

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 Mobilup:

- **Valid Passport/or ID card**
- **Valid Driving License**
- **For Economy Class Vehicles: A minimum of 2 years driving license is required.**
- **For Comfort Class Vehicles: A minimum of 3 years driving license is required..**
- **For SUV Class Vehicles: A minimum of 3-5 years driving license is required.**
- **For Sports Class Vehicles: A minimum of 3 years driving license is required.**
- **For Prestige Class Vehicles: A minimum of 3 years driving license is required.**
- **For Premium Class Vehicles: A minimum of 5 years driving license is required..**
- **For Luxury Class Vehicles: A minimum of 8 years driving license is required.**

*At least one of them must be chipped.

DRIVER AGE:

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

- **For Economy Segment Vehicles: Minimum 21 years old**
- **For Comfort Segment Vehicles: Minimum 25 years old (*Note: The condition of having completed 23 years of age remains constant, and cars can be rented for the Comfort segment by charging a young driver fee.)**
- **For SUV Segment Vehicles: Minimum 25-28 years old (*Note: The condition of having completed 23 years of age remains constant, and cars can also be rented for the Economic SUV segment by charging a young driver fee.)**
- **For Sports Segment Vehicles: Minimum 25 years old**
- **For Prestige Segment Vehicles: Minimum 27 years old**
- **For Prestige Segment Vehicles: Minimum 28 years old**
- **For Luxury Class Vehicles: Minimum 35 years old**

MEANS OF PAYMENT:

During car delivery Mobilup 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, Comfort, SUV, Sport, and Prestige class vehicles: Single credit card**
- **For Premium and Luxury class vehicles: Double 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.

Mobilup car rental firm applies a certain amount of provision from the credit card(s) - registered in the name of the driver - at the time of vehicle delivery.

Estimated deposit amounts:

- **For Economic class vehicles: 1000 TL**
- **For Comfort Segment Vehicles: 1500 TL**
- **For SUV Segment Vehicles: 1500-3000 TL**
- **For Comfort Segment Vehicles: 1500 TL**
- **For Sport Segment Vehicles: 2000 TL**
- **For Prestige Segment Vehicles: 3000 TL**
- **For Premium Segment Vehicles: 5000 TL**
- **For Luxury class vehicles: 10000 TL**

***Note:** For Premium and Luxury class vehicles, at least 2 credit cards are required. For Premium class vehicles, a provision of 2500 TL each is applied to each of these cards, totaling 5000 TL, and for Luxury class vehicles, a provision of 5000 TL each is applied to each of these cards, totaling 10000 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 Mobilup, 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 Mobilup is below. In cases where the mileage limit is exceeded, For the Economy group, a fee of 1.50 TL + VAT per km will be charged, for the Comfort group 2.00 TL + VAT per km, for the SUV group 2.00 TL + VAT per km, for the Sport and Prestige groups 2.50 TL + VAT per km, for the Premium group 3.00 TL + VAT per km, and for Luxury groups a fee of 4.00 TL + VAT per km will be charged.

RENTAL DAYS DAILY MILEAGE LIMIT MONTHLY MILEAGE LIMIT

	ECONOMY	LUXURY	ECONOMY	LUXURY
1	500	500	4000	4000
2	500	500		
3	500	500		
4	500	500		
5	500	500		
6	500	500		
7	ttl 4000	ttl 4000		
8	ttl 4000	ttl 4000		
9	ttl 4000	ttl 4000		
10	ttl 4000	ttl 4000		
11	ttl 4000	ttl 4000		
12	ttl 4000	ttl 4000		
13	ttl 4000	ttl 4000		
14	ttl 4000	ttl 4000		
15	ttl 4000	ttl 4000		
15+	ttl 4000	ttl 4000		

FUEL INFORMATION

Mobilup rental company delivers the vehicles with the fuel tanks full. If you return the vehicle with the fuel tank below the level you received it at, the difference between the fuel level stated in the vehicle delivery form and the return fuel level will be charged, along with an additional 20% service fee.

EXTRAS - PAYABLE AT PICK-UP

- The daily fee for the **Premium Plus Protection** package is **TRY 800**, and for monthly rentals it is **TRY 12,000**.
- The daily fee for the **Premium Protection** package is **TRY 550**, and for monthly rentals it is **TRY 8,250**.
- The daily fee for an **Additional Driver** is **TRY 95**, limited to **1 person**, and for monthly rentals it is **TRY 1,425**.
- The daily fee for a **Baby Seat** is **TRY 140**, and for monthly rentals it is **TRY 1,120**.
- The daily fee for the **Max Protection** package is **TRY 380**, and for monthly rentals it is **TRY 5,700**.
- The daily fee for the **Super Mini Damage** package is **TRY 260**, and for monthly rentals it is **TRY 3,900**.
- The daily fee for the **Mini Damage** package is **TRY 185**, and for monthly rentals it is **TRY 2,775**.
- The daily fee for the **Tire & Glass** package is **TRY 250**, and for monthly rentals it is **TRY 3,750**.
- The daily fee for the **Young Driver Package** is **TRY 425**, and for monthly rentals it is **TRY 12,750**.

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: 0850 244 4905

INSURANCE AND COVERAGE

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.

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