

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 Mayrent:

- **Valid Passport/or ID card**
- **Valid Driving License**
 - **For Economy Class Vehicles: Minimum 1 years driving license is required.**
 - **For Medium Vehicles: Minimum 2 years driving license is required.**
 - **For Upper Class and SUV-type Vehicles: Minimum 3 years driving license is required.**

*At least one of them must be chipped.

DRIVER AGE:

Mayrent company applies a minimum driver age limit determined according to car segments during delivery. Minimum driver age limits are set out below. The minimum age limits are specified below. The maximum age limit is 65.

- **For Economy Class Vehicles: Minimum 21**
- **For Medium Vehicles: Minimum 23**
- **For Upper Class and SUV-type Vehicles: Minimum 25**

MEANS OF PAYMENT:

During car delivery Mayrent offices require one or two credit cards issued in the driver's name to cover the deposit. The number of credit cards varies depending on the type of car you will rent.

- **For Economy and Medium Class Vehicles: 1 Credit Card**

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.

During the vehicle delivery, Mayrent company applies a pre-authorization hold from one or more credit cards that are registered in the driver's name for a certain amount.

Estimated deposit amounts:

- **For Economy Class Vehicles: 4000 TL**
- **For Medium Vehicles: 5000TL**
- **For Upper Class and SUV-type Vehicles: 10000 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:

The vehicle will be personally delivered to the Renter at the requested address on the date of the car rental commencement.

The Renter must send the identity and driver's license photocopies of the person or persons authorized to receive the car other than him/herself, their written statement on company letterhead paper stating that they have been authorized, at the latest one day before the delivery. In corporate rentals, companies can only use the car if authorized by the personnel registered with the Social Security Institution (SGK) or those listed on the signature circular. If the Renter allows the vehicle to be used by 3rd parties not mentioned in the provisions, it will constitute a breach of the contract, and in addition to other rights in the contract, it is a reason for termination.

In case of Corporate rental, the documents required to be sent for the establishment of the company registration are;

1-Tax Board

2-Signature Circular

3-Activity Certificate

4-If necessary, Authorization Letter

If the requested documents are not sent or sent incompletely, the rental will be processed as an individual rental.

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.

INVOICING PROCESS

Invoicing procedures are completed within 3 business days from the date you return the rented vehicle.

The invoices for the extras you have purchased or used during the rental period will be issued by MAYRENT. If you wish to have corporate invoicing for the payments related to the rental, you need to meet the conditions mentioned above and send them to the relevant office.

Removal of Provision:

After you return the car Mayrent, provisions will be removed within a maximum of 10 working days after.

MILEAGE LIMIT

The detailed table regarding the number of rental days and the mileage limit applied by Mayrent is below. In cases where the km limit is exceeded, a fee of 5 TL per km will be charged for all vehicle groups.

RENTAL DAYS DAILY MILEAGE LIMIT MONTHLY MILEAGE LIMIT

	ECONOMY	LUXURY	ECONOMY	LUXURY
1	400	400		
2	750	750		
3	1100	1100		
4	1400	1400		

5	1700	1700
6	2000	2000
7	2250	2250
8	2500	2500
9	2850	2850
10	3050	3050
11	3200	3200
12	3400	3400
13	3600	3600
14	3800	3800
15	4000	4000
15+	4000	4000

FUEL INFORMATION

The vehicle you rent is delivered with a full tank. If the fuel is not delivered at the level specified in the contract, the fuel fee and a service fee of 100 TL will be reflected on your invoice.

EXTRAS - PAYABLE AT PICK-UP

- A fee of 125 TL per person is applied for an additional driver. For monthly rentals, the extra driver service is 125 TL. A maximum of 1 extra driver is accepted.
- Navigation is 30 TL per day. For monthly rentals, this fee is 10 TL per day.
- The baby seat is 250 TL per day. For rentals of 15 days or more, it is a fixed 250 TL.
- The mini damage insurance is 200 TL per day. For rentals of 15 days or more, it is a fixed 3000 TL.
- The medium package of mini damage insurance is 250 TL per day. For rentals of 15 days or more, it is a fixed 4000 TL.
- The large package of mini damage insurance is 300 TL per day. For rentals of 15 days or more, it is a fixed 5000 TL.
- Winter tire is 195 TL per day. For monthly rentals, this fee is 195 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

Emergency Support Line: 444 99 64

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

During vehicle return, the company will conduct a rental risk analysis. Whether the vehicle will be delivered or not will be determined according to the result of this report.

For guests coming from abroad, extra documents are required for vehicle delivery. It is necessary to present a round-trip plane ticket and an entry stamp in the passport.

In case the vehicle is returned at an earlier date than the delivery date; the amount to be refunded does not cover the total rental period. The cost of the days the vehicle was used by the guest is deducted from the total rental fee, and the cost of the days the vehicle was not used is refunded. This amount is calculated based on the vehicle rental fee at the relevant date.

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 Mayrent company, to be submitted for your signature. Please do not forget to read the document presented to you before receiving the car.