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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 29911-2025

Replacing GB/T 29911-2013

Specification for car rental service

汽车租赁服务规范

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting.

This document replaces GB/T 29911-2013 "Car Rental Service Specification" and GB/T 29911-2013 "Car Rental Service Specification" In addition to structural adjustments and editorial changes, the main technical changes are as follows.

a) The definition of car rental has been changed (see 3.1, 2013 version 3.1), and the terms and definitions of car rental network platform and entry have been added.

Definition (see 3.2, 3.3), deleted the car rental industry, rental car, car rental operator, car rental lessee, car rental guarantee Guarantor, car rental service, short-term car rental service, long-term car rental service, car rental service staff, car rental door Car rental fees, vehicle rental, insurance fees, overtime fees, over-distance fees, value-added service fees, and out-of-town return services Terms and definitions (see 3.2 to 3.18 of the 2013 edition);

b) The overall requirements for car rental services have been changed (see Chapter 4, Chapter 4 and Chapter 5 of the 2013 edition);

- c) The requirements for car rental operators have been changed (see Chapter 5, Chapters 4 and 5 of the 2013 edition);
 - d) The requirements for leased vehicles have been changed (see Chapter 6 of the 2013 edition);
 - e) The requirements for service personnel have been changed (see Chapter 7, Chapter 7 of the 2013 edition);
 - f) Changed the service process requirements for short-term car rental service reservation and inspection (see 8.1.1, Chapter 8, 9.1.2, 9.1.2);
 - g) Changed the service process requirements for signing short-term car rental service contracts (see 8.1.2, 9.1.3 of the 2013 edition);
 - h) Changed the service process requirements for vehicle delivery for short-term car rental services (see 8.1.3, 9.1.4 of the 2013 edition);
 - i) Changed the service process requirements for service support during short-term car rental services (see 8.1.4, 9.1.5 of the 2013 edition);
 - j) Changed the service process requirements for short-term car rental service vehicle returns (see 8.1.5, 9.1.6 of the 2013 edition);
 - k) Changed the service process requirements for short-term car rental service fee settlement (see 8.1.6, 9.1.7 of the 2013 edition);
 - l) Changed the requirements for vehicle preparation for short-term car rental services (see 8.1.7, 9.1.8 of the 2013 edition);
 - m) Modified the requirements for the content to be specified in long-term car rental service contracts (see 8.2.2, 9.2.2 and 9.2.3 of the 2013 edition);
 - n) Added requirements for time-sharing leasing services (see 8.3);
 - o) Added requirements for car rental online platforms (see Chapter 9);
 - p) The requirements for supervision and complaint handling have been modified (see 10.1, 9.1.5 and 10.1 of the 2013 edition), and service quality verification methods and evaluation methods have been added.
- Requirements for price and improvement (see 10.2, 10.3);
- q) Service evaluation indicators and calculation methods have been deleted (see 10.2, Appendix A of the 2013 edition).

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document is proposed by the Ministry of Transport of the People's Republic of China.

This document is under the jurisdiction of the National Technical Committee for Standardization of Urban Passenger Transport (SAC/TC529).

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The previous versions of this document and the documents it replaces are as follows.

- First published in 2013 as GB/T 29911-2013;
- This is the first revision.

1 Scope

This document specifies the overall requirements for car rental services, as well as requirements for car rental operators, rental vehicles, service personnel, service processes, and vehicle Requirements for car rental network platform and service quality management.

This document applies to small and micro passenger car rental services.

2 Normative references

GB/T 32852.5

GB/T 35273

3 Terms and Definitions

The terms and definitions defined in GB/T 32852.5 and the following apply to this document.

3.1 car rental

The business operation of providing leasing services with small and micro passenger cars with nine seats or less as leasing objects.

3.2 Taiwan operators

Relying on Internet information technology to establish a network business site, an e-commerce platform that provides information release, transaction matching and other services for car rentals

3.3 Service-related behavior

Car rental operators connect their business service information to the car rental network platform and provide car rental related services through the car rental network platform.

4 General Requirements

4.1 We should provide convenient, safe, high-quality and reasonably priced car rental services.

4.2 Information and intelligent means should be adopted to improve service quality and management level.

4.3 It is advisable to develop in a large-scale, networked and branded manner.

5 Car rental operators

5.1 The vehicle should be parked and handled for vehicle delivery and return, as well as a place to receive lessees and provide consulting services and sign contracts.