

## **REQUIRED DOCUMENTATION:**

At the time of pick-up, the following physical documentation\* issued in the main driver's name must be presented at the rental desk of Carplus:

- **Valid Passport/or ID card**
- **Valid Driving License**
  - **For Economy Class Vehicles: Minimum 2 years driving license is required.**
  - **For Medium Vehicles: Minimum 2 years driving license is required.**
  - **For Upper Class Vehicles: Minimum 2 years driving license is required.**

\*At least one of them must be chipped.

## **DRIVER AGE:**

Carplus company applies a minimum driver age limit determined according to car segments during delivery. Minimum driver age limits are set out below.

- **For Economy Class Vehicles: Minimum 23**
- **For Medium Vehicles: Minimum 23**
- **For Upper Class Vehicles: Minimum 23**

## **MEANS OF PAYMENT:**

During vehicle pickup at Carplus offices, it is mandatory for the driver to present a credit card issued in their name to cover the deposit amount.

**Note:** Please note that if you fail to produce a valid credit card or have insufficient funds available, the car rental agent may refuse to release the vehicle.

## **SECURITY DEPOSIT FOR THE CAR**

Upon collection of the car a security deposit will be blocked on the driver's credit card. This deposit is determined by the supplier considering your selected car category. Please be informed that the value of one tank of fuel and possible traffic fines can be additionally blocked on your credit card. It is recommended to present a credit card with a chip, pin code, and embossed numbers.

Carplus company applies a certain amount of pre-authorization from the driver's own registered credit card during the vehicle delivery.

Estimated deposit amounts:

- **For Economy Class Vehicles: 5000 TL**
- **For Medium Vehicles: 7500 TL**
- **For SUV Vehicles: 10000 TL**
- **For Upper Class Vehicles: 15000 TL**

**\*Note:** For luxury cars, two credit cards with the same driver's name are required for all rentals. The credit card must not be from the same issuer but the required deposit amount must be available only on one of the two cards.

### **Other Conditions:**

If the driver is going to use a company credit card (Commercial card), an approval letter on letterhead, stamp and wet signature with the company's trade name is required. The signatory must be a company partner or a member of the board of directors. A signature circular of the person who will sign is required.

### **Removal of Provision:**

After you return the car Carplus Company, provisions will be removed within a maximum of 30 working days after.

### **MILEAGE LIMIT**

The detailed table regarding the number of rental days and the mileage limit applied by Carplus is below. In cases where the mileage limit is exceeded, 8 TL+ VAT per km will be charged.

The annual rentals are limited to 30,000 km. In case of exceeding the mileage limit, a fee of 10 TL + VAT per additional kilometer will be charged.

### **# RENTAL DAYS DAILY MILEAGE LIMIT MONTHLY MILEAGE LIMIT**

	<b>ECONOMY</b>	<b>LUXURY</b>	<b>ECONOMY</b>	<b>LUXURY</b>
1	400	350	3500	3500
2	ttl 600	ttl 450		
3	ttl 900	ttl 650		
4	ttl 1150	ttl 800		
5	ttl 1400	ttl 1050		
6	ttl 1500	ttl 1150		
7	ttl 1600	ttl 1200		
8	ttl 1650	ttl 1300		
9	ttl 1700	ttl 1350		
10	ttl 1750	ttl 1450		
11	ttl 1800	ttl 1500		
12	ttl 1875	ttl 1600		
13	ttl 1915	ttl 1705		
14	ttl 2070	ttl 1770		
15	ttl 2150	ttl 1900		
15-30	ttl 3000	ttl 3000		

### **FUEL INFORMATION**

Carplus company receives the vehicles with the fuel tanks at the same level as they were delivered. Please make sure to check the fuel gauge before taking the vehicle.

### **EXTRAS - PAYABLE AT PICK-UP**

- Additional driver fee is 75 TL per day.
- Tire and glass insurance is 99 TL per day.

- There are three types of damage waiver packages available. The first one is priced at 79 TL per day and covers damages up to 1500 TL, the second one is priced at 109 TL per day and covers damages up to 2500 TL, and the third one is priced at 209 TL per day and covers damages up to 4000 TL.
- The fee for Baby-Child Seat is 99 TL per day.

## **CROSS BORDER TRAVEL**

Cross border travel is not usually permitted.

## **ON THE SPOT ASSISTANCE**

In very rare cases you may need our support when you arrived at your pick-up location. Assumed you have problems finding the supplier, its location, or you have problems getting the car, our professional customer service team will assist you in such cases.

Our customer service team is happy to help you 24/7 in your dedicated language.

Yolcu360 Customer Support Line: 0850 360 5 360

## **INSURANCE AND COVERAGE**

The vehicle you rented is insured under the **mandatory traffic insurance** provided by the car rental company. You can review the insurance coverage details, including any applicable damage waivers, in the rental agreement provided to you. If you prefer, you may also ask the rental company's representative for further information at the time of pickup.

In the event of an accident, it is essential to prepare all necessary documents (such as an accident report, alcohol test report, and details of the other party involved) to ensure the process proceeds smoothly. Please note that without these documents, the claim process cannot proceed, and repairs cannot be initiated based solely on the driver's statement.

Guests seeking additional coverage can obtain information about **optional protection packages** from the rental company and easily choose the level of protection that best suits their needs.

## **IMPORTANT INFORMATION**

Flight cards are mandatory at Bodrum Airport, Dalaman Airport, Ordu Airport, and Rize Airport locations.

The company checks the credit score of the person renting the vehicle before handing it over. A minimum credit score of 1200 Findex points is required.

Other rental conditions, other than the titles mentioned above, will be notified to you during the delivery of the car by a representative of the Carplus company, to be submitted for your signature. Please do not forget to read the document presented to you before receiving the car.