

## **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 EMR CAR RENTAL:

**Note:** It is mandatory to present your flight ticket when picking up the car from Istanbul airport location.

- **Valid Passport/or ID card**
- **Valid Driving License**
  - **For Economy Class Vehicles: Minimum 2 years driving license is required.**
  - **For Medium Vehicles: Minimum 3 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:**

EMR CAR RENTAL 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 23**
- **For Upper Class and SUV-type Vehicles: Minimum 27**

## **MEANS OF PAYMENT:**

During car delivery EMR CAR RENTAL 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/debit card**
- **For Upper Class and SUV-type Vehicles: 2 Credit Cards/debit 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.

EMR CAR RENTAL company applies a certain amount of provision from the credit card(s) registered in the driver's name during the vehicle delivery process.

**\*Note:** For upper-class and SUV type vehicles, at least 2 credit cards are required. 50% of the deposit amount is collected from each of these cards.

Estimated deposit amounts:

- **For Economy Class Vehicles:** 2500 TL
- **For Medium Vehicles:** 3000 TL
- **For Upper Class and SUV-type Vehicles:** 5000 TL

(This may vary depending on the vehicle status and period.)

**\*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 EMR CAR RENTAL, provisions will be removed within a maximum of 21 working days after.

#### **MILEAGE LIMIT**

The detailed table regarding the number of rental days and the mileage limit applied by EMR CAR RENTAL is below. In cases where the mileage limit is exceeded, for the economic group 2 TL+VAT; for the medium group 2TL + VAT; for the premium, SUV, 9-Pax, and Luxury groups 5 TL+VAT, for the VAN group 3 TL + KDV per km will be charged.

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

|    |      |    |      |
|----|------|----|------|
| 1  | 250  | 16 | 2100 |
| 2  | 500  | 17 | 2200 |
| 3  | 750  | 18 | 2300 |
| 4  | 900  | 19 | 2400 |
| 5  | 1000 | 20 | 2500 |
| 6  | 1100 | 21 | 2600 |
| 7  | 1200 | 22 | 2700 |
| 8  | 1300 | 23 | 2800 |
| 9  | 1400 | 24 | 2900 |
| 10 | 1500 | 25 | 3000 |
| 11 | 1600 | 26 | 3100 |
| 12 | 1700 | 27 | 3200 |
| 13 | 1800 | 28 | 3300 |
| 14 | 1900 | 29 | 3400 |
| 15 | 2000 | 30 | 3500 |

#### **FUEL INFORMATION**

EMR CAR RENTAL delivers their vehicles at the current fuel level and expects them to be returned at the same fuel level. If you return the vehicle with less fuel than you received, you will be charged according to the calculation below; in addition, a service fee of 30% will be added to the fuel price and will be requested from the renter.

Full Tank = 12 units. If you return with less fuel, 1 unit of fuel will be charged as 100₺ + VAT. This amount is doubled for Minibuses.

### EXTRAS - PAYABLE AT PICK-UP

| <b>Additional Service</b>        | <b>Daily / Per Rental</b> | <b>Price for (1-20 Day)</b> | <b>Price for (20-30 Per Rental)</b> |
|----------------------------------|---------------------------|-----------------------------|-------------------------------------|
| Additional Driver (Max 2)        | Daily                     | 100 TL                      | 2000 TL                             |
| Baby / Child Seat                | Daily                     | 100 TL                      | 2000 TL                             |
| Young Additional Driver          | Daily                     | 150 TL                      | 3000 TL                             |
| Tire, Glass, Headlight Insurance | Daily                     | 100 TL                      | 2000 TL                             |
| Mini Insurance Guarantee         | Daily                     | 150 TL                      | 3000 TL                             |
| Full Insurance Guarantee         | Daily                     | 250 TL                      | 5000 TL                             |
| Winter Tire                      | Daily                     | 100 TL                      | 2000 TL                             |
| Extra 250 Km                     | Per Rental                | 250 TL                      | 250 TL                              |
| Extra 500 Km                     | Per Rental                | 500 TL                      | 500 TL                              |
| Extra 1000 Km                    | Per Rental                | 1000 TL                     | 1000 TL                             |

### ONE-WAY RENTALS

In the event the vehicle is picked up and returned to a different office, the one-way fee predetermined by EMR CAR RENTAL is applied.

### ADDITIONAL DRIVER

In order for someone other than the renter to be able to drive the vehicle, it is necessary to write the valid identification and driver's license information of the additional driver on the contract at the beginning of the rental, to include the signature of the additional driver on the contract, and to pay the daily additional driver fees. If this rule is not followed, any insurance taken becomes void, and both the renter and the additional drivers are held responsible for all damages.

### 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: +908508501724 - +902129620724

### INSURANCE AND COVERAGE

| <b>Insurance Type</b>       | <b>Description</b>   | <b>1-20 Day</b> | <b>20-30 Per Rental</b> |
|-----------------------------|--|-----------------|-------------------------|
| Mini Damage Insurance (CDW) | It provides the right to cover, without a report and with your declaration, financial damages of 5 cm or less (scratches, dents, dings) that may occur | 100 TL          | 1500 TL                 |

on the bodywork of the vehicle, up to 500 TL.

|                                      |  |        |         |
|--------------------------------------|--|--------|---------|
| Tire-Glass-Headlight Insurance (LCF) | LCF covers potential damages to the tires, glass, and headlights without requiring a report, and insures up to 600 TL with a declaration. Damage should not be on more than one part of the vehicle. It is only valid for one-sided damages. | 50 TL  | 1000 TL |
| Full Insurance Guarantee (SCDW)      | It is a full insurance package that eliminates the deductibles in the insurance and all risks.   | 150 TL | 2000 TL |
| Young Driver Package (+1)            | If the age group is not suitable for car rental, it provides the right to rent a car by adding 1 age to your age. It is mandatory to be taken with Mini Damage Insurance.  | 200 TL | 2000 TL |

The vehicle you will rent is protected against crashes, theft, and theft attempts. Damages to third parties are also protected within the limits of traffic insurance. There is no damage exemption in the insurance conditions that we apply. However, the costs of damages that are not properly recorded (accident detection report, alcohol report, documents of the parties involved in the accident, etc.) belong exclusively to the user. In the case of undeclared damages, the damage repair process is definitely not carried out with the driver's statement.

In addition to the standard rental car insurance available on all our vehicles, in case of any damage, accident, etc., you are obligated to pay 400Euro + VAT for economic vehicles, 500 Euro + VAT for medium group vehicles, and 1000 Euro + VAT for upper group vehicles. By purchasing the assurance packages listed below, you either accept or reduce your risk in case of damage, accidents, etc. This is subject to presenting official police traffic reports, alcohol reports, third-party documents, and incident scene photos. Otherwise, in cases of damage where there is no report or the documentation is incomplete, you are also obligated to pay for the vehicle's damage in addition to the deductible amount.

In cases that are exempted in the general terms of insurance, including but not limited to driving under the influence of alcohol or drugs, exceeding legal speed limits, faulty operation, or lending the vehicle to someone not listed on the rental contract, as well as failure to obtain accident and alcohol reports and deliver them along with the vehicle to the EMR CAR RENTAL Turkey central office within 24 hours, the renter's liability for damage continues.

In the event of an accident, do not fail to apply to the nearest police or gendarmerie station to get an accident and alcohol report without changing the position of your vehicle. Otherwise, the insurances will be considered invalid and the renter will be responsible for all damage costs and material/moral losses given to third parties.

#### **TRAFFIC FINES – HGS (FAST TRANSIT SYSTEM)**

- A service fee of 25% is charged for traffic fine collections.
- HGS/OGS Use, for the HGS/OGS service used in toll highways and bridge crossings, usage fee +18% VAT and an additional service fee of 150 TL/rental is collected separately from the rental fee.

#### **FINDEKS**

For a safer driving and rental experience, the financial analyses of our customers who have not rented a car from our company in the last 6 months will be conducted through the website [findeks.com](http://findeks.com). If the report submission is not approved by you, or if the financial analysis result does not meet the EMR CAR RENTAL car rental conditions, the car will not be delivered even if a reservation has been made.

#### **IMPORTANT INFORMATION**

Customers who are not Turkish citizens are required to also carry a document indicating that their passport and date of entry into Turkey is less than 6 months old. Customers with foreign licenses who have been in Turkey for more than 6 months must show a Turkish License.

Vehicles are delivered clean and must be returned clean. A cleaning service fee of 200 TL is charged for vehicles not returned clean.

Only the person/people specified in the contract and delivery form can use the car you rented. If any 3rd party not mentioned in these documents uses the vehicle, no insurance coverage is valid for any kind of damage that may occur.

In the event of the vehicle being returned before the delivery date; the amount to be refunded does not cover the total rental period. The fee for 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 car rental fee at that date.

EMR CAR RENTAL reserves the right to change the rental price and conditions as well as the vehicle type specified in the reservation without prior notice when deemed necessary.

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