

## Organization of Rental of Cars Abroad for Tourism

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**Abstract:** Car rental services ("Rent-a-car") is one of the most profitable activities related to the tourist business in the world. Their essence is that any citizen of a certain age can contact a car rental company and get a car with or without a driver for temporary use.

**Keywords:** tourist activity, reservation system, "black car", skids, tenants, password receipt, cash desks.

The idea of renting cars appeared in the USA at the beginning of the 20th century. Initially, it was to help local residents in need of a vehicle was intended. Car rental with the development of tourism in the world the scope of its service has expanded and it has become an independent branch of tourist activity.

Today, the car rental business is a very complex service system. It provides the maintenance and technical service of the car park; electronic car reservation systems; road navigation information systems; includes insurance services, bonus programs and the like. Car rental business is widespread in Western Europe and North America. Car rental services are also available in many countries of Asia, North Africa, Central and South America.

The services of car rental companies are mainly used by businessmen and employees of large organizations, as well as individual tourists.

Car rental is among the most popular companies in the world market

Avis", "Hertz", "Budget", "Eurocar", "Toyota" and others can be mentioned. The offices of these companies are located in many industrial, commercial and cultural centers, as well as in almost all airports, railway and bus stations in major cities. The quality level and prices of the services offered by these companies are almost the same, but the rules for renting cars may differ. In order to rent a car, it is necessary to contact the local representative office of a specific car rental company directly, through a tourist company or through the Internet. The advantage of booking a car through a tourist company is that, in some cases, this company undertakes to settle disputes between the car rental company and the tourist. For example, if a tourist who is in a hurry to the train station does not fill the tank with gasoline when handing over the car, the travel agency can bear the costs of paying a fine. In this way, he saves the tourist from great disappointment, because for such a "fault" customers usually receive a "black card" that prohibits the use of the services of this company in the future.

included in the list.

Car rental companies make bookings in advance, etc

- accepts a month, a week, a day before. In this case, it is necessary to receive a confirmation (by fax or e-mail) indicating the address of the rental office where the car is waiting for the customer. It is also possible to agree with the company that the car will wait for the tourist in front of the hotel, at the airport or at another specific place. Such services, as a rule, increase the cost of rent in Europe (by 10-12% on average), and in the USA, on the contrary, make it cheaper.

International car rental companies offer three main rates: standard rate, unlimited travel rate, and one-day limited travel rate. In the first case, a fee is paid for each kilometer of the road traveled by car; the second tariff is recommended if one-day travel is more than 70 km; in the third option, a fee is not required for a certain amount of the traveled distance, and a fee is charged for driving more than the norm. These conditions are usually reflected in the contract.

The cost of renting a vehicle is affected by the rental period, the period of use of the car and its class. As the rental period increases, the daily rent decreases. In addition, prices are cheaper on weekends than on weekdays. The tariff for the car class is determined by the company depending on its model and age.

The cost of rental services varies significantly in different countries and even in different regions of the same country. As a rule, it is 15-20% more expensive in resort regions than in other regions.

Sometimes the car is taken from one branch of the company and handed over to another branch. If the car is rented abroad, the rental price will be much higher; if the car rental office is located in the territory of this country, the rental fee will be increased by a small amount, if the car is handed over in another region of the same city, no additional fee will be charged. The place of return is specified in the contract.

In some cases, rental companies give skids to their tenants. Such renters mainly include regular customers, as well as passengers of airlines with which the rental companies have concluded appropriate agreements on cooperation.

Almost all companies have rules that limit the age of the driver who wants to rent a car. This age is 21-25 years old in different countries, driving experience is at least one year. Sometimes companies reduce this age limit, but issue an insurance contract for a higher amount. In some cases, on the contrary, stricter requirements are imposed on customers. For example, in France, citizens who want to use high-class cars must be at least 30 years old.

The seniority of the vehicle driver is determined based on the driver's license. If a tourist has an international driver's license, as a rule, he will not face any problems. If the driver's license is national, it is better to prepare a notarized translation (at least in English).

Since 1991, TYV "Express 2" has been planning tourist transportation introduced a new system. The main features of this system are as follows:

1. Planning is carried out twice a year for half a year. Organizational orders for the 1st half of the planned year should be submitted to the railway departments by October 1 of this year, the railway will give these orders to TYV to be entered into the GVS computer. On November 15, tourist organizations can find out from the railway departments which orders have been confirmed for the first half of the year. Tourist organizations must confirm their orders starting from November 15 and 60 days before the start of the trip. After confirmation, a password receipt is issued to the tour bureau employee, and the locations are stored in the computer memory. If the booking is not confirmed, they are removed from the computer's memory. Orders for buying tickets are issued 45 days before the departure of the train.

Plan orders of tourist organizations for the 2nd half of the year will be accepted until March 1. On April 15, tourist organizations can receive an answer and confirm the order within a short period of time.

2. When planning the transportation of a group of tourists, the orders must include a change of train consisting of 5 options. In this case, the first displayed train is considered the main one, and the remaining ones are options.

3. It is possible to receive tourist groups according to the planned system.

Refunds of unused railway tickets are carried out in accordance with the tariff. If the unused tickets are given by enterprises, firms, organizations and institutions to the cash desks of the railway station 7 days before the departure of the train, the full price of the ticket will be returned to them.

If unused tickets are returned within 3-7 days of train departure, then 90% of the fare will be refunded, if the ticket is 80% of the ticket price will be refunded if it is submitted within 3 days or less.

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