

REQUIRED DOCUMENTATION:

During the vehicle delivery at Rentgo offices, the required documents are listed below, with the condition that at least one of the driver's license or ID is "up-to-date" and has a chip, along with the driver's license restrictions:

- **Valid Passport/or ID card**
- **Valid Driving License**
 - **For Economy Class Vehicles: Minimum 1 years driving license is required.**
 - **For Medium Vehicles: Minimum 1-2 years driving license is required.**
 - **For Luxury Vehicles: Minimum 2-3 years driving license is required.**
 - **For Premium Class and SUV-type Vehicles: Minimum 2-5 years driving license is required.**
 - **For VAN Class Vehicles: Minimum 1-5 years driving license is required.**

*At least one of them must be chipped.

***There is a mandatory requirement to present a flight ticket for rentals to be made at Diyarbakir and Mardin offices.**

RENTAL DURATION

Rent Go company's vehicles can be rented for a minimum of 24 hours on a daily basis, and for 30 days on a monthly basis.

In case of a delay between 2 - 4 hours, 1/4 of the car rental fee valid on that date, and the 1-day amount of the additional product fee is charged.

In case of a delay over 4 - 6 hours, 1/2 of the car rental fee valid on that date, and the 1-day amount of the additional product fee is charged.

In case of a delay of 6 hours or more, a full 1-day amount based on the car rental fee and the additional product fee valid on that date is additionally charged.

DRIVER AGE:

RentGo 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 21**
- **For Medium Vehicles: Minimum 23**
- **For Luxury Vehicles: Minimum 25-27**
- **For Premium Class Vehicles: Minimum 27**
- **For SUV-type Vehicles: Minimum 23-27**
- **For VAN Class Vehicles: Minimum 21-27**

MEANS OF PAYMENT:

During the vehicle delivery at Rent Go offices, there is a requirement to have one or two credit cards issued in the driver's name to cover the deposit amount. The number of credit cards you need to carry with you depending on the type of vehicle you will rent is stated below.

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.

RentGo Estimated deposit amounts:

- **For Economy Class Vehicles:** 3000 TL
- **For Medium Vehicles:** 3000 - 4000 TL
- **For Luxury Vehicles:** 4000 TL (two credit cards are required).
- **For Premium Class Vehicles:** 6000TL-7500TL (two credit cards are required).
- **For SUV-type Vehicles:** 3000 - 10000 TL (two credit cards are required).
- **For VAN Class Vehicles:** 3000 TL - 5000 TL (two credit cards are required).

***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 Rent Go, 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 Rent Go is below. In cases where the mileage limit is exceeded, for the economic group 2.20 TL; and middle group segment 2.75 TL for the premium, SUV, VAN, and Luxury groups between 3.85 TL - 7.70 TL per km will be charged.

RENTAL DAYS DAILY MILEAGE LIMIT MONTHLY MILEAGE LIMIT

	ECONOMY	LUXURY	ECONOMY	LUXURY
1	500	400	4000	3500
2	850	ttl 750		
3	1150	ttl 1050		
4	1450	ttl 1350		
5	1750	ttl 1650		

6	2050	ttd 1950
7	2350	ttd2250
8	2650	ttd 2550
9	2950	ttd 2850
10	3250	ttd 3150
11	3500	ttd 3400
12	3750	ttd 3500
13	3750	ttd 3500
14	3750	ttd 3500
15	4000	ttd 3500
15+		

FUEL INFORMATION

Vehicles from Rent Go company should be returned with the same fuel level as when they were received. In the event that the vehicle is returned with less fuel, the cost of the missing fuel will be collected, in addition to a service fee for missing fuel.

EXTRAS - PAYABLE AT PICK-UP

- For additional drivers, a fee of 75 TL per person is applied. For monthly rentals, the additional driver service is 1125 TL. Up to 2 additional drivers are accepted.
- • The daily rate for a child seat is 139 TL. For monthly rentals, it is a fixed rate of 2085 TL.
- • Mini damage insurance is priced at 239 TL per day. For monthly rentals, this fee is 2868 TL. • Super mini damage insurance costs 299 TL per day. For monthly rentals, it is fixed at 3588 TL.
- • The super maximum coverage package is priced at 379 TL per day. For monthly rentals, it is fixed at 4548 TL.
- • Glass and mirror guarantee costs 199 TL per day. For monthly rentals, it is fixed at 2985 TL.
- • Personal accident insurance is priced at 99 TL per day. For monthly rentals, it is fixed at 1485 TL.
- • Damage Tracking Guarantee (Prevents the collection of damage tracking service fees on the damaged vehicle) is 49 TL per day. For monthly rentals, it is fixed at 735 TL.
- • Interior parts guarantee costs 129 TL per day. For monthly rentals, it is fixed at 1935 TL.
- • Optional financial liability insurance is priced at 99 TL per day. For monthly rentals, it is fixed at 1485 TL.
- • Winter tires cost 199 TL per day. For monthly rentals, it is 2388 TL.

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 40 61](tel:4444061)

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

When going to pick up the vehicle, the company will conduct a credit bureau (Findeks) inquiry.

A flight ticket declaration is required for the delivery of vehicles rented from Diyarbakır and Mardin offices.

In the event that the vehicle is returned damaged, a damage tracking fee of 750 TL will be collected from the guest. If there is mini damage protection, 150 TL + VAT will be charged; if there is super mini damage protection, 150 TL + VAT will be charged; if there is super maximum protection, no fee will be charged.

Your vehicle should be received clean and returned clean. In the event of possible dirtiness, the company may charge a vehicle cleaning fee.

In the event that the vehicle is returned earlier 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 amount on the respective 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 RentGo company, to be submitted for your signature. Please do not forget to read the document presented to you before receiving the car.