What is ACRISS?
ACRISS (Association of Car Rental Industry Systems Standards) is a widely recognized standard for categorising vehicles. It ensures that cars are grouped based on size, type, transmission, and fuel type, helping to align vehicle categories more precisely with what riders expect.

Why is Bolt adopting the ACRISS standard?
By adopting ACRISS, we can provide a consistent and clear standard for both drivers and riders, ensuring that vehicles within the same category share similar characteristics. This helps to enhance rider satisfaction and improve our platform, all while making it easier for drivers to understand where their vehicles fit.

How will this impact me as a driver?
We recognise the importance of these changes, especially when they affect your business. Some drivers might qualify for new categories, while others may need to update their vehicle to remain in their current category. We will provide support throughout this transition to ensure you have all the necessary information and guidance, including a list of eligible vehicles for each category to help you find a suitable replacement if needed.

Will this change my eligibility for certain categories?
It's possible. As we align vehicles to ACRISS, you may be notified that your vehicle qualifies for a different category or that adjustments are needed. You'll be given 14 days to make any necessary changes, and we'll work with you to make this transition as smooth as possible.

What if nothing changes for me?
If your vehicle already meets the new ACRISS standards for your current category, there will be no changes to your eligibility. You will continue to use your current category without needing to update your vehicle or change any settings.

Will my earnings change?
We understand the concern, especially for those being removed from a higher or specific category. While we can't guarantee earnings, you can still drive in other eligible categories, and this won't affect your ability to offer rides on our platform.

What if my vehicle no longer qualifies for my current category?
If your vehicle no longer qualifies, you'll receive a 14-day notice. We understand this can be challenging, so we've prepared a list of eligible vehicles for each category to help you find a suitable replacement. Rest assured, we'll provide all the necessary information to support you throughout this process.

How can I improve my vehicle's eligibility?
If your vehicle no longer meets the category requirements, upgrading to a model from the list of defined vehicles for vehicle categories could help you qualify for your desired category again.

Will there be more updates to vehicle categories in the future?
ACRISS standards may evolve over time, and Bolt may need to update vehicle categories to stay aligned with these changes. We will always communicate any updates well in advance, ensuring that you have enough time to adjust and plan accordingly.

How do I contact support if I need help?
If you have any questions or concerns, don’t hesitate to reach out to Bolt support. We’re here to ensure you have all the information you need and to offer assistance where necessary.