# **Particular Terms of Rent**

1. Below is the rate applicable to your booking. Other rates, subject to different terms and conditions, are available both at our offices and by telephone or fax.

Rental Age

Minimum from 21 years old, it depends on the car category.

Maximum from 79 years old.

# 3. **TAX / VAT**

Tax 18% included

# **Document Required**

Passport or ID Card, driving license and a valid credit card.

Means of Payment

1. When picking up the vehicle, the presentation of a single credit in the name of the title holder of the rental

contract will be required in order to provide a deposit for the fuel tank and, where necessary, for the

vehicle excess. This card will also be used to pay the costs of car rental, fuel and other local extras.

The main driver of the car rental contract must be the cardholder of one of the following valid cards:

MasterCard VISA and American Express.

Payment at the counter with contactless technology, virtual cards, prepaid cards, Diners Club, Postepay,

Gift cards or cash will not be accepted.

It is possible to pay with one card (rental + fuel + extras) and leave the Deposit/Excess with a different card (both

cards must be in the name of the main driver on the rental agreement).

2. Payment at the counter with contactless technology, virtual cards, prepaid cards, Diners Club, Postepay,

Gift cards or cash will not be accepted.

It is possible to pay with one card (rental + fuel + extras) and leave the Deposit/Excess with a different card (both

cards must be in the name of the main driver on the rental agreement).

FOREIGN EXCHANGE RATE

All automatic refunds (unused fuel, deposit ... etc.) are always made in Turkish Lira (even if the customer was

originally charged in a different currency on collection) and consequently the customer will have to take

responsibility for the possible expenses involved (bank commission charges...etc.).

## 5. Advance Booking Period

## The minimum advance booking period will be 4 hours prior to pick up.

All bookings/changes/cancellations must be made through our automatic booking system. However, please send last minute bookings (within 4 hours of pick-up) directly to our city center and off-airport locations.

# Conditions

# 1. Length of Rental

The car hire contract may have a maximum duration of 28 days.

Bank Holidays

Be careful when renting during Bank Holidays, the operating hours are equal as the other days of the week

# 3. National One way

National One way is allowed with an extra charge to be paid at the desk.

GOLDCAR TURKEY - ONE WAY MATRIX TABLE						
Pick Up / Drop Off Location	Ankara	Antalya	Bodrum	Istanbul	Istanbul Sabiha	Izmir
Ankara	0	2400	2400	3000	3000	2400
Antalya	2400	0	2550	4500	4500	2550
Bodrum	2400	2550	0	4500	4500	2250
Istanbul	3000	4500	4500	0	1000	3600
Istanbul Sabiha	3000	4500	4500	1000	0	3600
Izmir	2400	2550	2250	3600	3600	0

# Traveling Abroad (Outside Turkey Border)

Traveling Outside Turkey is NOT ALLOWED

## Express / Priority Check-In Service

The customers, who purchase this service, will have the advantage of not having to wait to pick up the car. We will

have a priority check-in desk for immediate pick-up.

The cost of this service is 200 TRY per booking. Please take into account that this special service is limited to a

certain number of bookings per hour in each location.

## 7. RENTAL AGREEMENT CONDITIONS:

## Limited Mileage / Km

If the mileage/ KM is limited, an extra cost may apply for each additional mileage/KM made.

## CDW - Collision & Damage Waiver & Vehicle Theft Coverage with Excess - Included in the Rate

Not covered under the included cover: Tires, Wheels, Rear view and side mirrors, Windows, Hubcaps, Taxi (transportation), Towing costs, Locks, Battery, Motor, Undercarriage and Interior of car, Clutch, Replacement Keys, Copy of the key and delivery of the key to the closest Goldcar location, Damage to oil sump, Catalytic convertor, Radiator, a new deposit if a replacement vehicle is needed and Repair Period. Please see more in the Optional Covers Section.

# 3. Automobile Cover & Supplementary Civil Liability Cover - Included in the Rate

The rental rates include Compulsory Automobile Cover and the Supplementary Civil Liability cover for the damage, involving third parties, arising from use and circulation of the vehicle.

## TPL - Third Party Liability- Included in the Rate

Third-Party Liability Insurance is added to the rental price. The Third Party Liability Insurance covers property

damages, caused by our clients driving our vehicles to third parties in a maximum amount of 240000 TRY. In case of body injuries, caused by our clients driving our vehicles to third parties, the insurance coverage is 1200000 TRY and per accident it covers up to 6000000 TRY

## **Booking Extension Period**

The collaborator must send any vehicle hire extension to Goldcar to the corresponding location/airport by email: <a href="mailto:rezervasyon@goldcarrental.com.tr">rezervasyon@goldcarrental.com.tr</a> (the location has to confirm or deny the extension). The minimum period of time required to send the extensions is 24 hours prior to the end of the current contract.

The customer must also travel in person to the closest Goldcar location in order to make the necessary adjustments to the rental contract. Rental periods cannot be extended by telephone. If for any reason the rental period cannot be extended, then the customer is obligated to return the rental Vehicle at the location, time and date agreed upon on the rental contract.

**IMPORTANT:** For all extensions of contracts we will apply the price according to the original booking date and not according to the date when the extension is made.

The extension cannot be sent as a new booking. It will always be an extension of an existing contract.

The car hire contract may have a maximum duration of 28 days. After 28 days, a new contract is required. When a customer needs a vehicle for a rental longer than 28 days, we will have the following option:

# MAKE A NEW CONTRACT

•A new booking has to be made applying the rate at the time the booking is confirmed and according to the pick-up date of the new booking (it is NOT possible to use the rate applied to the previous booking/contract);

A new vehicle will be provided (the previous vehicle is returned);

•The local extras have to be paid again in the new contract (Additional drivers, Additional covers, Diesel...etc.);

•The fuel tank of the new contract/vehicle has to be paid;

In the event the vehicle is returned later than the agreed rental drop-off time stated in the contract, the cover will no longer be valid and the customer will be responsible for an extra day's rental. Customers who abandon Goldcar vehicles at any location other than the location agreed upon on the rental agreement will be responsible for the costs assumed by Goldcar Rental for the transport of the vehicle to the agreed upon drop-off location, as well as the corresponding daily rental charges and 25000L daily penalization fee.

## 6. Grace / Courtesy Period

Goldcar gives a 59 minutesgrace period for the drop-off of vehicles without any additional costs to the customers. Therefore, Goldcar permits customers to return their rental vehicles up to 59 minutes later than the time stated on the rental contract.

## 7. Early Return

If a customer returns the vehicle earlier than the agreed upon drop-off date stated in the rental contract, Goldcar will not refund the customer for any unused days.

## 8. Diverted Flight

Diverted flight Service is not available.

#### 9. Last Minute Cancellation

Cancellation is free of charge up to 48 hours before the pick-up time. For cancellations made from 48 hours to pick up time a cancellation fee of one day cost will be applied.

#### 10. No Show Condition

A 'no-show' occurs for the following reasons:

•Customer didn't inform us about the cancellation with, at least, 24 hours in advance to pick-up time.

•Customer failed to pick up the car at the arranged time and date of the booking and, in any case, beyond 6 hours from that time.

- •Customer failed to provide the documentation that's required to pick up the car.
- •Customer failed to provide a credit card in the main driver's name with enough available funds on it.
- •Customers fail to fulfill the requirements set out at our T&C's.

#### In the event of any of the above:

Goldcar reserves the right to refuse a car to any customer who fails to arrive on time with all necessary documentation and a credit card with enough available funds for the car's security deposit.

In such cases, unless the car rental has been canceled at least 48 hours in advance, the rental Net price / Retail price will be billed.

Reservations are marked as a No-show after 6 hours from the original pick-up time (all categories).

#### 8. VEHICLE CONDITIONS

#### Availability

The special groups, depending on the availability, will be confirmed or denied.

You will receive the response of our automatic system in the same period of time used for the free sale groups.

#### Fuel Policy - Diesel Option & Full to Full Tank

In the case a customer would prefer a <u>diesel vehicle</u>, they can request it at time of booking with an extra charge or on spot however we can not guarantee the availability .

Full Fuel SDC/CRS: The Classic Return System, (SDC in Spanish and associated with a higher rate):

This option includes a full tank of fuel and must be paid on collection of the vehicle.

The price of fuel is determined based on the price of the petrol stations.

We will block the fuel tank + the "possible"\* refueling penalty service fee of (*Domestic Customer 50 TRY and Inbound Customer 10€*) for not returning the vehicle full.

If the vehicle is not returned with a full tank, the unblock of the amount paid will have a deduction equal to the value of the missing liters of fuel plus a \*refueling penalty fee.

If the vehicle is returned full, the block amount will be released.

#### Lost Vehicle Document

If a customer returns a vehicle and the vehicle documents are not in the car (after checking the car), we will proceed to charge this fee. The cost of this fee will be as follows: *1500 TRY* per vehicle.

#### 4.Lost Vehicle Key

If a customer loses the vehicle key, we will proceed to charge for Domestic Customer 7000 TRY per vehicle.

#### 5.Lost of the Vehicle Plate

If a customer returns a vehicle and the car plate is not in the car (after checking the car), we will proceed to charge this fee. The cost of this fee will be as follows: 750 TR per plate.

## 6.Fines

In case of breach of the duty, to respect all the laws and regulation governing the circulation of the vehicles, as proved by service/communication to us of the report for an administrative sanction from the competent Authorities (such as Police, Entities governing the expressway; port authorities, etc.) the customer shall pay us, a penalty (Fine Administration Charge of *150 TRY* in addition to the fine or toll to which it relates. The customer is fully liable to pay such fines or tolls. In these cases, when possible, the Hirer will request that the relevant Authority serve the report directly to the customer, otherwise, the Hirer will pay the relevant fines and then we will charge the customer with those fines together with the applicable penalty.

#### 7. Substitution Vehicle

In the cases of an accident or Vehicle breakdown, a new deposit will be necessary for the collection of a substitution vehicle. The deposit will not be necessary for any customers who have contracted the optional Relax Cover Package.

### 8. Abandoned Vehicle

Customers who abandon Goldcar vehicles at any location other than the location agreed upon on the rental agreement will be responsible for the costs assumed by Goldcar Rental for the transport of the vehicle to the agreed upon drop-off location, as well as the corresponding 25000 *TRY* per rental penalization fee.

#### 9. Accident Administration Fee

We charge a fee of 400 TRYto the clients when they are involved in an accident (File proceedings) and have NOT taken our Super Relax Cover.

#### 10. Undelivered Accident Report

If a customer is involved in a car accident and the Accident Report is not provided, the whole amount of damage will be applied (including vehicles with no coverage 'all vehicles are covered with CDW coverage).

Please, keep in mind that the additional covers Relax, Super Relax or Mega Relax do not waive this fee. This fee is always applied if the Accident Report is not provided regardless of the additional covers taken.

#### 11. Special Cleaning Service

A charge for 1500 TRY will be applied if the returned car requires special cleaning.

#### 12. Negligence

The use not permitted includes and is not limited to the following cases mentioned by way of example:

- •Pushing or towing another vehicle.
- •Driving in areas not suited to public transport, such as beaches, race tracks, forestry roads, back roads, etc.
- •Driving on dirt roads and very poorly paved roads that could cause damage to the underside of the vehicle.

•Driving the vehicle in restricted areas, and more specifically on airport roads and other roads for aeronautical and/or military use.

•Negligent behavior when the vehicle's indicators show an alert that customers state are known to them when they sign the agreement.

•Transport of goods or animals and, in particular, substances that are hazardous, inflammable and/or poisonous for the vehicle and its occupants.

- •The transport of individuals or goods for which the customers receive direct or indirect payment.
- •Sub-leasing the vehicle.
- •Using the vehicle for unlawful activities.
- •Transporting a number of passengers and amount of luggage not authorized for the vehicle concerned.

 $\bullet$  Manipulation of the odometer. Customers must report any malfunction of the odometer to Goldcar immediately.

•Transport of luggage or any other item on the vehicle's roof, even when an adequate luggage rack is used for the purpose.

- •Damage to the vehicle caused by leaving tempting items in plain sight inside the vehicle.
- •Dirtying the inside of the vehicle beyond what would be expected from reasonable and careful use.
- •Driving the vehicle when tired, not feeling well and under the influence of alcohol, medicine or drugs.
- Reckless driving.
- •Using the vehicle to give driving lessons under any circumstance and/or to teach special driving techniques.

•Driving against the traffic regulations.

•The vehicle is driven by a person who is not authorized to do so in the agreement, as either a customer and/or a supplementary driver.

•Continued use of the vehicle after the rental period has ended.

#### 13. Roadside Assistance / S.O.S Department

S.O.S / Roadside Assistance must be notified immediately on: Tel.+90 536 861 61 80

if:

Accident /Breakdown/Theft/Traffic Offense

The rental vehicle must never be removed from the place of accident until police report has been completed and

Goldcar has been notified. In case of any accident involving your rental car, you must immediately contact the

nearest police station and obtain an accident report. The report should clearly state if you were driving under the

influence of alcohol or drugs. If you do not report the accident to the police and comply with the requirements

under the country's law, the insurance may become invalid. It is mandatory that you also report any accident or

damage to the car rental company.

In case of other damages to the rental car, the above procedure should also be followed. If the vehicle is dam-

aged while parked you have to report the damage to the car rental company before the car is moved. In case of

theft, it is mandatory that you immediately inform the car rental company, file a police report and then give a

copy of this document to the car rental company. Car documents and keys must be handed to the car rental

company.

In general, the client must IMMEDIATELY report all damages to the car rental company.

## 9. INSURANCES

1. EXCESS TABLE APPLICATION

GOLDCAR TURKEY - FLEET MATRIX								
Group	PAX	Car Maker	Model	Doors	Mileage / Km	Extra km Cost per km to the max (TRY - Local Currency)	*CDW Excess Amount (TRY - Local Currency)	Deposit witho Covarage (TRY - Local Curr
cc	4	Renault	Clio	4	Min 400 KM - Max 4000 KM	1.30	15000	3000
	4	Opel	Corsa	4	Min 400 KM - Max 4000 KM	1.30	15000	3000
	5	Fiat	Egea		Min 400 KM - Max 4000 KM	1.30	15000	3000
D	5	Renault	Taliant	5	Min 400 KM - Max 4000 KM	1.30	15000	3000
	5	Citroen	C-Elysee		Min 400 KM - Max 4000 KM	1.30	15000	3000
	4	Renault	Clio (Auto)	4	Min 400 KM - Max 4000 KM	1.30	15000	3000
A3	4	Peugeot	208 (Auto)		Min 400 KM - Max 4000 KM	1.30	15000	3000
	4	Opel	Corsa (Auto)		Min 400 KM - Max 4000 KM	1.30	15000	3000
F	5	Fiat	Egea ( Auto )	5	Min 400 KM - Max 4000 KM	1.30	15000	3000
•	5	Renault	Taliant (Auto)	,	Min 400 KM - Max 4000 KM	1.30	15000	3000
	5	Ford	Tourneo Courier	5	Min 400 KM - Max 4000 KM	1.30	15000	3000
3	5	Fiat	Doblo Combi	2	Min 400 KM - Max 4000 KM	1.30	15000	3000
	5	Dacia	Duster (Auto)		Min 400 KM - Max 4000 KM	1.50	20000	3000
R2	5	Renault	Capture ( Auto )	5	Min 400 KM - Max 4000 KM	1.50	20000	5000
	5	Opel	Crossland (Auto)		Min 400 KM - Max 4000 KM	1.50	20000	5000
	5	Peugeot	3008 (Auto)		Min 300 KM - Max 3000 KM	1.70	25000	5000
DD	5	Opel	Grandland X (Auto)	5	Min 300 KM - Max 3000 KM	1.70	25000	6000
	5	Opel	Mokka ( Auto )		Min 300 KM - Max 3000 KM	1.70	25000	6000

# **Customer Liability**

In the event of Vehicle damages and/or theft (full vehicle or vehicle accessories), the customer will be liable up to the excess amount shown in this column. Customers will only be required to pay an additional amount in cases of negligence, unauthorized use of the vehicle, breach of the general terms & conditions, etc.

## Amount to Block

This will be the amount to block as a guarantee although the full liability of the customer is always the amount shown in the previous columns.

# 4. ADDITIONAL INSURANCES COVERAGES

## 1. Relax Cover - SRELA

By purchasing this cover, The excess amount of the vehicle drops down %50. A deposit corresponding to liability will be maintained in case of damages on tires, windows, undersides and/or roof which is not covered in the package.

	RELAX COVER - SRELA				
Rental DAYS	ALL Categories	Deposit Guarantee (TRY - Local Currency)			
1	150 TRY per day				
2	150 TRY per day				
3	150 TRY per day				
4	150 TRY per day				
5	150 TRY per day				
6	150 TRY per day				
7	150 TRY per day	All car models deposit guarantee are at 1500 TRY			
8	150 TRY per day	EXCEPT Renault Capture & Opel			
9	150 TRY per day	Crossland are at 2500 TRY + Peugeot 3008 / Opel Granland &			
10	150 TRY per day	Opel Moka at 3000 TRY			
11	150 TRY per day				
12	150 TRY per day				
13	150 TRY per day				
14-20	150 TRY per day				
21-27	150 TRY per day				
28	150 TRY per day				

# 2. Super Relax Cover - SSREL

By Purchasing this cover the CDW Excess is waived it will cover any damage to the vehicle bodywork (zero excess) and Exempt of a new deposit for replacement vehicle in case of accident or breakdown and the Repair Period. damages on tires, windows, undersides and/or roof which does not cover in the package.

	SUPER RELAX COVER - SSREL				
Rental DAYS	All Categories	Deposit Guarantee (TRY - Local Currency)			
1	180 TRY per day				
2	180 TRY per day				
3	180 TRY per day				
4	180 TRY per day				
5	180 TRY per day				
6	180 TRY per day				
7	180 TRY per day	All car models deposit guarantee			
8	180 TRY per day	are at 1500 TRY EXCEPT Renault Capture & Opel			
9	180 TRY per day	Crossland are at 2500 TRY +			
10	180 TRY per day	Peugeot 3008 / Opel Granland & Opel Moka at 3000 TRY			
11	180 TRY per day				
12	180 TRY per day				
13	180 TRY per day	c			
14-20	180 TRY per day				
21-27	180 TRY per day	c			
28	180 TRY per day				

### 3. Mega Relax Cover - MRECO

Can be only purchased with Super Relax Cover. Mega relax also covers windscreen, glass, lights & tyres

ME	MEGA RELAX COVER - MRECO				
Rental DAYS	All Categories	Deposit Guarantee (TRY - Local Currency)			
1	40 TRY per day				
2	40 TRY per day				
3	40 TRY per day				
4	40 TRY per day				
5	40 TRY per day				
6	40 TRY per day				
7	AD TRV por day	All car models deposit guarantee are at 1500 TRY			
8	40 TRY per day	EXCEPT Renault Capture &			
9	40 TRY per day	Opel Crossland are at 2500 TRY + Peugeot 3008 / Opel			
10	40 TRY per day	Granland & Opel Moka at 3000 TRV			
11	40 TRY per day	auuu TRY			
12	40 TRY per day				
13	40 TRY per day				
14-20	40 TRY per day				
21-27	40 TRY per day				
28	40 TRY per day				

## 5. NOT INCLUDED IN ANY COVERAGES

Traffic fines, sanctions and judicial costs related to traffic violations or law and tolls

• All costs derived from the use of the incorrect and/or lack of petrol.

• Goldcar is not to be held liable for items stolen, forgotten or lost inside the vehicle. It is recommended having these items covered through personal travel cover.

• The loss of the vehicle documents , vehicle plates and missing car keys.

• If customers load the car with more than the stated capacity or vehicles are taken "off-road" (unpaved roads).

• It is not permitted to remove the vehicle's seats.

• If the driver is found to be under the influence of alcohol or drugs, found using their cellular phone at the time of the accident, crossing red lights.

•Providing no accident report in any damage, second or more parties documents ( driving license , paperwork of vehicle , traffic insurance copy of second or other parties vehicles ) and picture of the accident where both plate numbers are visible before moving the vehicle .

# 6. EXTRA ITEMS / EQUIPEMENTS

GOLDCAR TURKEY - Ancillaries			
Items	Min Fee - TRY Currency (Min)	Miax Fee - TRY Currency (Min)	
Additional Driver	50 TRY	500 TRY	
Child Seat	90 TRY	900 TRY	
Diesel Option	50 TRY	500 TRY	
Snow Tyre	150 TRY	4200TRY	
Snow Chain	70 TRY	700 TRY	
Express Check-in	200 TRY	-	

# 7. CUSTOMER SERVICE

## 8. Claims

All claims must be registered, within 30 days of the drop-off of the vehicle, by email on:

crm@goldcarrental.com.tr

9. You will receive a confirmation email with the details and file number that have been assigned to the claim. This file number must be quoted in the subject line of any further correspondence regarding the file in order to process the claim correctly.

## 10. TRANSLATION

- 11. The translation of these general terms and conditions are for information purposes only and are not legally binding
- 12. \*All the prices stated on this document include VAT.

# 10. ACCESSIBILITY:

11. These terms and conditions constitute our agreement with you for the services we provide for the supply of car Hire. For further information, please, check our Website <u>https://www.goldcar.es/tc/</u>

# **General Rental Conditions**

GOLDCAR LOCATIONS:

- 1.Station Name: Ankara Esenboga Airport
- ●Station Code: ESB
- •GEO Codes: Latitude:40.127827 Longitude: 32.989363
- ●Full Adresse: Ankara Eseboğa Airport, Balıkesir Mh. Ozal Bulvari 06970
- Postcode: 06970 City: Akyurt/Cubuk/Ankara
- ●Tel: (+90) 536 861 98 48
- •Email: <u>esb@goldcarrental.com.tr</u>
- Operational Hours: 07:00 am- 11:00 pm (Week) & 07:00 am- 11:00 pm (Weekend)
- ●Key Box: YES

- ●Tel: (+90) 536 861 61 44
- •Email: <u>adb@goldcarrental.com.tr</u>
- •Operational Hours: 07:00 am- 11:00 pm (Week) & 07:00 am- 11:00 pm (Weekend)
- Key Box: YES

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- 6.Station Name: Sabiha Gokcen Airport
- ●Station Code: SAW
- •GEO Codes: Latitude: 40.908337 Longitude: 29.316332
- •Full Adresse: Sanayi Mh.
- Postcode: 34906 City: Pendik/ Istanbul
- ●Tel: (+90) 536 861 61 88
- •Email: <u>saw@goldcarrental.com.tr</u>
- Operational Hours: 07:00 am- 11:00 pm (Week) & 07:00 am- 11:00 pm (Weekend)
- Key Box: YES

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june 2023