

Q: How do I unlock the car once I arrive?

A: Just before you land, we will send you a video walkthrough of where exactly to find and unlock the car. The way to unlock the car is through Turo Go. After you check in, you will be able to unlock the car from within the Turo app. The key will be inside the glovebox.

Q: What is the procedure for picking up the car from the airport?

A: We need your flight information to look up what terminal/gate you will be arriving at. We try to park the car closest to that gate so you can reach your car conveniently and hassle-free. Just before you land, we will send you a video walkthrough of where exactly to find and unlock the car.

Q: What should I do if I face any trouble locating the vehicle?

A: We will be available to guide you over the phone if you face any trouble locating the vehicle.

Q: What should I do if the Turo Go app doesn't work to lock the car?

A: If you are unable to lock the car using Turo Go, please leave the car door unlocked with the key in the glovebox and let us know. Just take pictures of where you parked and send them here on Turo. We especially need to know the terminal, row, and level.

Q: Is smoking allowed in the car?

A: No, all our cars have a strict no-smoking policy enforced.

Q: Where can I find information regarding the drop-off, refueling, and using tolls?

A: For any questions regarding the drop-off, refueling, using tolls, etc., you can check out our FAQ section.

Q: What are the pre-trip requirements?

A: Ensure to upload a photo of your Driver's License and a selfie to Turo 24 hours prior to your trip for check-in.

Q: How do I return the car?

A: To drop off the vehicle, the process is similar to the pickup. Drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We need to know the terminal, level, and row of the parking spot. To lock the car, check your belongings, roll the driver side window down halfway to hang the lockbox on the window and then roll it back up, lock the car, put the key in the lockbox, and lock it using the code we texted to you.

Q: How do I get a discount on the rental fee?

A: The total cost is based on rental fee, trip fee, insurance, and sales tax. The only thing we have control over is the rental fee. Send us a picture of the cost breakdown, and we can let you know how much discount we can give.

Q: Can I get a returning customer discount?

A: Yes, we offer a returning customer discount. If you cancel with 24-hour notice, everything should be fully refunded.

Q: Can I extend my trip if I'm running late?

A: Instead of paying a late fee, you can extend the trip for a day and drop off the car anytime until the next day at 11 am.

Q: What should I do if my flight is delayed?

A: Please inform us of any flight delays and provide your flight number. We will adjust the car pickup time accordingly and ensure it is parked close to your arrival gate.

Q: How do I find the car at the airport?

A: We will send you a video walkthrough showing how to get to the car from your arrival gate. The car will have a lockbox with the keys, and we will provide the lockbox code once we receive your license picture.

Q: Can I cancel my booking and get a full refund?

A: If you cancel with at least 24-hour notice, you should receive a full refund.

Q: Can I avoid using Turo and rent directly from you?

A: Renting directly could impact how insurance works. We recommend using Turo to ensure proper coverage.

Q: How do I use the lockbox for car keys?

A: Place the keys in the lockbox, hang it on the driver side window, lock the car, and ensure the lockbox is locked using the code provided.

Q: Do you offer any friend discounts?

A: Yes, we can offer an additional discount for friends. Please try to book without paying and send us a screenshot of the cost breakdown.

Q: What if I need to pick up the car earlier or later than scheduled?

A: Please inform us of any changes in your pickup time, and we will try to accommodate your request.

Q: How do I pay for the rental?

A: Payments are processed through the Turo app. If there are any issues, please let us know, and we will assist you.

Q: Can I get a refund if I cancel my rental early?

A: Refunds depend on the cancellation policy and timing. Contact us for specific details based on your situation.

Q: What should I do if I cannot access my rental profile on the Turo app?

A: If you face issues accessing your profile, send us a message, and we will provide the necessary links and support.

Q: How can I ensure my car is ready upon arrival?

A: Provide us with your flight details, and we will make sure the car is parked close to your arrival gate, ready for you to pick up.

Q: How do I get the keys if the car is parked at the airport?

A: The keys will be in a lockbox on the car. We will send you the code to access the lockbox once we have your driver's license information.

Q: Can I get a discount for booking for an extended period?

A: Yes, longer bookings can qualify for discounts. Contact us with your booking details to find out how much discount we can offer.

Q: What if I arrive at a different gate than expected?

A: Inform us of any gate changes, and we will update the car's location and provide you with new directions.

Q: How do I pay for tolls during my rental?

A: Tolls are usually billed after your trip through Turo. If you have any specific concerns, please contact us for details.

Q: Can I use my own insurance for the rental?

A: You may use your own insurance, but please check with Turo's policy to ensure it covers the rental.

Q: How do I ensure the car is clean upon return?

A: While it's appreciated if you return the car clean, we understand if weather conditions prevent you from cleaning it before return.

Q: What should I do if I can't find the lockbox on the car?

A: Contact us immediately if you have trouble finding the lockbox. We will guide you to its location.

Q: How do I handle fuel refills?

A: Refuel the car to the same level it was when you picked it up. Check our FAQ section for specific instructions on refueling.

Q: Can I change my booking dates after I've made a reservation?

A: Yes, you can modify your booking dates. Please inform us as soon as possible so we can update your reservation accordingly.

Q: How do I get in touch with customer support if I have an issue?

A: You can contact us directly through the Turo app's messaging system or call us for immediate assistance.

Q: What happens if I return the car late?

A: Turo charges an additional day of rental if the car is returned more than one hour late. Please inform us and Turo if you anticipate a late return.

Q: How do I extend my rental period?

A: To extend your rental, you can request an extension through the Turo app. If the car is available, we will approve your request.

Q: What should I do if I need to cancel my booking?

A: You can cancel your booking through the Turo app. If you cancel with at least 24-hour notice, you should receive a full refund.

Q: How do I know if the car is available for my desired dates?

A: Check the Turo app for availability. If you have specific dates in mind, you can contact us to confirm the car's availability.

Q: Is there a fee for using toll roads?

A: Yes, toll fees are typically billed after your trip through Turo. Please refer to Turo's policy for detailed information.

Q: Can I park the car at a different location upon return?

A: The car should be returned to the designated drop-off location unless otherwise agreed upon. Please inform us if you need to change the return location.

Q: Can I rent a car without using the Turo app?

A: We recommend using the Turo app to ensure proper insurance coverage and seamless processing of your rental.

Q: What do I do if I damage the car during my rental?

A: Report any damages to us immediately and contact Turo to file a claim. Follow Turo's procedures for handling damages.

Q: How do I add an additional driver to my rental?

A: To add an additional driver, contact Turo customer support. They will guide you through the process of adding another driver to your rental agreement.

Q: What should I do if I get a parking ticket during my rental?

A: You are responsible for any parking tickets or fines incurred during your rental. Please pay the ticket promptly and inform us of the situation.

Q: Can I use my own insurance for the rental?

A: Yes, you may use your own insurance. However, please confirm with Turo to ensure that your insurance covers the rental.

Q: What happens if I lose the car keys?

A: If you lose the car keys, contact us immediately. There may be a fee for replacing lost keys, as outlined in Turo's policies.

Q: How do I know if the car is pet-friendly?

A: Please check the car's listing on Turo to see if it is pet-friendly. If you have any specific questions, feel free to contact us.

Q: Are there any restrictions on where I can drive the rental car?

A: Please adhere to Turo's policies regarding travel restrictions. If you plan to drive long distances or across state lines, inform us in advance.

Q: Can I get a discount for referring a friend to your service?

A: Yes, we offer referral discounts. Contact us for more details on how to refer a friend and receive a discount on your next rental.

Q: How do I access the lockbox on the car?

A: We will provide you with the lockbox code and instructions on how to access it before your trip begins.

Q: What should I do if I encounter a problem with the car during my rental?

A: Contact us immediately if you encounter any issues with the car. We will provide assistance and guide you on the next steps.

Q: How do I pick up and drop off the car?

A: Once you arrive at the airport, follow the instructions to find the car in the parking lot. You will find a lockbox on the window. Open the lockbox and get the key. For drop-off, park the car at the designated location, place the key in the lockbox, and lock it.