

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 Auto Home:

- **Valid Passport/or ID card**
- **Valid Driving License**
 - **For Economy Class Vehicles: Minimum 1 years driving license is required.**
 - **For Medium Vehicles: Minimum 3 years driving license is required.**
 - **For Upper Class Vehicles: Minimum 5 years driving license is required.**
 - **For Luxury Class Vehicles: Minimum 5 years driving license is required.**

*At least one of them must be chipped.

DRIVER AGE:

Auto Home company applies a minimum driver age limit determined according to car segments during delivery. Minimum driver age limits are set out below. (Young driver package can be purchased additionally.)

- **For Economy Class Vehicles: Minimum 21**
- **For Medium Vehicles: Minimum 24**
- **For Upper Class Vehicles: Minimum 27**
- **For Luxury Class Vehicles: Minimum 27**

MEANS OF PAYMENT:

During car delivery Auto Home 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.

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.

Auto Home company applies a certain amount of deposit from the driver's own registered credit card or cards during the vehicle delivery. The specific deposit amount may vary depending on the rental duration and vehicle class.

Estimated deposit amounts:

- **For Economy Class Vehicles: 1500 TL**
- **For Medium Vehicles: 2000 - 3000 TL**

- **For Medium Class and SUV – type Vehicles: 2000 – 3000 TL (Dual credit card may be required depending on the vehicle type.)**
- **For Upper Class and Luxury Class Vehicles: 4000 - 10000 TL (Dual credit card is 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 Auto Home, 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 Auto Home is below. In cases where the mileage limit is exceeded, for the economic group segment 2 TL; for the middle group segment 2 TL, for SUV and Mid-High class vehicles, the charge will be 3 TL per kilometer, and for Upper and Luxury class vehicles, the charge will be 3 TL per kilometer.

# RENTAL DAYS	DAILY MILEAGE LIMIT		MONTHLY MILEAGE LIMIT	
	ECONOMY	MEDIUM-LUXURY	ECONOMY	MEDIUM-LUXURY
1	400	400	3500	3000
2	400	400	3500	3000
3	400	400	3500	3000
4	400	400	3500	3000
5	3500	3000	3500	3000
6	3500	3000	3500	3000
7	3500	3000	3500	3000
8	3500	3000	3500	3000
9	3500	3000	3500	3000
10	3500	3000	3500	3000
11	3500	3000	3500	3000
12	3500	3000	3500	3000
13	3500	3000	3500	3000
14	3500	3000	3500	3000
15	3500	3000	3500	3000
15+	3500	3000	3500	3000

FUEL INFORMATION

Auto Home company takes the vehicles back at the same fuel level they were delivered. The difference in fuel between the pick-up and return fuel levels is charged with a service fee of 25% based on the current fuel prices at the time of return.

EXTRAS - PAYABLE AT PICK-UP

You can obtain the current prices for additional services from the Auto Home branches during the vehicle delivery process.

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

When picking up the vehicle, the company will conduct a Findeks inquiry.

If the vehicle is returned earlier than the scheduled return date, the refund amount will not cover the entire rental period. The cost of the days the vehicle was used by the customer will be deducted from the total rental fee, and the remaining amount for the unused days will be refunded. This amount will be calculated based on the rental fee applicable for the respective date.

Fines, Other Penalties, and Administrative Costs

The costs of any parking fines and traffic violations are the responsibility of the renter. If fines or traffic violations occur and Auto Home is required to be involved in the payment of these fines to the relevant and authorized authority, a fee of 25% will be charged to the customer.

HGS/Toll Fees

All toll roads and bridges in Turkey use the "Hızlı Geçiş Sistemi" (HGS) to manage traffic flow. The HGS usage fee will be charged to the renter's credit card after the rental period. If HGS toll fees are subsequently charged to Auto Home by the relevant authority, these amounts will be immediately reimbursed by the renter to Auto Home. Additionally, a 25% service fee will be applied.

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 Auto Home company, to be submitted for your signature. Please do not forget to

read the document presented to you before receiving the car.