

1. **Q:** How do I pick up the car?
A: The pickup details will be sent to you on the day of your rental. Usually, the car will be parked near your arrival gate or at a designated location with a lockbox. You will receive the lockbox code to access the keys.
2. **Q:** Do I need to provide a photo of my driver's license?
A: Yes, please upload a photo of your driver's license on the app 24 hours before your trip.
3. **Q:** Can I pick up the car early?
A: Early pickup can be arranged depending on availability. Please contact us to confirm.
4. **Q:** How do I return the car?
A: You can return the car to the same location where you picked it up. Park the car, leave the keys in the lockbox, and send us pictures of the parking spot.
5. **Q:** Is there a toll pass in the car?
A: Yes, the car has a toll pass. You will be billed for toll charges after your trip.
6. **Q:** Do I need to fill up the gas tank before returning the car?
A: Yes, please fill up the gas tank before returning the car to avoid additional charges.
7. **Q:** Can I extend my rental period?
A: Yes, you can request an extension through the app. Please ensure to check for availability.
8. **Q:** Where is the car located at the airport?
A: The car will be parked near your arrival gate or at the rental car center. You will receive detailed instructions and a video walkthrough on the day of your arrival.
9. **Q:** What type of fuel does the car require?
A: The car runs on regular 89 octane gasoline.
10. **Q:** How do I unlock the car?
A: Use the code provided to access the lockbox and retrieve the keys. If you have any issues, contact us for remote assistance.
11. **Q:** Do I need to wash the car before returning it?
A: No, you do not need to wash the car before returning it.
12. **Q:** Can someone else pick up the car for me?
A: According to policy, only the person who booked the car can pick it up.

13. **Q:** What should I do if the car has a flat tire?
A: You can use the Turo roadside assistance for help with a flat tire. If possible, use a nearby tire shop for a quick fix.
14. **Q:** Is airport delivery free?
A: Yes, airport delivery is included in your booking. Please provide your flight details for smooth coordination.
15. **Q:** Can I change my reservation dates?
A: Yes, you can modify your reservation dates through the app, subject to availability.
16. **Q:** Where do I leave the keys when returning the car?
A: Leave the keys in the lockbox and ensure the car is locked. Send us a picture of the car's location.
17. **Q:** What happens if my flight is delayed?
A: Please inform us of any delays, and we will adjust the pickup time accordingly.
18. **Q:** How do I get from the terminal to the car?
A: Detailed instructions, including a video walkthrough, will be sent to you on how to get to the car from your arrival gate.
19. **Q:** Can I pay for tolls after my trip?
A: Yes, toll charges will be billed to you after your trip based on usage.
20. **Q:** What is the lockbox code?
A: The lockbox code will be sent to you shortly before your pickup time.
21. **Q:** Can I cancel my reservation?
A: Yes, you can cancel your reservation through the app. Please check the cancellation policy for any applicable fees.
22. **Q:** Do you provide child car seats?
A: Yes, we can provide child car seats upon request for an additional fee. Please let us know in advance.
23. **Q:** How do I contact you during my rental period?
A: You can contact us through the app or via the phone number provided in your booking confirmation.
24. **Q:** What should I do if I forget something in the car?
A: Contact us immediately, and we will arrange to retrieve your belongings.

25. **Q:** Is smoking allowed in the car?

A: No, smoking is strictly prohibited in the car. A cleaning fee will apply if smoking is detected.

26. **Q:** How do I use the GPS or navigation system in the car?

A: The car is equipped with a GPS system. Instructions on how to use it will be provided in the car manual.

27. **Q:** Are pets allowed in the car?

A: Pets are allowed but must be kept in a pet carrier. An additional cleaning fee may apply.

28. **Q:** Can I park the car in any parking spot at the airport?

A: Please park the car in a designated spot close to your departure gate and send us the parking details.

29. **Q:** What if I lose the car keys?

A: Contact us immediately for assistance. A replacement fee may apply.

30. **Q:** Do you offer discounts for long-term rentals?

A: Yes, we offer discounts for long-term rentals. Please contact us for more details.