

# Car Club Accreditation Scheme

Full Status  
Application Form  
April 2017

**carplus™**  
**bikeplus™**  
supporting shared transport



## Carplus Car Club Accreditation Application Form

### Contact details

Contact name	
Organisation name	
Trading name (if different)	
Address for correspondence	
Postcode	
Telephone	
Mobile	
Email	
Website	
List of car club locations (ie name of village, town, city or borough of London), and number of vehicles in fleet	

### Section 1: Business requirements

Name of Chair	
Name of Treasurer	
Name of Secretary	
<b>Documents for Submission</b>	<b>Please tick if included in application</b>
Constitution, Memorandum and Articles of association or equivalent	
Audited or management accounts	
Annual report or public statement of operations	
Pricing Structure	

### Section 2: Service Provision Requirements

<b>2.1 The car club must have:</b>	<b>Please tick to confirm each statement is true for your car club</b>
Trip cost must vary per mile AND/OR per time of booking	
Pricing must be available to customers at the time of booking and include all aspects of vehicle usage (e.g. insurance, tax, fuel etc).	
Customers should pay according to a fixed price structure.	
A recognised booking system (e.g. telephone and/or internet) accessible to all their customers.	
Vehicles available to be booked in hourly segments, for as little as one hour per booking	
Vehicles available to customers 24 hours a day, 7 days a week. This rule allows for block bookings by corporate members.	
A system by which the customer will not sign a new hire or rental agreement contract with each booking	
Vehicles which are accessible at the time of the booking commencing without assistance from a member of the car club staff	
Vehicles which are located within residential or commercial areas close to a cluster of members	
Carplus provided with corporate membership	

<b>2.2. Vehicle age</b>	
All car club vehicles will be under four years old for the next 12 months	Yes / No
<b>We wish to apply for special exemption from this criteria. Please give reasons:</b>	
<b>2.3 Cleaning procedures.</b>	
Do you clean each vehicle at least every 2 weeks?	Yes / No
Do you clean or check the vehicles after every complaint?	Yes / No
<b>2.4 Help Line</b>	
Do you have a help line staffed 7am – 10pm for members having problems with the vehicles backed up with an out of hours answer machine?	Yes / No

### Section 3: Safety requirements

<b>3.1 Insurance</b>		
Vehicles are either covered by:		Yes / No
<ul style="list-style-type: none"> <li>▪ Comprehensive insurance</li> <li>▪ Third party insurance and self insuring</li> <li>▪ A mixture of both</li> </ul>		Yes / No Yes/ No
<b>3.2 Deposits and excess payments</b>		
The required deposit should be not greater than the policy excess imposed by your insurer		Yes / No
Are members made aware of deposits and excess payments on joining		Yes / No
Will deposits be returned within 60 days of terminating the contract, minus deductions?		Yes / No
<b>3.3 Roadworthiness of vehicles</b>		
Do all vehicles comply with national legislation regarding roadworthiness?		Yes / No
Are all vehicles serviced and repaired by a qualified mechanic?		Yes / No
Are regular maintenance checks carried out and recorded according to legislation and the Highway code?		Yes / No
<b>3.4 Breakdown cover</b>		
Is each vehicle covered by roadside assistance including a means of getting the member back to the car station or to home from the breakdown?		Yes/No
<b>3.5 Handbook</b>		
Are all members issued with a handbook on joining		Yes / No
Does each vehicle have a copy of the handbook?		Yes / No
<b>3.6 Complaints Policy</b>		
Do you have a complaints policy which is available to members?		Yes / No
<b>Documents for Submission</b>	<b>Please tick if included in application</b>	
Member contract		
Car Club handbook		
Complaints Policy		
Details of the roadside assistance cover		
Details of insurance cover		

#### Section 4: Data Collection

The criteria outlined below have been agreed with all operators and local authority representatives consulted as the standard data collection criteria for the Carplus Accreditation Scheme.

One of the aims of this process is to avoid having different reporting requirements in different boroughs. This does not mean that local authorities cannot make additional requirements in their tenders but these should be avoided or kept to a minimum. Some aspects may be particularly commercially sensitive and hence may need to be disclosed directly without being included in this process. Secondly it should be noted that the data criteria will have to be reviewed annually and there will be an opportunity for revisions and additions at this point.

#### The data should be collated into the following reports.

1. An annual report to collate information on environmental impact and customer satisfaction. (October) plus a rolling programme of surveys to joiners.
2. Quarterly report on number of members\*, vehicles and bays (where applicable) broken down by village, town, city or London borough.
3. The Annual Operators Survey
4. Annual data on vehicle emissions for the car club fleet

\*A member is defined as *“Someone who has completed all the necessary procedures, and is currently authorised by the operator, to access and use a car”*

Copies of these reports can be obtained from Carplus.

Please sign the box below to confirm that you understand the data that each operator is expected to provide to Carplus.

I confirm that I will provide the data outlined above to Carplus. I understand that failure to provide this data in a timely manner may result in our accreditation being suspended.	Signature  Print name
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**I certify that the information provided in this application form is a true representation of the car club for which we seek accreditation**

Signed: \_\_\_\_\_

Print name: \_\_\_\_\_

Dated: \_\_\_\_\_