

Eligo Enhanced Cleaning Procedures – Covid-19

Eligo is committed to the highest safety standards during the Covid-19 pandemic. Ensuring the cleanliness and safety of vehicles is more important now than ever. We acknowledge that access to cars remains essential during the pandemic, and we are focusing our efforts on assisting car owners with providing safe access to clean cars for whomever that needs them.

Your safety is our top priority. That's why car owners are now required to clean and disinfect their vehicles between every trip based on recommendations from various health authorities.

To maintain physical distancing and peace of mind during check-ins, many car owners already offer remote access to their vehicles. When you book a car, ask your host about their check-in process and make sure that you're comfortable with it.

On top of vacuuming and general wipe-down cleaning, we are also requiring car owners to sanitize high contact areas in between every trip, using an approved disinfectant and sanitizing solution based on available government information:

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>

These areas include:

- Key and key fob
- Centre console
- Cupholders and compartments
- Seat surfaces and inside pockets
- Areas between seat and console
- Dashboard and all Driver Controls
- Mirrors
- Instrument panels
- Steering wheel and column
- Accessory panel
- Door interiors and cubbies
- Door handles (both interior and exterior)
- And ANY other high contact areas

We don't require customers to sanitize their rental vehicles before returning them; however, we do expect rental cars to be returned in the same condition that they were rented in. If you have any questions or concerns, please feel free to contact us at customer.service@eligocars.com.