

What you need to know: Car rental company cleanliness and hygiene programs

May 14, 2020

To reassure both employees and travelers that they are doing what they can to protect them against COVID-19, car rental companies are introducing new and improved cleanliness and hygiene processes.

This report summarizes what car rental companies around the world are doing and planning.

Global companies

Avis Budget updates cleaning guidance

Using insights from the World Health Organization and local authorities, Avis Budget has updated its guidance for cleaning and disinfecting all vehicles, including confirmed COVID-19 vehicles.¹ It has also introduced enhanced and more frequent cleaning at all locations, with a focus on cleansing and sanitizing high-touch areas, such as counters, payment facilities and door handles.

Avis Budget employees are also social distancing, handwashing frequently and applying hand sanitizer. They are also advised to remain at home if feeling unwell or exhibiting any symptoms of COVID-19.

Enterprise Rent-A-Car launches Complete Clean Pledge

Enterprise Holdings is rolling out a Complete Clean Pledge across its three car rental brands: Enterprise Rent-A-Car, National Car Rental and Alamo Rent A Car.² Following guidance from health authorities, and in partnership with the travel industry, Enterprise is enhancing its existing cleaning protocols.

New cleaning standards, outlined in the Complete Clean Pledge, align with the U.S. Travel Association's (USTA) "Travel in the New Normal" guidance. Rental vehicles will be supplied with a Complete Clean Pledge notification, informing customers that a thorough cleaning has been performed to these standards. The protocol includes washing, vacuuming, general wipe down and sanitizing with products meeting COVID-19 requirements, with an extra focus on 20 high-touch points.

The new cleaning guidance applies to vehicles, shuttles and branch locations, and also includes social distancing practices.³

Hertz applies rigorous cleaning processes

Hertz is closely monitoring the spread of COVID-19 and following the advice of government and health authorities so it takes the right actions to protect customers and employees.⁴ All vehicles across its Hertz, Thrifty, Dollar and Firefly brands undergo a rigorous, multi-step cleaning process before each rental. Attention is given to priority areas, such as door handles, steering wheel, dashboards, consoles and seat.

¹ [Avis Budget](#), Information relating to COVID-19

² [Travel Pulse](#), May 11, 2020

³ [Breaking Travel News](#), May 13, 2020

⁴ [Hertz](#), Information relating to COVID-19

Hertz is taking additional precautions as recommended by the Centers for Disease Control & Prevention (CDC), World Health Organization and local governments to minimize risks to customers and employees.

Hertz has enhanced cleaning methods at all locations worldwide and on shuttle buses, including the use of approved disinfectants to regularly wipe down high-touch areas, such as door handles, counters, kiosks and other hard surfaces. It's made alcohol-based sanitizers available and asks employees to take important hygiene steps, including frequent handwashing and staying at home if unwell.

Where a customer is suspected or known to have COVID-19, Hertz's new cleaning protocols remove the vehicle from circulation and use a third party to disinfect it.

Other large rental companies

Europcar introduces extra cleaning measures

In addition to existing reinforced vehicle cleaning, involving the systematic use of disinfectants, Europcar has introduced extra measures. These include systematic desk disinfection between each customer, and a "zero contact" policy, where the vehicle key is sealed in an envelope once disinfected.⁵

SIXT Rent A Car providing a safe environment

SIXT declares that the safety of its customers and its employees is its top priority.⁶ The company is constantly monitoring the situation, and it has set up a specially established coordination center to work with the responsible authorities. To provide a safe environment for customers and employees, SIXT is:

- Intensively cleaning branches to minimize virus transmission
- Ensuring employees follow recommendations from the World Health Organization (WHO), such as washing their hands intensively on a regular basis
- Professionally cleaning all vehicles in a multi-step process

SIXT has also introduced new practices to support social distancing to ensure the highest standards:

- Limiting the number of employees and customers in a location
- Introducing Perspex "sneeze guard" screens at all counters
- All customer facing staff to wear face masks
- Safe distancing stickers and floor markers in branches

Note

The COVID-19 situation is rapidly evolving, and the situation is changing on almost an hourly basis. The information presented in this report represents the latest view as of May 14, 2020.

Do you have questions or comments regarding this report? Please email mike.eggleton@bcdtravel.co.uk to share your thoughts.

⁵ [Europcar](#), Coronavirus Customer Information

⁶ [SIXT](#), Current Information concerning COVID-19