	offside
front		
rear		

- external damage
- exterior lights   
(inc headlights, brake lights, indicators)
- exterior washed
- wing mirrors

### mechanical condition

- battery
- brakes
- door locking/remote
- exhaust/catalyst
- handbrake
- heater/air conditioning
- spares/tyre inflator/tools, including jack   
(if appropriate)
- steering
- windscreen washers
- windscreen wipers

### fuel & liquid levels

All the following should be checked and topped up as necessary prior to each rental.

- battery (if electric/hybrid vehicle)
- brake/clutch fluid
- coolant
- engine oil
- fuel
- power steering fluid
- transmission fluid (auto only)
- windscreen wash

### electronic equipment

- audio/visual equipment   
(inc parking sensors/reversing camera)
- dashboard lights
- electric windows/roof
- horn
- sat-nav system/discs

### interior condition

- interior (cleanliness)
- interior lights
- no smoking sign
- rear view mirror
- seat belts
- tax disc

### additional equipment

- breakdown assistance details
- first aid kit (optional)
- manual (or extract of)

**Check completed by:** \_\_\_\_\_





**British Vehicle Rental and Leasing Association Ltd**

River Lodge, Badminton Court, Amersham, Buckinghamshire HP7 0DD

**Tel** 01494 434747 **Fax** 01494 434499 **Email** [info@bvrla.co.uk](mailto:info@bvrla.co.uk) **Web** [www.bvrla.co.uk](http://www.bvrla.co.uk)

COMPANY REGISTRATION NUMBER: 924401