

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 Skyescarrental

- **Valid Passport/or ID card**
- **Valid Driving License**
 - For Economy Class Vehicles: A minimum of 3 years of driving license is required.
 - For Comfort Class Vehicles: A minimum of 3 years of driving license is required.
 - For Prestige Vehicles: A minimum of 4 years of driving license is required.
 - For Premium Vehicles: A minimum of 5 years of driving license is required.
 - For Luxury Vehicles: A minimum of 6 years of driving license is required.

*At least one of them must be chipped.

DRIVER AGE:

Skyescarrental 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 limit for a customer to proceed with the rental is 23. After the age of 23, the required minimum age criteria according to the vehicle segment are as follows:
 - For Economy Class Vehicles: At least 22 years old. Young driver's package can be applied for ages 20-21.
 - For Comfort Class Vehicles: At least 24 years old. Young driver's package can be applied for ages 21-23.
 - For Prestige Vehicles: At least 25 years old. Young driver's package can be applied for ages 23-25.
 - For Premium Vehicles: At least 27 years old. Young driver's package can be applied for ages 25-27.
 - For Luxury Vehicles: At least 27 years old. Young driver's package cannot be applied for Luxury vehicles, being 27 is mandatory.

MEANS OF PAYMENT:

During car delivery Skyescarrental 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 the rental to take place, the relevant credit card must comply with the Skyes Car Rental Vehicle Rental Evaluation Analysis criteria.

- **For Economy and Medium Class Vehicles: 1 Credit Card**
- **For Upper Class and SUV-type Vehicles: 2 Credit Cards**

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.

Skyescarrental estimated deposit amounts:

- • For Economy Class Vehicles: 2000 TL
- • For Comfort Class Vehicles: 2500 TL • For Prestige Vehicles: 3000 TL
- • For Premium Vehicles: 4000 TL
- • For Luxury Vehicles: 5000 TL

***Note:** A minimum of 2 credit cards is requested for upper-class and SUV type vehicles.

***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 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:

The amount collected as a deposit will be refunded to the same card after the rental ends, deducting any additional services, guarantees, missing fuel, damages, etc. that were not in the reservation. Due to interbank communication, deposit refunds reflect on your credit card within 7-15 business days after the refund process. In cases where the rental is made with a foreign credit card, the reflection time of the refund to the account is 15-30 business days. For international credit cards, only cards with Master and Visa features can be used for payment.

MILEAGE LIMIT

The detailed table regarding the number of rental days and the mileage limit applied by Skyescarrental is below. In cases where the mileage limit is exceeded, this fee varies according to vehicle groups and is priced between 5 – 6.71 TL + VAT per kilometer.

RENTAL DAYS DAILY MILEAGE LIMIT MONTHLY MILEAGE LIMIT

	ECONOMY	LUXURY	ECONOMY	LUXURY
1	250	250	3000	3000
2	500	500		
3	750	750		
4	1000	1000		
5	1100	1100		
6	1200	1200		
7	1300	1300		
8	1400	1400		
9	1500	1500		

10	1600	1600
11	1700	1700
12	1800	1800
13	1900	1900
14	2000	2000
15	2100	2100
16	2200	2200
17	2300	2300
18	2400	2400
19	2500	2500
20	2600	2600
21	2700	2700
22	2800	2800
23/26	2900	2900
27/30	3000	3000

FUEL INFORMATION

Skyles car rental company delivers its vehicles with fuel tanks at a minimum of ¼ full. If you return the vehicle with the fuel level below the level you received, the fuel cost difference between the level specified on the vehicle delivery form and the returned fuel level will be charged to you, in addition to a service fee of 50 TL.

There is no guarantee on the type of fuel (diesel/gasoline) for the vehicle groups rented; support is provided based on availability.

EXTRAS - PAYABLE AT PICK-UP

You can obtain information about Skyles Car Rental company's additional service pricing, such as for an additional driver, young driver, navigation, baby seat, and damage insurance, during the reservation and rental process.

Minor Damage (LCF)	150 TL PER DAY	130 TL PER DAY
Medium Protection Package	300 TL PER DAY	250 TL PER DAY
Full Insurance Protection (SCDW)	350 TL PER DAY	300 TL PER DAY
Child Seat	150 TL PER DAY	100 TL PER DAY
GPS Navigation	200 TL PER DAY	150 TL PER DAY
Additional Driver	100 TL PER DAY	80 TL PER DAY
Extra 250 KM	500 TL EACH	-
Extra 500 KM	1000 TL EACH	
Extra 1000 KM	2000 TL EACH	
Winter Tires	500 TL EACH	500 TL EACH

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: [850 308 03 33](tel:8503080333)

SKYES CAR RENTAL: 0850 308 03 33

Reservation support: 0535 939 86 86

Vehicle Damage and Information about the Vehicle: 0530 404 03 33

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.

RESERVATION CHANGES AND EXTENSIONS

For prepaid reservations with Skyes Car Rental, modifications are not possible; however, the reservation can be canceled and a new one can be created.

If you wish to extend your reservation after renting the vehicle, you can contact the Skyes Car Rental offices. Support will be provided with the latest discounted prices.

RESERVATION CANCELLATION AND REFUND

For prepaid reservations with Skyes Car Rental, if the reservation is canceled up to 24 hours before the vehicle pick-up time, the entire rental fee is refunded.

For prepaid reservations where the rental start time is less than 24 hours away, the following conditions will apply:

- For 1-3 day reservations, a deduction for 1 day will be applied.
- For 4-7 day reservations, a deduction for 2 days will be applied.
- For reservations of 8 days or more, a 20% deduction will be applied. If the customer does not show up to collect the vehicle without giving any information, no refund will be made.

IMPORTANT INFORMATION

During the winter period, the fee for winter tires will be collected at the office during the rental process, depending on the vehicle segment of cars equipped with winter tires.

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

Please do not forget to read the document provided to you before picking up the vehicle.