

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 Greenmotion:

***Note:** Temporary driver's licenses are not accepted for rentals.

- **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 7 years driving license is required.**

*At least one of them must be chipped.

Driver's License / Identification Restrictions

Driver's License Requirements:

All renters must possess the following documents:

- A valid driver's license with a photo
- A valid credit card issued in the name of the main driver
- International customers must present a valid passport showing the entry stamp to Türkiye along with the boarding pass of their inbound flight.
- Turkish citizens must present both their driver's license and national ID card.

Minimum license validity by vehicle group:

- **Economy group vehicles:** At least 1 year of valid license and it must be valid for at least 30 more days from the entry date into Türkiye.
- **Compact, Standard, Intermediate, and SUV groups:** At least 3 years of valid license and valid for at least 30 more days from entry.
- **Premium/Luxury groups:** At least 5 years of valid license and valid for at least 30 more days from check-in.

Note: Different license requirements may apply for young drivers. Please refer to the "Driving Age Requirements" section for details.

- Licenses must be written in English, Latin, or Roman alphabet.
- Digital licenses are not accepted; physical licenses must be presented.
- If the license is not in English, Latin, or Roman alphabet, an International Driving Permit (IDP) is required.

- Customers from countries not covered by this program may present a notarized translation.
- It is the renter's responsibility to verify the validity of the license and obtain an IDP if needed.
- If required documents are not provided, the reservation will be cancelled without refund.

Rental requests may be rejected for reasons including but not limited to:

- Previous driving disqualification
- Ongoing prosecution or police investigation
- Criminal record for theft, fraud, or forgery
- Being at fault in an accident in the last 5 years
- Involvement in multiple accidents in the last 3 years

Accepted IDs: Valid photo ID (passport or national ID card)

DRIVER AGE:

Greenmotion company applies a minimum driver age limit determined according to car segments during delivery. Minimum driver age limits are set out below.

(The 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 30**

MEANS OF PAYMENT:

During car delivery Greenmotion 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.

Greenmotion company applies a pre-authorization on the driver's own registered credit card for a specific amount during the vehicle delivery process.

Estimated deposit amounts:

Vehicle Group	Required Credit Card Deposit Amounts (TRY)
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Ekonomi	1	3.000 – 50.000
Kompakt	1	3.500 – 50.000
Kompakt Otomatik	1	3.500 – 50.000
Premium	1	6.500 – 50.000
Orta düzey	1	4.000 – 50.000
Lüks	1	5.500 – 50.000

***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 Greenmotion, provisions will be removed within a maximum of 30 working days after.

MILEAGE LIMIT

The detailed table regarding the number of rental days and the mileage limit applied by Greenmotion is below. In cases where the mileage limit is exceeded, for the economic group segment included VAT 4 TL, middle group segment included VAT 5 TL,; for the Luxury groups 6 TL included VAT per km will be charged.

RENTAL DAYS DAILY MILEAGE LIMIT MONTHLY MILEAGE LIMIT

	ECONOMY	LUXURY	ECONOMY	LUXURY
1	500	500		
2	500	500		
3	500	500		
4	500	500		
5	TTL 3000	TTL 3000		
6	TTL3000	TTL 3000		
7	TTL 3000	TTL 3000		
8	TTL 3000	TTL 3000		
9	TTL 3000	TTL 3000		
10	TTL 3000	TTL 3000		
11	TTL 3000	TTL 3000		
12	TTL 3000	TTL 3000		
13-18	TTL 3000	TTL 3000		
19-25	TTL 3000	TTL 3000		
26-29	TTL 3000	TTL 3000		
30	TTL 3000	TTL 3000		

FUEL INFORMATION

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

EXTRAS - PAYABLE AT PICK-UP

You can avail additional services at the time of vehicle delivery by paying the corresponding fees.

- Additional Driver: 90 TL
- Child Seat: 210 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

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.