

## **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 Contact Rent A Car

- **Valid Passport/or ID card**
- **Valid Driving License**
  - **For Economy Class Vehicles: Minimum 2 years driving license is required.**
  - **For Medium Vehicles: Minimum 4 years driving license is required.**
  - **For Upper Class and SUV-type Vehicles: Minimum 5 years driving license is required.**

\*At least one of them must be chipped.

## **DRIVER AGE:**

Contact Rent A Car 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 22**
- **For Medium Vehicles: Minimum 24**
- **For Upper Class and SUV-type Vehicles: Minimum 27**

## **MEANS OF PAYMENT:**

During car delivery Contact Rent A Car 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**
- **For Upper Class and SUV-type 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.

Contact Rent A Car company applies a certain amount of pre-authorization on the driver's own registered credit card or cards during the vehicle handover process.

Estimated deposit amounts:

- **For Economy Class Vehicles: 3000 TL**
- **For Medium Vehicles: 3500TL**

- **For Upper Class and SUV-type Vehicles: 5000 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 Contact Rent a Car 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 Contact is below.

In cases where the mileage limit is exceeded, an additional charge of 5 TL per kilometer will be applied for economy and mid-range groups, and 5 TL per kilometer for upper, SUV, 9-passenger, and luxury groups.

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

	<b>ECONOMY</b>	<b>LUXURY</b>	<b>ECONOMY</b>	<b>LUXURY</b>
1	400	400	4000	4000
2	800	800	4000	4000
3	1200	1200	4000	4000
4	1600	1600	4000	4000
5	2000	2000	4000	4000
6	2400	2400	4000	4000
7	2800	2800	4000	4000
8	3200	3200	4000	4000
9	3600	3600	4000	4000
10	4000	4000	4000	4000
11	4000	4000	4000	4000
12	4000	4000	4000	4000
13	4000	4000	4000	4000
14	4000	4000	4000	4000
15	4000	4000	4000	4000
15+	4000	4000	4000	4000

**FUEL INFORMATION**

Contact Rent a Car company delivers vehicles with full fuel tanks. If you return the fuel tank below the level you received, you will be charged for the difference in fuel level between the one specified in the vehicle delivery form and the return fuel level, along with an additional service fee of 150₺.

**EXTRAS - PAYABLE AT PICK-UP**

- Additional driver fee is 149₺ per person. For monthly rentals, the fee for an additional driver is 1920₺. A maximum of 2 additional drivers is allowed.
- Baby seat rental is 125₺ per day. For monthly rentals, the fee is a fixed 1875₺.
- Super mini damage insurance is 349₺ per day. For monthly rentals, the fee is a fixed 4530₺.
- Premium damage insurance is 529₺ per day. For monthly rentals, the fee is a fixed 6870₺.
- For the winter tire fee, it is necessary to contact the Contact Rent a Car Call Center.
- The additional 500 KM package fee is 1500 TL, and the 1000 KM package fee is 2299 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: [+90 850 888 61 16](tel:+908508886116)

## **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**

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