

TOURISM SANITIZATION GUIDELINES: CAR RENTAL COMPANIES

This document has been created to provide tourism partners that operate as a car rental company in the Cayman Islands with guidance on safety and health-related measures, in response to the COVID-19 pandemic. Following collaboration with Government partners such as the Ministry of Health, Department of Environmental Health, private sector stakeholders, and principles of international health entities such as the UK Health Security Agency (UKHSA) (formerly Public Health England), these standards of practice have been developed to establish industry guidelines for sanitization.

Each operator is responsible for ensuring that current regulations and legislation of the Cayman Islands Public Health Law regarding the prevention, control, suppression, and management of COVID-19 are adhered to. Please verify the most current laws and regulations with official Government sources. This document is in addition to the public health policy and guidelines, is created to support the “Readiness Plan” for **Phase 4** implementation and should be reviewed and revised upon the implementation of new phases in the future.

This document includes recommended guidelines for the following areas of car rental operations:

- Car Rental Operation Guidance
 - Staff
 - Arrival/Store Operations
 - Vehicle Cleaning
 - Payment
- Advanced Sanitization Checklist

Recommended Guidelines for all Car Rental Companies in the Cayman Islands

1. An official COVID-19 sanitization, health, and safety policy should be created by all car rental companies for every location. Information on how to draft your own policy can be found here: <https://www.visitcaymanislands.com/en-us/ourcayman/sanitization-guidelines>.

This guidance document is based on CARPHA (2020). Caribbean Public Health Agency Technical Guidance for Tourism: Guidelines and Checklists for Reopening of Caribbean Tourism and Travel (Tourism Sub-Sectors) COVID-19 Series.

2. All staff members should be trained with regard to this official policy and any new protocols that will be put in place by the establishment.
3. All call rental companies will adhere to official guidelines with regards to personal protective equipment (PPE) as outlined by the Cayman Islands Government (CIG).
4. Any new protocols that are established by the CIG will be adhered to, as necessary.
5. Testing of employees as required by the CIG.
6. Additional information can be found at www.gov.ky or email sanitization@caymanislands.ky.

For more information on the National Policy: [NATIONAL POLICES LFT](#)

Best Practice Measures	What are the risks to your customers and staff?	Where are the risks?	Actions to help control risks?	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control Check
STAFF							
1	Staff Health	Monitoring staff health	Ongoing monitoring of staff members health.	Staff members with a fever and/or displaying other COVID-19 symptoms should be sent home and advised to follow Public Health COVID-19 protocols.	Management	Ongoing	
2	Staff members	Mandatory use of face masks or covering	All staff to wear face masks or covering when providing service to a guest.	Patrons are required to also wear a face mask or covering prior to entering.	Management	Ongoing	

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3	Staff Members	Staff scheduling	Creation of a schedule for smaller shifts for staff members.	Schedule released to all staff.	Management	At all times.	
4	Staff Members	Hygiene Practices	Staff members to wash their hands every hour or more frequently as outlined by Management.		Management	Ongoing	
ARRIVAL/VEHICLE RENTAL OPERATIONS							
5	Entrance	Hand Sanitiser	Signage and hand sanitiser with 70% alcohol in dispensers at the main entrance.	All guests to use hand sanitiser before entering the business. Signage to be placed at the main entrance and throughout the business.	Management	Ongoing	
6	Customer management	Physical distancing	Permit only 50% of total capacity of rental car customer service office.	Create a queuing system outside the building with physical distancing markers.	Management/Rental Car Company Team	Ongoing	
7	Customer management	Spacing of customers	Customers should be spaced out when queuing up at customer service counter.	Signage should be placed, and floor markers installed.	Rental Car Company Team	Ongoing	
8	Hygiene Practices	Customer Service Counter	Install plexi-glass shield at customer service counter.		Management		

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9	Hygiene Practices	All areas	Proper hygiene practices as outlined by Public Health.	Review requirements from Public Health.		Public Health/Government site	
VEHICLE CLEANING							
10	Vehicle Cleaning/Sanitization	Vehicle Return	Disinfect vehicle at designated return area using a disinfectant that meets leading health authority requirements.		Rental Car Company Team	Ongoing	
11	Vehicle Cleaning/Sanitization	Vehicle Inspection	At designated cleaning area, inspect interior of vehicle, tires, and overall vehicle condition.		Rental Car Company Team	Ongoing	
12	Vehicle Cleaning/Sanitization	Interior of Vehicle	Use gloves, if desired, to remove trash and lost/found items. Whether or not gloves are not used, hands should be sanitised properly immediately after.	Gloves should be removed and changed after each vehicle cleaning, if used.	Rental Car Company Team	Ongoing	
13	Vehicle Cleaning/Sanitization	Interior of Vehicle	Disinfect all high touch point areas (steering wheel, consoles, door handles, seat belts, keys, etc.)		Rental Car Company Team	Ongoing	
14	Vehicle Cleaning/Sanitization	Moving Rental Vehicles	Once the car has been parked,		Rental Car Company Team	Ongoing	

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			disinfect driver area using a disinfectant that meets leading health authority requirements.				
15	Vehicle Isolation/Quarantine	Vehicles	Have measurements in place should a customer develop symptoms of COVID-19 while renting a vehicle.		Management		
PAYMENT							
16	Payment	Payment Methods	Encourage contactless payments (i.e., debit or credit card payments).	Install signage indicating preference for card payments.	Rental Car Company Team	Ongoing	
17	Payment	Cash or Card Handling	In the event of cash or non-contactless card payments, staff should immediately sanitise or wash hands promptly after handling.	Sanitiser dispenser containing 70% alcohol to be used.	Rental Car Company Team	Ongoing	
18	Hand Sanitizer	Customer Service Counter	Hand sanitiser placed at customer service counter.	Staff should use hand sanitiser before and after each customer.	Rental Car Company Team		

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