

Question 1: How about deducting it from the amount I own for toll fees? (Author: Megan Smith)  
Answer [Line 18]: will do (Author: Hasanath Mohammed)

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Question 2: Hi Hasanath! Is this near Dallas love Field? (Author: Jâ ™Amieshionne Ellis)  
Answer [Line 22]: No this is near dfw airport (Author: Hasanath Mohammed)

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Question 3: Are you meeting me or will keys be in car? (Author: Christopher Perryman)  
Answer [Line 28]: Keys will be in the lockbox (Author: Hasanath Mohammed)

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Question 4: Okay sounds good! Thank you! Do you need a driver's license photo prior to getting the car? (Author: Destiny Cosentino)  
Answer [Line 66]: Yes, you need to upload it on the app. (Author: Hasanath Mohammed)

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Question 5: Running behind due to a family emergency. Should be at the location in 10 minutes... I'm close to the location. Can you unlock the car please? (Author: Vlady Mwamba)  
Answer [Line 86]: ok give me a sec (Author: Hasanath Mohammed)

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Question 6: The picture of the the fuel tank on F were taken before the car was driven to the location. When I got the car at the location it was below the F position.  
You are mentioning Turo's policy but as the host you must have made the decision to deem the fuel level as unacceptable and submit it for Turo's approval, sir.  
As the host do you believe this is a win win resolve? I'm being charged for \$20.00 extra for gas! I think it's unfair and not the best outcome to resolve this disagreement. I would understand if it was way below the acceptable limit and you asked for fuel expenses. I do take it personal as money is the only motivation here.  
A very disappointing experience for me..... (Author: Vlady Mwamba)

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Question 7: Hey Leave the car same spot? (Author: Jose M.)  
Answer [Line 119]: Yes (Author: Hasanath Mohammed)

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Question 8: Hi Hasanath! Question. I made a mistake and I did not realize that there were two airports in Dallas. I'm flying into love field and my brother is flying into DFW. If I am not there can he still pick up the car? (Author: Kenny Leech)  
Answer [Line 135]: According to turo only host should be picking up . (Author: Hasanath Mohammed)

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Question 9: On the way to the airport, do I leave the key in the glove box then lock the car? (Author: Kenny Leech)  
Answer [Line 155]: Yes. (Author: Hasanath Mohammed)

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Question 10: Jan. 3-6 Also, will you need another picture of my current license? (Author: Linda Peters)

Answer [Line 178]: I don't need a picture of your license now . Turo will send a message 24 hours prior to the trip to upload your license just do that when you get the message (Author: Hasanath Mohammed)

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Question 11: Hello. I was wondering if we could possibly pick up the car early since the weather is bad. Maybe around 7:00? I would've requested that time but I have another turo car due back at 9:00 tonight so it won't let me book two at once. (Author: Aubre Killman)

Answer [Line 201]: Sure that should be fine (Author: Hasanath Mohammed)

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Question 12: Hello. I'm noticing the car doesn't have any tags. Does it have a registration sticker? (Author: Aubre Killman)

Answer [Line 211]: It's on temporary tag (Author: Hasanath Mohammed)

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Question 13: Hello, I just booked your car for a week while mine is in the mechanic shop. How is the pickup setup? (Author: Cody Cobb)

Answer [Line 248]: The pickup is at 4425 w airport fwy Irving tx 75062 . We will send you where we parked once you reach the parking spot you will find a lockbox on the window of the car . You will use the code which I send you once I park to open the lockbox and access the key (Author: Hasanath Mohammed)

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Question 14: Hey Hasanath,

I have to extend my trip because my car is still in the shop and won't be done until the 29th.

Thank you. Hey, can I please return the car around noon instead of 10 am? (Author: Cody Cobb)

Answer [Line 262]: Sure (Author: Hasanath Mohammed)

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Question 15: Hello!

to confirm, deliver to DFW airport is free, correct?

Thank you,

Jay (Author: jason Bowles)

Answer [Line 280]: Yes will deliver the car to airport rental car center and you drop off there . You can take any rental car shuttle to get here. Let me know if you have any questions (Author: Hasanath Mohammed)

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Question 16: Flight delayed to later time What grade gas does this car take ? (Author: Lashondra Johnson)

Answer [Line 311]: 89 is fine (Author: Hasanath Mohammed)

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Question 17: Hi! Do you have any information for the trip tomorrow? (Author: Josée Doyon)

Answer [Line 314]: Yes I just need to know your arrival flight info so I can park next to the arrival gate parking garage (Author: Hasanath Mohammed)

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Question 18: Spirit 3052 terminal E Hi!

I'm sorry I didn't really understand the English... what's the deal with the plate? (Author: Josée Doyon)

Answer [Line 322]: Hi Josée!

Hope you had a great experience renting with Fairpy!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking lot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.

Thank you for choosing to rent with Fairpy! (Author: Hasanath Mohammed)

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Question 19: Hello! What is the code of the lockbox? (Author: Josée Doyon)

Answer [Line 324]: 0923 (Author: Hasanath Mohammed)

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Question 20: Hi there. Do I understand correctly that you'll be able to meet me at the terminal to drop off the car? (Author: Clay Clemmer)

Answer [Line 338]: Hello Clay,

Excited to host you in my car! Please provide your flight details so we can arrange the delivery/drop-off. Here are the options:

Option 1: We'll park near your arrival terminal, and I'll send you the location. Once you arrive, take a selfie with the car and your driver's license, and I'll remotely unlock the car for you. For drop-off, park near the departure terminal, take a photo of the location, and I'll lock the car remotely. Please note that airport parking charges (\$2-\$10) will apply for both drop-off and pickup.

Option 2: We'll park at the rental car center. You can take any rental car shuttle from the terminal to reach the car. Upon arrival, take a selfie with the car and your driver's license, and I'll remotely unlock the car. For drop-off, park in one of the 2 hour spots in the rental car drive, take a photo, and I'll lock the car remotely. There are no tolls associated with this option.

Option 3: I'll pick you up right outside your gate of arrival and drop myself at the airport car rental center. You can then check-in there. For drop-off, park near the departure terminal, take a photo of the location, and I'll lock the car remotely. In case of flight delay or baggage delay, you'll be automatically switched to Option 1, unless you specifically request for Option 2. Please note that airport toll/parking charges (\$2-\$10) will apply for both drop-off and pickup.

Please note I only charge for tolls/parking based on your usage I don't add commission/fee it it. And you will be charged post trip. The car has a toll transponder, so you won't need to pay for tolls at the toll booths.

Let me know your preferred option. (Author: Hasanath Mohammed)

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Question 21: They changed it on us Are you very far out? (Author: Clay Clemmer)

Answer [Line 358]: No I am 15 min away (Author: Hasanath Mohammed)

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Question 22: The key fob has died and now the car won't start. Is there a second key in the car anywhere? (Author: Clay Clemmer)

Answer [Line 367]: I'm sure you tried this just in case if you haven't this is one way to turn on the car <https://youtu.be/TS54-og7K4U> (Author: Hasanath Mohammed)

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Question 23: Okay cool, will do Cars a little dusty, do you want me to wash it? (Author: Clay Clemmer)

Answer [Line 379]: That's fine I can wash it (Author: Hasanath Mohammed)

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Question 24: Is there a toll pass on this car we exchanged you for? (Author: Ashly Buffington)

Answer [Line 397]: Nope (Author: Hasanath Mohammed)

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Question 25: So what happens if we use a toll? (Author: Ashly Buffington)

Answer [Line 399]: It will read from the license plate and send me the total expenses (Author: Hasanath Mohammed)

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Question 26: Ok thank you Our return is still at the airport where we picked up correct? (Author: Ashly Buffington)

Answer [Line 403]: Correct (Author: Hasanath Mohammed)

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Question 27: Hi, our flight leaves at 11:30am tomorrow. We plan to be there at 9:30am. Can you send me the code again? (Author: Ashly Buffington)

Answer [Line 407]: 0923 (Author: Hasanath Mohammed)

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Question 28: AA2028 is my arrival flight. I land at 6:59 on Sunday, August 6. Hi there. Can you tell me the details of where I will find the car? (Author: Dennis Rabon)

Answer [Line 458]: I'm sorry if it wasn't clear in my previous message based on your flight number we find the arrival gate and park the car closer to the arrival gate . (Author: Hasanath Mohammed)

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Question 29: Great, where do I find the instructions to open the doors? (Author: Cathy English)  
Answer [Line 497]: I just texted it to you (Author: Hasanath Mohammed)  
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Question 30: Hi there, we had to change the date of our trip to arrive Aug 9th at 1:23pm (AA flight 2904). Can we modify this reservation or do we need to cancel? Thanks for your help. (Author: Pamela Swint)  
Answer [Line 519]: Go ahead and modify the trip that's fine (Author: Hasanath Mohammed)  
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Question 31: Hi I'd like to extend my time with the car pls as my time in Dallas is extended. I hope this will be okay? (Author: Allyson Muir)  
Answer [Line 575]: I accepted your extension (Author: Hasanath Mohammed)  
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Question 32: Hi as per the app I panned on 8pm. Actually now that I think about it I may go earlier. Would 6pm also work for you? I'm in Frisco now - is there somewhere closer to me that would also be okay to drop the car off at? (Author: Allyson Muir)  
Answer [Line 579]: You can drop it off at the airport (Author: Hasanath Mohammed)  
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Question 33: I'm staying till 1 June and just won't be needing a car for the rest of my time. Hi is the rental center ok? (Author: Allyson Muir)  
Answer [Line 586]: Oh I did not see the message earlier sorry (Author: Hasanath Mohammed)  
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Question 34: Hello will I be needing to bring anything extra information during pickup? (Author: Leslie Crawford)  
Answer [Line 600]: Just your license and make sure your license matches with your turo account (Author: Hasanath Mohammed)  
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Question 35: we're in the car, everything is good hey, what kind of fuel the car need ? (Author: Marwa Richard)  
Answer [Line 630]: Regular gas is fine (Author: Hasanath Mohammed)  
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Question 36: Hi,  
I've been waiting Can I pick up the vehicle early? (Author: Phuc Huynh)  
Answer [Line 748]: 8:30 am is when we start that is the earliest we could do (Author: Hasanath Mohammed)  
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Question 37: I'm here What do you need me to do? (Author: Phuc Huynh)  
Answer [Line 779]: Just leave the keys in the glovebox (Author: Hasanath Mohammed)  
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Question 38: I have half tank Do you need me fill up the tank? (Author: Phuc Huynh)  
Answer [Line 784]: Yeah if you don't wanna be charged extra \$10 (Author: Hasanath Mohammed)  
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Question 39: Hello! Excited to book your Nissan for my trip! I read that you are able to have the vehicle for pick up at DFW airport? I will be flying in on the 25th! (Author: Nicholas Moore)

Answer [Line 814]: Yes I was able to but now turo has banned us hosts from picking up and dropping off from the airport (Author: Hasanath Mohammed)

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Question 40: Oh okay, 4425 airport freeway is where I will pick up and drop off then? (Author: Nicholas Moore)

Answer [Line 816]: Yes that's right (Author: Hasanath Mohammed)

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Question 41: Good afternoon! My flight got delayed and I won't be able to pick the car up until later tonight. Closer to about mid night I assume. Is that okay? (Author: Nicholas Moore)

Answer [Line 818]: Oh wow . That's fine you can pick it up mid night . Let me know if it gets delayed any further (Author: Hasanath Mohammed)

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Question 42: Looks like it will be close to 11pm or so. When I click on at the vehicle, will there be instructions on where the keys are sir? (Author: Nicholas Moore)

Answer [Line 820]: Yes the car is already parked (Author: Hasanath Mohammed)

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Question 43: Hello, Hasanath. What do you need for me before I pick up the vehicle this evening? (Author: Jordan Jaramillo)

Answer [Line 834]: Hi Jordan - I will park the car at the parking next to your arrival gate. Can you please give me your flight details so I can plan accordingly (Author: Hasanath Mohammed)

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Question 44: Our flight number is F9 502 and we are flying frontier and we are scheduled to arrive at 3:38 pm So how does this work? Are you there waiting with the car? Or do you leave it parked somewhere and we check in with someone? Sorry! First time using Turo! (Author: Lillian Arriaga)

Answer [Line 845]: We will park the car closer to your arrival gate and leave the key in the lockbox . Will send you a video of how to get to the car from the arrival gate . Once you send your license here we will send you the lockbox code to unlock the lockbox and get the key. (Author: Hasanath Mohammed)

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Question 45: Ok and I can send that as soon as we land? (Author: Lillian Arriaga)

Answer [Line 847]: Yes (Author: Hasanath Mohammed)

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Question 46: I send the picture here?

Also we land at 3:30! Thanks so much! (Author: Lillian Arriaga)

Answer [Line 849]: Yes you can send the picture here (Author: Hasanath Mohammed)

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Question 47: Just landed Hello do you know what time the car will be here and where we go to pick up? (Author: Lillian Arriaga)

Answer [Line 853]: Hi Lillian we are just on the way to the airport . The pickup time shows 4:30 pm so we were planning to be there 4:15 pm. (Author: Hasanath Mohammed)

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Question 48: You're driver side belt sensor is not working properly because the seatbelt is on and it keeps beeping and than will stop and than does it again! Is there a way to turn that off?  
(Author: Lillian Arriaga)

Answer [Line 871]: Do you have anyone sitting in the back ? (Author: Hasanath Mohammed)

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Question 49: Hello,

What is the code to that box for the keys for tomorrow morning? (Author: Lillian Arriaga)

Answer [Line 875]: 0923 (Author: Hasanath Mohammed)

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Question 50: Thanks Is it possible to change return time to later on the 6th? (Author: Lisa Karabelnik)

Answer [Line 967]: If it's available it will allow you to extend (Author: Hasanath Mohammed)

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Question 51: Or I can just text you once I get my bag?

My nephew will be coming in on another flight. We are hoping the stars align & both our flights are on time 🙌 (Author: Christina Brown)

Answer [Line 1002]: No issues I'm like 30 min away from this airport if you give me a heads up 30 min in advance I can be there on time (Author: Hasanath Mohammed)

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Question 52: Great! Thx Hasanath ... not only am I snowed in, but I now have Covid!

I will need to cancel the trip.

Unless it's ok for my nephew to take over my rental with you?

His flight got delayed an entire day & won't be in till Friday night.

Your thoughts? (Author: Christina Brown)

Answer [Line 1005]: I am really sorry about that . You can go ahead and cancel. And your nephew can either rebook or he can take your spot Friday night (Author: Hasanath Mohammed)

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Question 53: Hello, my arrival flight is American #2839 arriving at 3:55pm.

Thank you! Will you send pick details? (Author: Kerri Tuuri)

Answer [Line 1158]: I will park in terminal A closer to A16 (based on your flight details this will be your arrival gate). Will send you the instructions on how to reach to the car from your gate. Once you reach the car you will unlock the car using Turo Go. The car has Tolls so you can go through the toll gate without paying. I will charge you later for the airport toll & other tolls (Author: Hasanath Mohammed)

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Question 54: Just landed into gate C39 Is the car at Terminal A? (Author: Kerri Tuuri)

Answer [Line 1164]: Yeah I just realized the landing is in terminal C . I will bring the car to you in person . My ETA is 4:10 outside of C39 (Author: Hasanath Mohammed)

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Question 55: Hi. Where exactly would you like me to leave the vehicle? (Author: Kerri Tuuri)

Answer [Line 1173]: What time are you dropping off the vehicle. You can drop off the car near your departure terminal. I just need pictures of where you parked the car ( especially the terminal, row and level ) . Once you are parked and have all your stuff out leave the keys inside and you can lock the car using Turo go. I will pick it up in a little bit thereafter . (Author: Hasanath Mohammed)

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Question 56: Did you get the pics I took in the app? (Author: Kerri Tuuri)

Answer [Line 1181]: Ok got it I see it now thanks (Author: Hasanath Mohammed)

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Question 57: Hi Hasanath,

I'm flying Frontier Airlines flight 1426. Look forward to renting your car today!

Thank you,

Austin Sojourner I was wondering where should I upload a picture of my license and my selfie? Would it be to this message or is there a specific spot I should upload? Thanks! (Author: austin sojourner)

Answer [Line 1190]: Hi Austin, I am excited to host you today. You are supposed to upload the picture on the app. If you dont find it. Just upload in the messages here. (Author: Hasanath Mohammed)

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Question 58: Hi there, thank you just saw that! Did the payment go through? I believe it did, but let me know! (Author: austin sojourner)

Answer [Line 1199]: I think it did (Author: Hasanath Mohammed)

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Question 59: Hi Hasanath, can you tell me what lot the car will be in? I'm on the ground now at DFW, not in a big hurry but wondering where I should be going when it's time to pick up the car. (Author: J M)

Answer [Line 1220]: It will be in terminal E we are just heading there now (Author: Hasanath Mohammed)

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Question 60: Sorry I read that wrong Should I send the license pic to you or somewhere on the app? (Author: Iman Wilkerson)

Answer [Line 1252]: Your right let me change the license plate in the details (Author: Hasanath Mohammed)

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Question 61: Hi. I will update you my flight ETA. Im not sure what time i will arrive but im booking 10 am first. Can I make any modifications later? (Author: William Teo)

Answer [Line 1270]: Yea you can modify later (Author: Hasanath Mohammed)

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Question 62: Hi my flight number would be MH9077. Arriving from doha at 7th oct 1615 local time Hi. May I know how am I going to pick up the car? (Author: William Teo)

Answer [Line 1274]: We will park the car in the parking garage next to your arrival gate . We usually send video walkthrough on how to get to the car via sms but since yours is an international number we will have to send images of the parking spot here . I would need your license at some point of time to check you in (Author: Hasanath Mohammed)



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Question 63: Okay. Do you need a picture of my license or only when I arrive in Dallas? (Author: William Teo)

Answer [Line 1276]: When you arrive is fine (Author: Hasanath Mohammed)

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Question 64: Ok Can I whatsapp call you? (Author: William Teo)

Answer [Line 1295]: Sure (Author: Hasanath Mohammed)

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Question 65: Or can you whatsapp call me at +60143675641 Hey I've got a question. How do I return the car on Sunday? (Author: William Teo)

Answer [Line 1298]: Hi William!

Hope you had a great experience renting with us!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.

Thank you for choosing to rent with us! (Author: Hasanath Mohammed)

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Question 66: Seems fine so far The car battery is dead this morning. I am staying with family and will see if they have jumper cables when they are available this morning. Otherwise, what would you suggest? (Author: Greg Kuflik)

Answer [Line 1328]: If it doesn't start after jumping you can call turo road side assistance and they will tow the car to me . (Author: Hasanath Mohammed)

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Question 67: Hello Hasanath, good afternoon! When I was checking your profile I saw that in the questions and answers it said that there was the option of delivering the car to me at the airport and now this message says that this service is not available. Would you please explain me? (Author: Jose Trujillo)

Answer [Line 1349]: - [x] Due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport. I recommend taking an Uber there for a seamless pickup experience." (Author: Hasanath Mohammed)

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Question 68: Greetings,

My name is Danielle Jackson. I will be renting your car for a couple of days. Did you receive a copy of my photo and driver license? (Author: Danielle Jackson)

Answer [Line 1356]: Yes got it (Author: Hasanath Mohammed)

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Question 69: Greetings,

My requested trip for the vehicle has to be returned on tomorrow. Will I need to part it in the same location? I might need to return later tonight. If you could get back with me. Also, If I need to return later to night.

Thanks (Author: Danielle Jackson)

Answer [Line 1360]: How later in the night are you going to return (Author: Hasanath Mohammed)

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Question 70: Hello!! This is my first time using Turo. Is there a way I can get the measurements of the trunk of the car? I'll have a stroller wagon with me and I wanted to make sure it will fit in the trunk. I also wanted to make sure that I can pick up and drop off from Dallas airport? Thank you so much!! (Author: amanda higuera)

Answer [Line 1389]: The trunk is 34 cubic ft (Author: Hasanath Mohammed)

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Question 71: I'll double check with him tonight. Or does one seat fold down? I might be able to make it fit that way too. It will just be me and my 2 girls. (Author: amanda higuera)

Answer [Line 1394]: I think you can fold on seat but it might be a little tight for your two girls if you are going to sit in the back (Author: Hasanath Mohammed)

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Question 72: Sorry for busy with work. Thank you!! So the one seat on the right can go down and other side stays up? It's very skinny once folded just long. (Author: amanda higuera)

Answer [Line 1399]: Yes that right (Author: Hasanath Mohammed)

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Question 73: Hello! Where will the car be? (Author: amanda higuera)

Answer [Line 1403]: The car will be in the rental car center, will send you pictures of where I park once you send me a text here after your landing . take the rental car shuttle from ground transportation to pick up this car. (Author: Hasanath Mohammed)

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Question 74: Thank you!! We just landed. So I assume I won't get over there until around 230ish So I take shuttle for rentals cars and I'll be dropped off here? (Author: amanda higuera)

Answer [Line 1417]: Yes that's right you take the shuttle to rental cars and then once you are dropped walk to the other side where you see a lot of cars parked by the side of the road . (Author: Hasanath Mohammed)

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Question 75: Hey!! Middles seat belt in the back is stuck? (Author: amanda higuera)

Answer [Line 1427]: I did not notice that before. Could be it got stuck in one of the previous reservations . (Author: Hasanath Mohammed)

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Question 76: Is that the spot? (Author: amanda higuera)

Answer [Line 1438]: Can you drop off to 4425 W airport fwy, Irving if it is convenient for you? (Author: Hasanath Mohammed)

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Question 77: Is the shuttle there for me to get back? (Author: amanda higuera)

Answer [Line 1442]: Just drop it at the same place at rental car center (Author: Hasanath Mohammed)

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Question 78: I'm following the return for car rental signs. That's the Same place? (Author: amanda higuera)

Answer [Line 1445]: 2424 e 38th st Dallas tx (Author: Hasanath Mohammed)

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Question 79: Your address keeps taking me to all the rental car place returns. Is there a name for the spot you want me to park it? (Author: amanda higuera)

Answer [Line 1452]: It's called rental car center that's where you pick up the rental cars (Author: Hasanath Mohammed)

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Question 80: I'm ok to go? (Author: amanda higuera)

Answer [Line 1462]: Yes, Thank you. (Author: Hasanath Mohammed)

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Question 81: Hi, so we plan to get to the airport around 3pm, we leave from teminal A. Do we have to return the car with a full tank of gas? (Author: Ronald Burda)

Answer [Line 1491]: Thanks for the info (Author: Hasanath Mohammed)

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Question 82: Where does the lock box with the key go? (Author: Ronald Burda)

Answer [Line 1496]: The lockbox should be in the middle compartment or the glovebox (Author: Hasanath Mohammed)

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Question 83: Do i leave the car unlocked then? (Author: Ronald Burda)

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Question 84: Is it alright if we park in the one hour parking? (Author: Ronald Burda)

Answer [Line 1509]: That's fine (Author: Hasanath Mohammed)

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Question 85: OK, we're 30-45 minutes from parking, what's the lock box code again? (Author: Han Donhoff)

Answer [Line 1545]: 0923 (Author: Hasanath Mohammed)

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Question 86: Great, thank you! Should I send you my driver's license info here? (Author: Dagmawi Alemayehu)

Answer [Line 1555]: Yes (Author: Hasanath Mohammed)

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Question 87: Departing Thursday, October 19 @ 1:37pm, but I will be at the airport earlier that morning between 9am-11am. When do I need to give you the exact time? Hi Hasanath, just

wanted to confirm everything is set for me to pick up the vehicle at DFW when I land Monday at 2:05pm? (Author: Dagmawi Alemayehu)

Answer [Line 1562]: Yup everything is set (Author: Hasanath Mohammed)

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Question 88: Hi Hasanath, where is this lockbox you mention? When I picked up the car it was unlocked and the keys were in the glovebox (Author: Dagmawi Alemayehu)

Answer [Line 1569]: Don't worry about the lockbox just leave the door unlocked and the keys in glovebox (Author: Hasanath Mohammed)

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Question 89: Hi Hasanath, was everything all good with picking up your vehicle? (Author: Dagmawi Alemayehu)

Answer [Line 1584]: Yup all good thanks (Author: Hasanath Mohammed)

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Question 90: Ok so should I wait till 1:00 or come now?? (Author: Kaelyn Porter)

Answer [Line 1596]: You can come now (Author: Hasanath Mohammed)

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Question 91: Hi, will the car be at the airport or do i uber there? (Author: Omar Ahmed)

Answer [Line 1605]: Unfortunately turo has stopped us hosts from delivering or picking up the car from the airport so you have to Uber (Author: Hasanath Mohammed)

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Question 92: Hello Hasanath, my name is Robert I will be renting your vehicle. This is my 1st time using Toru. I just seen that I have to come pick the vehicle up is there a option for drop-off or do I have to come pick it up? (Author: Robert Williams)

Answer [Line 1648]: Hi Robert, I hope you are doing well. You need to come to the location 4425 W Airport Fwy, Irving to pick up the car. (Author: Hasanath Mohammed)

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Question 93: I am picking up the car now Hey I have a question is it possible for me to extend my rental? Or do I have to do a whole new rental? I'm new to this it's my 1st time using Turo. (Author: Robert Williams)

Answer [Line 1660]: You can only extend one more day till 12:30 pm as it is going on another trip the next day (Author: Hasanath Mohammed)

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Question 94: Hey I just came out of work and seen that the car has bird poop on the hood, do you want me to take it to the car wash before I drop it back off? (Author: Robert Williams)

Answer [Line 1664]: That would be great if you can do that (Author: Hasanath Mohammed)

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Question 95: No problem I tried to fill that gas tank up to where you had it at but it stops me at 358 and says it's full, I notice when I 1st got in the car it said 394 mileage. Is that normal? (Author: Robert Williams)

Answer [Line 1667]: Sorry just saw the message that's fine (Author: Hasanath Mohammed)

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Question 96: Hey sir, thank you for the rental. I'll be landing just before 930am at DFW. It says remote unlock. How does that work and how do I find this vehicle when I'm ready? (Author: Keith Melnikas)

Answer [Line 1673]: Hi Keith thanks for renting with us . (Author: Hasanath Mohammed)

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Question 97: Definitely will let you know shortly Awesome can I just toll all the roads here and get charged after? That's what you're saying? (Author: Keith Melnikas)

Answer [Line 1691]: That's right you can take the toll road we will charge you later (Author: Hasanath Mohammed)

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Question 98: Next to the car as well 👍 Good to go? (Author: Keith Melnikas)

Answer [Line 1703]: Yup thanks a lot (Author: Hasanath Mohammed)

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Question 99: I'll give them a call If I'm trying to return it before 6pm does it still have to go to the airport? I don't want to extend the trip. And I believe I'm like 20 min away from the airport. (Author: Keith Melnikas)

Answer [Line 1727]: You can return it at 4425 w airport fwy Irving tx 75062 (Author: Hasanath Mohammed)

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Question 100: Here are my flight details Do you need a picture of my driver license or just a license number? (Author: Dionne Granger)

Answer [Line 1789]: Yes (Author: Hasanath Mohammed)

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Question 101: Yeah they fly out at 5:45. How do I do that? (Author: Dionne Granger)

Answer [Line 1800]: You can click modify trip and change the timing (Author: Hasanath Mohammed)

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Question 102: Hello! I'm excited to be booking with you guys. Our flight is going to be American Airlines flight 2728 arriving at DFW Airport at 9:19 AM on Saturday March 9th 2024. I'll also upload the required pictures on the app when the prompts become available. Thanks again for hosting! Hello- here is my flight info! I uploaded license info on the app as well. Do you need anything else? (Author: Ali Sharifbeigi)

Answer [Line 1809]: You are all good (Author: Hasanath Mohammed)

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Question 103: Hello, I was just wondering about the pick up fee for the Dallas Fort Worth airport. What that cost would be? Thanks (Author: Jordan Wayman)

Answer [Line 1821]: Hi Jordan excited to host you. Unfortunately Uber has recently banned us hosts from picking up or delivering at dfw airport . (Author: Hasanath Mohammed)

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Question 104: Hi i believe im here, is it a office building with different suites ? (Author: llesha L)

Answer [Line 1846]: Yes (Author: Hasanath Mohammed)

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Question 105: First time using turo. Will you send lockbox code and where the car is located tomorrow morning? (Author: Steven Bacon)

Answer [Line 1897]: Will send you the video walkthrough of how to get to the car tomorrow morning at around 10:15 am . Based on your flight details we will try our best to park close to your arrival gate (Author: Hasanath Mohammed)

---

Question 106: E32 Do I just return the car to the airport? How does that work? (Author: Christian Joiner)

Answer [Line 1965]: You can park the car in the terminal next to your arrival gate. Leave the keys inside and lock it using turo go. If you are not able to lock the car using Turo go please leave the car door UNLOCKED. Just take pictures of where you parked and send it here on turo. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

---

Question 107: Hi I have question, can I pick up the car at DFW airport and return it at DAL airport? (Author: Carol Guan)

Answer [Line 2000]: I'm sorry we don't have the resources to pick up the car from DAL (Author: Hasanath Mohammed)

---

Question 108: I am about to take off. I'll have the instructions when I land? (Author: Mary Feticc)

Answer [Line 2019]: Yes you should have instructions before you land (Author: Hasanath Mohammed)

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Question 109: Ok. Thanks. Hey. This came on. You want me to put air in it? (Author: Mary Feticc)

Answer [Line 2025]: Yes you go ahead and put some air in it . If it comes back again let me know I can come take it to a tire shop and fix it for (provided you are in dfw neighborhood) (Author: Hasanath Mohammed)

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Question 110: Hey I'm headed that way now. I put air in the tire but it definitely has a slow leak. When I got in the car this morning it was at 13%. Where would you like me to drop the car off at the airport? (Author: Mary Feticc)

Answer [Line 2030]: You can park the car in your most convenient spot next to your departure gate . Just send me pictures of where you park and if there is a lockbox in the car put the keys in the lockbox and lock the lockbox if you don't see a lockbox just leave the keys in the glovebox and leave the door unlocked (Author: Hasanath Mohammed)

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Question 111: Good morning sir. Thank you for letting us rent your VW. Our last 4 cars have all been Passats. They are a great vehicle for the price. My husband will be the driver. Do you still need copies of our DL and photos if we have previously been approved? (Author: Shelley Harding)

Answer [Line 2112]: Good morning (Author: Hasanath Mohammed)

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Question 112: Thank you My mother in law passed away this morning and she was the reason for our trip to Dallas. Can we please cancel this reservation? (Author: Shelley Harding)

Answer [Line 2116]: yep sure (Author: Hasanath Mohammed)

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Question 113: It appears we may need to cut our trip short and leave tonight Can you send me instructions on how you want me to return the car at the airport ? (Author: Geoffrey Nguyen)

Answer [Line 2128]: Ok what time are you flying out (Author: Hasanath Mohammed)

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Question 114: Our flight is at 8:55. I was going to be there closer to 7:30/8 Should I message you when I'm closer? (Author: Geoffrey Nguyen)

Answer [Line 2136]: Just message me when you have parked the car (Author: Hasanath Mohammed)

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Question 115: Great, thank you, we are on it! Just checking to be sure, is there a way to connect a phone with an aux cord? I have rented some cars recently where the Bluetooth just would not work. (Author: Dana Corkins)

Answer [Line 2153]: yes it have (Author: Hasanath Mohammed)

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Question 116: Great thanks Is it best to just take a taxi from the airport? (Author: Dana Corkins)

Answer [Line 2159]: yes (Author: Hasanath Mohammed)

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Question 117: Hi there. Your left rear tire is also losing air...I have put air in it twice. In general I am pretty unhappy with the condition of this vehicle. There is damage to the back left which was in the photos when I checked in...maybe that's why the tire is losing air or is related? but regardless this isn't the condition that I need to have a car in to rent it for a week. (Author: Dana Corkins)

Answer [Line 2166]: Hi Dana, Yes, I knew about the windshield rubber when it got started to get off, but your booking was right after the previous customers booking. If you think the tires are losing air, then I can replace a car. Does that work? (Author: Hasanath Mohammed)

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Question 118: I arrived at my destination, filled it, and it went flat a couple of hours later. Do you want me to use the Turo roadside assistance? (Author: Dana Corkins)

Answer [Line 2175]: Give me some time. I will get back to you. (Author: Hasanath Mohammed)

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Question 119: That's very kind of you, thanks. I have it at the tire shop and they're going to patch the tire. If it won't hold air over the weekend I can get a used tire for it for not too much money, then you will be able to decide what tires to have put on it when I return it. Does that sound okay with you? (Author: Dana Corkins)

Answer [Line 2186]: Yes, it sounds great! (Author: Hasanath Mohammed)

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Question 120: Wonderful. Thank you.

Jet Blue 215 arriving at 11:15 am on Friday, Oct 28. I leave on Jet Blue on Sunday, Oct 30. Where will the lock box be? (Author: Emily George)

Answer [Line 2195]: Yes I will guide you on the day off how to lock & unlock the car (Author: Hasanath Mohammed)

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Question 121: Good morning. Where should I leave the car today? (Author: Emily George)

Answer [Line 2217]: What time are you going to be at the airport (Author: Hasanath Mohammed)

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Question 122: Do you have Apple play where I can have google map for the navigation ? And do I need to have personal insurance ? (Author: Raguraman Serangadhamu Mohan)

Answer [Line 2233]: The car is out on rental as of now. I will check and let you know by tomorrow. As for your insurance I am assuming Turo would have suggested you for some insurance while you were booking. If you did not select that insurance the I believe you will have to rely on your own insurance. Some credit cards to cover rental insurance but you might want to check with your credit card. (Author: Hasanath Mohammed)

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Question 123: Okay, When is the license plate expiry date ? And is it temporary license plate? (Author: Raguraman Serangadhamu Mohan)

Answer [Line 2248]: It is a temporary plate which expires on 03/31/23 . I have the ability to extend the temp plate to another month and during that period register the car but have to change the plates during the month of April . Alternatively the car is coming back from rental on 03/31 and I can register the car the same day . That's what I am trying to do so to avoid any inconvenience for you (Author: Hasanath Mohammed)

---

Question 124: Okay bro, if you extend it then it will be till April 31?

And how about May month (Author: Raguraman Serangadhamu Mohan)

Answer [Line 2250]: I have to do a state inspection before I register the car I will be able to do the state inspection on March 31st but have very limited time to register the car the same day. So there is a chance I might extend the temp tag for another month and register the car first week of April . To register I don't need the car I just need the application and state inspection . In case I go that route you will start with a temp tag that ends on April 30th but I will come over and change the temp tag during the first week of April (Author: Hasanath Mohammed)

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Question 125: Hey is there a way to get the car a little earlier? My flight got canceled and was rebooked to an earlier flight. 9:30am is the preferred time for me. Thanks (Author: Pravish Dubey)

Answer [Line 2270]: Okay, I will drop the car at 10 am. Please go ahead and modify the trip. Thanks. (Author: Hasanath Mohammed)

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Question 126: fee\*\* Is there a way you can do it without the fee, please? Thank you (Author: Pravish Dubey)

Answer [Line 2274]: Yes, that is because you changed under 24 hrs. There will be a fee bu Turo. I am not getting anything. (Author: Hasanath Mohammed)

---

Question 127: Hey is the car ready? I am on my way!! (Author: Pravish Dubey)

Answer [Line 2279]: Hi Pravish, I will send you the parking instructions shortly. I am on my way as well. (Author: Hasanath Mohammed)

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Question 128: Can you meet me at A10 lower level at a specific time tomorrow? (Author: Wesley Barnes)

Answer [Line 2292]: For drop off you can park the car next to your departure terminal . Leave the keys in the glove box and then lock it using the app. Please don't forget to take pictures of



where you park and send it to me here . I would especially need to know the terminal , level and row or gate . (Author: Hasanath Mohammed)

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Question 129: I have landed! How do I find the car at the airport lot? Looking for the information? (Author: Lindsay Robertson)

Answer [Line 2309]: We usually park 15-30 min before the pick up time (Author: Hasanath Mohammed)

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Question 130: Okay! Thank you. I arrived at gate A39. Can you send me drop off instructions for this vehicle? (Author: Lindsay Robertson)

Answer [Line 2313]: For drop off, You can park the car near your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

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Question 131: Thx. I've had both services before, so I would go with the one that's easiest for you and your time ??

I'll be coming in on Sun Country airlines Flight SY675 / Mon. 31 (10am)

Jon (Author: Jon Schrempp)

Answer [Line 2356]: Ok great I will pick you up from the airport then at 10:15 am . It might take 15-20 min for you to get to the gate (Author: Hasanath Mohammed)

---

Question 132: Hi Hasanath

Just checking in a day early about a 10:15am pick up at DFW tomorrow. (Pending any airline issues) ??

Thx

Jon (Author: Jon Schrempp)

Answer [Line 2360]: Yes I will pick u up at that time (Author: Hasanath Mohammed)

---

Question 133: Got it, thank you Good morning, we need to get to the airport earlier now. Is 2pm ok? (Author: Lauren Keilholtz)

Answer [Line 2435]: Hi LAUREN!

Hope you had a great experience renting with us!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.

Thank you for choosing to rent with us! (Author: Hasanath Mohammed)

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Question 134: Hi!! We will need two forward facing car seats for our trip. Could you facilitate? (Author: Trevor Convery)

Answer [Line 2474]: Hi Trevor, Let me check and get back to you. (Author: Hasanath Mohammed)

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Question 135: Ok thx Any update? (Author: Trevor Convery)

Answer [Line 2477]: I just checked it, and yes, We can provide 2 child seats for you. It's \$10/ea for that facility. It will be an additional \$20 charge for that. (Author: Hasanath Mohammed)

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Question 136: The day before? (Author: Trevor Convery)

Answer [Line 2488]: If it works, then I can swap it for you right away for your trip tomorrow. (Author: Hasanath Mohammed)

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Question 137: Got it 👍 Is there any way we could drop the car off at the airport tomorrow? I would be willing to pay you extra (Author: Sean Ziegler)

Answer [Line 2524]: This is the best I can suggest to you. You can drop it at the rental car center. And take a shuttle from there to the airport. (Author: Hasanath Mohammed)

---

Question 138: Hello, I'm traveling to Dallas now I'll arrive from about 9 to 10am, can I pick it up a little before the established time? (Author: Jennylette Hernandez)

Answer [Line 2531]: We can try 10:30 am but before that is going to be difficult (Author: Hasanath Mohammed)

---

Question 139: So wud I need a ride to that location? When I was there in January I was able to do pick up at airport so that just changed? (Author: Missy Nelson)

Answer [Line 2556]: Yes since Feb 15th Turo has put a restriction on airport delivery and pickups (Author: Hasanath Mohammed)

---

Question 140: Ok thank you. Will u meet me there or leave the car? (Author: Missy Nelson)

Answer [Line 2560]: The car will have a lockbox and you will just use the code 0923 to open the lockbox and get the keys (Author: Hasanath Mohammed)

---

Question 141: Am I suppose to leave the car where I picked it up then? And I can do that anytime before 330? And what do I do? Put lock box back on it with the keys in it? (Author: Missy Nelson)

Answer [Line 2566]: For drop off, You can park the car anywhere in the parking lot where you picked it up from , hang the lock box in the window by rolling down the window and rolling it

back up thereafter, lock the car and put the key in the lockbox and lock the lockbox by turning the knob. (Author: Hasanath Mohammed)

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Question 142: Sounds great! Fill the tank as well? (Author: Missy Nelson)

Answer [Line 2568]: Yes fill the tank (Author: Hasanath Mohammed)

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Question 143: Hello good afternoon I just landed in Dallas my flight was delayed is it okay if I'm a few minutes late to pick up the car? (Author: Asia Robinson)

Answer [Line 2583]: No worries take your time (Author: Hasanath Mohammed)

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Question 144: How about pickup and return at DFW? (Author: xuejun jin)

Answer [Line 2599]: Inside the DFW airport I charge \$50 I will deliver it to your arrival gate and pick it up from the airport parking next to your departure gate (Author: Hasanath Mohammed)

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Question 145: Yes should I change it to the same time as the start of the trip? (Author: Andrea Beverly)

Answer [Line 2639]: No that's fine (Author: Hasanath Mohammed)

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Question 146: Bonjour Hasanath, nous séjournons à Denton en fin d'année et serions ravis d'utiliser le véhicule que vous proposez pour nous déplacer dans la région.

Nous aurions besoin d'un siège auto pour nouveau né. En auriez-vous un ?

Damien (Author: Damien GUYODO)

Answer [Line 2654]: Hello Guest First Name!

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Excited to host you! Since you chose airport delivery, we need to know your arrival flight number i.e. if it's American Airlines, your flight number begins with AA (eg :- AA123)

With the flight information, it makes it easier for us to make the delivery experience hassle-free.

We look up the arrival gate of your flight and try our best to park the car nearest to the gate.

Hope you enjoy your stay in Dallas!

Thank you for choosing to rent with Fairpy! (Author: Hasanath Mohammed)

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Question 147: Hello, can you provide us with a baby car seat? Hello, Our arrival is approaching.

How do we find the car when we arrive at the airport? 😊

Thank you for your help.

Damien (Author: Damien GUYODO)

Answer [Line 2659]: We will park the car next to your arrival gate (Author: Hasanath Mohammed)

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Question 148: Perfect. Thank you! Will we have to pay for this parking? (Author: Damien GUYODO)

Answer [Line 2662]: Yes it's attached to the toll tag (Author: Hasanath Mohammed)

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Question 149: Good morning! Can you please let me know how I will go about picking up the car? (Author: Samantha Osioh)

Answer [Line 2693]: So excited to host you in my car. Please feel free to text me anytime you have questions. For best delivery please send your flight details so we can monitor the flight status & park the car accordingly

I have two options for delivery/drop off.

Option 1:

Delivery : I will Park near the terminal you arrive . Will send you clear pictures/videos of where I parked. Once you get to the car you can send me a selfie with the car and your drivers license . I will remote unlock the car for you. There is a toll charge for parking at the airport. The toll charges will be anywhere between \$2-\$10.

Drop off: You will park near the terminal of departure & you will send me a picture of where you parked with the Row & Level. I will remote lock the car once you send me the picture. Make sure you dont park in 1 or 2 hour parking spots. There is a toll charge for parking at the airport. The toll charges will be anywhere between \$2-\$10.

Option 2:

Delivery: I will Park at rental car drive. You can take any rental car shuttle from your airport terminal to get to the rental car drive. Will send you clear pictures/videos of where I parked. Once you reach the car you will send me a selfie of yourself with the car & a copy of your drivers license. I will remote unlock the car once you send me that. No tolls here.

Drop off: You will park in the rental car drive in 2 hour parking spots preferably closer to where you picked up the car from. Make sure you don't park in airport parking spots. You will send me a picture of where you parked. I will remote lock the car once you send me the picture.

Please note additional parking charges may apply and I only charge for whatever I am being charged by the airport parking. You will be charged for tolls/parking only after the end of your trip along with any other tolls you take during your trip. If there is a toll ticket in the car you will use that if you dont see a toll ticket then the car will have a toll transponder so you dont need pay at the toll, I will charge you post trip.

Let me know which option works best for you (Author: Hasanath Mohammed)

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Question 150: Hi I made it early. Am I am to pick up the car? (Author: Samantha Osioh)

Answer [Line 2698]: Hey Samantha I just called you to coordinate with you (Author: Hasanath Mohammed)

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Question 151: This is Beverly Hall. We will be arriving in Dallas on May 23rd. How will we hand off the car? Good morning where do we meet you at the airport? We are on Delta flight 2193 scheduled to arrive 3:00 no checked baggage (Author: Beverly Hall)

Answer [Line 2783]: - [x] Due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport. I recommend taking an Uber there for a seamless pickup experience." (Author: Hasanath Mohammed)

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Question 152: Is there anyway we can meet you at the airport and off the car? I didn't realize that it would be a \$30 Uber charge to go 2 miles to the car. (Author: Beverly Hall)

Answer [Line 2793]: Unfortunately, due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport (Author: Hasanath Mohammed)

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Question 153: Happy Saturday, Hasanath. I'm looking forward to my trip to DFW at the end of the month. I land at DFW around 12:25PM on 11/27 and was hoping to pick up the car at the airport. Would that be possible? I'm hoping to return it back to the airport on 11/27 between 4 and 5PM as my flight leaves around half past 6PM.

Looking forward to connecting.

Cheers,

Joshua (Author: Joshua Huppert)

Answer [Line 2810]: Hi Joshua!

Welcome to Dallas!

We try to provide our services as hassle-free as possible.

Please read the instructions on how to start your trip with us.

We would need your flight information to look up what gate you will be arriving to.

Also, before you start your trip, we require a Driver's License or State ID to check you in.

The way it works is, the DFW airport has 5 terminals. Each terminal has a parking garage right across.

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.

Once you locate the car, to unlock it you use the code that we provide you with to unlock the lockbox on the window of the car. You punch the code in and twist the knob to the right to retrieve the key.

Please note - All our cars have a strict no-smoking policy enforced.

If you have any questions regarding the drop off, refueling, using tolls etc.. you can check out the FAQ section for answers to these questions.

Thank you for choosing to rent with us. (Author: Hasanath Mohammed)

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Question 154: Where exactly are the instructions to start the trip? I completed my drivers license info wjtb the booking; is that not visible to you? I don't see where else to add it in the reservation. (Author: Joshua Huppert)

Answer [Line 2812]: Heading your way . If you are going to be outside a gate I can deliver to you in person . Should be there in 10 min (Author: Hasanath Mohammed)

---

Question 155: Great. So I anticipate that the car will be in the parking garage tomorrow prior to my arrival so I can pick it up accordingly? (Author: Joshua Huppert)

Answer [Line 2837]: Yup I will park the car closer to your arrival gate and send you instructions of how to get to the car from your arrival gate . (Author: Hasanath Mohammed)

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Question 156: Wonderful. And thanks for your patience. This is my first time using Turo, so I'm just a bit uneasy. Am I good to delete the photos or do you still need them? (Author: Joshua Huppert)

Answer [Line 2841]: No issues . We host have been requesting turo a better way to do remote checkin that sending license . Turo is in the works but for now it's this way . (Author: Hasanath Mohammed)

---

Question 157: Hi there. My flight leaves DFW at 6:56PM, so I'm going to aim to get the airport between 4:30/5PM. I'm currently set to leave from gate C30. That said, I'm going to attempt to get the car parked where I picked up on Monday.

I did look around the car today and didn't find any lockbox That said, do I leave the key under the back passenger mat, as you'd done for me when I picked it up? (Author: Joshua Huppert)

Answer [Line 2856]: Anywhere closer to C30 is fine . Just send me some pics of where you parked . And yes leave the keys under the back passenger mat (Author: Hasanath Mohammed)

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Question 158: And leave the car unlocked? Front driver window rolled down halfway? (Author: Joshua Huppert)

Answer [Line 2859]: yup that's right (Author: Hasanath Mohammed)

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Question 159: Hi, I'm super sorry but I just realized I totally messed up my trip days. I am arriving today leaving Thursday. Is there any way you can accommodate? Actually on my original screen it shows it correct but than when I try to "check in" to show my ID it's saying Tuesday? (Author: Tatiana Bush)

Answer [Line 2930]: Hi Tatiana, upon tracking your flight. You are arriving at 2:48 pm. I will park the car an hour before your trip starts. And for check-in problem. I think you should contact turo assistance (Author: Hasanath Mohammed)

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Question 160: Hi there! I just wanted to check that everything I have sent you is looking fine? (Author: Chloé Beth Kerr)

Answer [Line 2953]: Thanks for the info this is all I neee (Author: Hasanath Mohammed)

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Question 161: With the stickers on the window, I'm assuming they would just send you new stickers in the mail? (Author: Chloé Beth Kerr)

Answer [Line 2979]: Can you send me a picture of the sticker (Author: Hasanath Mohammed)

---

Question 162: Quick question, do these keys belong to you? 🤔 (I can't remember if they were attached to the car key or not) (Author: Chloé Beth Kerr)

Answer [Line 2984]: Hi, It's not ours but you can leave them in the car. (Author: Hasanath Mohammed)

---

Question 163: Hey there! I plan to leave the Car in Terminal E just before 7pm. I'll send pictures of the specific location after I park the car!

Thank you for this rental! Also, we had some issues figuring out the code for this key box. Could you please remind me the code for the key box please? (Author: Chloé Beth Kerr)

Answer [Line 2989]: I forgot myself it's either 09237 or 0923 (Author: Hasanath Mohammed)

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Question 164: Hey what's the code for the key? (Author: Muhammad Taimur Kamil)

Answer [Line 3006]: got it (Author: Hasanath Mohammed)

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Question 165: 👍 I booked earlier as well..is the key gonna be in the lockbox attach to the window? (Author: Rahul Hassija)

Answer [Line 3071]: Yes that's right (Author: Hasanath Mohammed)

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Question 166: They already took the total for the rental amount Hello? Both what (Author: Sandra Lewis)

Answer [Line 3121]: I meant for the fuel and the extra miles I can charge you for that tomorrow (Author: Hasanath Mohammed)

---

Question 167: ?? Also it only cost about 15 to put it back on full it's on a half a tank please take pictures of that (Author: Sandra Lewis)

Answer [Line 3126]: This is what it shows in my receipt . If you asked turo for fuel cost included you can check with Turo on why it's not included in the receipt (Author: Hasanath Mohammed)

---

Question 168: My pleasure.

My flight number Thursday morning is DL 0680 arriving at 8:44 am into Terminal E I believe.

Thanks again Good morning - just checking on pickup details ? Just boarding now for the flight and landing in a few hours.

Thanks again! (Author: Eli Weiss)

Answer [Line 3191]: We plan to park the car around 8:45 near E16 in the parking garage . Will send you a video walkthrough of how to get to the car . The car will have a lockbox in the window you will use the following code to open the lockbox to access the car key . (Author: Hasanath Mohammed)

---

Question 169: Please let me know drop off instructions when you can. Try to leave at same place ? (Author: Eli Weiss)

Answer [Line 3197]: For drop off, You can park the car near your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

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Question 170: Morning Mr. Hasanath, thank you for your arrangement. I have one question.

Since I'm a single mom with two children, just wondering if it's possible that we pick up the car at DFW airport at 3pm on 7/1. Thank you! Hi Mr. Hasanath, may I pick up the car from Airport parking lot? My friend also rents a car from you at the same pickup time on 7/1/24. We will take the same flight to DFW. She said she's going to pick up the car from airport parking lot.

Please help arrange my pickup location, thanks you for your help! (Author: Emily Chiang)

Answer [Line 3233]: Who is your friend who is picking up from airport . Unfortunately because of turo ban on airport delivery I won't be able to do that (Author: Hasanath Mohammed)

---

Question 171: Understood. Could you deliver the car to our hotel instead? We'll take my friend's car to the hotel together.

Hotel address:

Extended Stay America Suites  
5401 Green Park Drive, Irving, TX 75038

Thank you so much! (Author: Emily Chiang)

Answer [Line 3235]: Hi Emily, To deliver the car to your requested location, there will be an additional fee of \$25 because I need to arrange a driver to drop and pick it up. Back and forth, it is 12 mi from the original location. (Author: Hasanath Mohammed)

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Question 172: Do you know around how much for taking Uber from DFW to 4425 Airport freeway? (Author: Emily Chiang)

Answer [Line 3238]: \$15-\$20 one way. (Author: Hasanath Mohammed)

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Question 173: Could you give us a bit discount since we rent your car through my friend Jerry and Doris' recommendation?

How about \$40 for total additional fee? (Author: Emily Chiang)

Answer [Line 3244]: I was only charging you \$25 for pick up and drop off. (Author: Hasanath Mohammed)

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Question 174: Turo will automatically charge my credit card \$304.56 tomorrow. Will you add \$25 in it or I pay you \$25 separately? (Author: Emily Chiang)

Answer [Line 3253]: You can leave cash. (Author: Hasanath Mohammed)

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Question 175: Ok will do, thank you! Will you leave the car key to the hotel front desk if we are not there yet? (Author: Emily Chiang)

Answer [Line 3257]: I will keep the keys in the lock box, which will be attached to the driver side window. I will send you all the instructions on the day of your trip. Be rest assured. (Author: Hasanath Mohammed)

---

Question 176: Ok got it, thank you! Hi Mr Hasanath, will you deliver the car to our hotel at 5401 Green Park Drive, Irving, TX 75038 tomorrow at 3pm? The email still shows the pickup location is at 4425. Just to confirm. Thank you! (Author: Emily Chiang)

Answer [Line 3260]: Hi Emily, Please go ahead and change your custom location. If it doesn't allow you. Call turo support they will help you out and after you request to change the location on the app. I will go ahead and approve your request. (Author: Hasanath Mohammed)

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Question 177: Hi Mr Hasanath, I put \$25 in the handrest when the trip ended. I just checked my credit card. Why Turo charged me another \$25 on 7/1? (Author: Emily Chiang)

Answer [Line 3268]: Let me check and get back to you (Author: Hasanath Mohammed)

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Question 178: I'm sorry? I did not smoke in the car at all (Author: Candice Griffin)

Answer [Line 3288]: Okay, No problem then. I wont charge you for anything. (Author: Hasanath Mohammed)

---

Question 179: Thank you Good day,

My flight arrives at 915am, I was curious if the car can be available by 10am? Would there be an additional cost and if so how much? Thank you. (Author: Jonathan Auger)

Answer [Line 3295]: Yes there will be additional cost , I'm not sure on the exact additional cost turo is the one which handles that . You can try booking and then see how much it costs to change it (Author: Hasanath Mohammed)

---

Question 180: Ok! We can meet you then on October 23 at a midpoint. Thank you so much! Hello, where will I meet you tomorrow to pick up the car? (Author: Jenni Johnson)

Answer [Line 3317]: Can we meet here 535 W Airport Fwy Irving, TX 75062. The signage will say Deccan Grill . (Author: Hasanath Mohammed)

---

Question 181: Thank you. Where will we meet you at DFW airport? (Author: Jenni Johnson)

Answer [Line 3330]: You will be landing in terminal D . (Author: Hasanath Mohammed)

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Question 182: Hello there, how are you doing? I just want to ask you that my boyfriend will be pick up the car, that is ok with that? (Author: Chau Mai)

Answer [Line 3350]: Hi Chau (Author: Hasanath Mohammed)

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Question 183: Here is my driver license Do you need my boyfriend too? (Author: Chau Mai)

Answer [Line 3357]: You need to add your boyfriend as an additional driver in turo (Author: Hasanath Mohammed)

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Question 184: That is ok If just only him pick it up? Or it needs me there too? (Author: Chau Mai)

Answer [Line 3362]: Will you be reachable when your boyfriend picks up (Author: Hasanath Mohammed)

---

Question 185: Sure you can call me Do you need copy of his drivers license? (Author: Chau Mai)

Answer [Line 3369]: I will get it from him in person when he picks up (Author: Hasanath Mohammed)

---

Question 186: Thank you very much My husband will drop off the car on Friday at 6:00. So can we see each other at the terminal? (Author: Chau Mai)

Answer [Line 3372]: Sounds good which terminal and gate will be in (Author: Hasanath Mohammed)

---

Question 187: Hello--from the FAQ's on your listing, I was under the impression that I could pick up at DFW. Is that no longer the case? This is what the listing says:

"How does the DFW Airport Pickup work?

The first thing we need is your flight information. We look up your flight information online and that gives us the terminal and gate you will be arriving at. We then confirm it with you and park the car closest to the gate and send you video walk-through instructions on how to get to the parked car and how to unlock it. We try our best to give you the most smooth and hassle-free experience from start to finish." (Author: Amy Strong)

Answer [Line 3426]: Yes we used to do that but unfortunately since Feb 15th 2024 turo banned us hosts from picking up or delivering to the dfw airport . This used to be our main selling point but now we are not allowed to do that (Author: Hasanath Mohammed)

---

Question 188: Hi! There have been slight changes to my plans. Could I extend my reservation to 4:30AM Wednesday? (Author: Nicole McIntyre)

Answer [Line 3434]: Go ahead and (Author: Hasanath Mohammed)

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Question 189: Go ahead and...? 🙄😬 (Author: Nicole McIntyre)

Answer [Line 3436]: Sorry I meant go ahead and extend (Author: Hasanath Mohammed)

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Question 190: We have cleared customs and are at Terminal D gate 22 lower level. How do we locate the car?

My US sim card is not working, so I will lose connection when I leave the terminal.

I believe I can connect off my wife's data to check in once at the car. (Author: David Waddelow)

Answer [Line 3449]: I will come out of gate 22 lower level . (Author: Hasanath Mohammed)

---

Question 191: Hello Hasanath

I don't have a physical copy of my license . I have ordered a replacement in mail and it will be 2 weeks before arriving . I do have my id which is the same info on my license .

Will it be okay if I use my id for identification for now ? (Author: Celeste Franco)

Answer [Line 3468]: Hi Celeste, I will be needing atleast the driver license information, which is provided by dmv. (Paper document) stating a temporary permit). (Author: Hasanath Mohammed)

---

Question 192: Do i use turo go to unlock the vehicle also? I've never used that feature before (Author: B. Oshad Bradford)

Answer [Line 3519]: Give me a call or text once you get near to the vehicle i will unlock from my phone (Author: Hasanath Mohammed)

---

Question 193: Yes sir. If it's the same rate would be great. Where is the pick up? (Author: Matt Forson)

Answer [Line 3544]: Pick up is the same location 4443 zahir ct Irving tx 75061 . If you want dfw airport I charge a nominal delivery fee of \$40 to cover my Uber costs to and from airport (Author: Hasanath Mohammed)

---

Question 194: Link? (Author: Matt Forson)

Answer [Line 3553]:

<https://turo.com/us/en/suv-rental/united-states/irving-tx/chevrolet/equinox/2017215> (Author: Hasanath Mohammed)

---

Question 195: We good? (Author: Matt Forson)

Answer [Line 3563]: Yup you are good now (Author: Hasanath Mohammed)

---

Question 196: Thank you for replying. My reservation is still active, right? (Author: Rebeca Davila)

Answer [Line 3569]: Yup you are all good (Author: Hasanath Mohammed)

---

Question 197: Hi! My boyfriend and I will be there for work and will use the vehicle to primarily get to and from work.

I had requested pick up and drop off at the airport. Which stated it was free because it's a long booking. But when I see the details it says pick up / drop off in Irving. Would it be possible to change to the airport? As when I booked it I had clicked airport pickup/ drop off.

Thanks in advance :) (Author: Yary Rojas)

Answer [Line 3679]: Yes for this long trip it's free . You should be able to change the delivery /pickup point . You can also call Turo to do that (Author: Hasanath Mohammed)

---

Question 198: What is it? I can't see the image (Author: Daniel Pubien)

Answer [Line 3758]: Hasanath rated this trip and left Daniel a private message:

Thanks for being a great guest I gave you 5 star rating for being so easy to deal with and a 10% discount on your next trip with us (Author: Hasanath Mohammed)

---

Question 199: Good morning. Looking forward to our trip to Dallas Ft Worth. We are flying into Dallas Ft Worth airport. The car is located less than six miles from the airport? (Author: Sandra Greene)

Answer [Line 3805]: Yes (Author: Hasanath Mohammed)

---

Question 200: Did you get a copy of my license? (Author: Lori Madore)

Answer [Line 3822]: Yes I did (Author: Hasanath Mohammed)

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Question 201: OK I will follow all of the directions that you asked for in the text and send you a photo, thank you so much I really enjoyed driving your vehicle. It was nice and clean and I am to return it with the gas tank full, right? (Author: Lori Madore)

Answer [Line 3830]: Your welcome and thanks so much for being a great guest . Yes you leave the tank full (Author: Hasanath Mohammed)

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Question 202: If the car stops it will be left on the side of the road You didn't care that I didn't have a safe trip out here or home so why would I care if your car stops ? (Author: Celese Mccord)

Answer [Line 3876]: According to the Turo policy you should be informing the road side assistance and handover the keys or leave the keys in a safe space and inform turo in case the car stops. I highly recommend you do that not because I asked you to but because that's the policy of turo (Author: Hasanath Mohammed)

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Question 203: Hello my name is Joe, you're write up for your vehicle says it can be picked up and dropped off at the airport but I didn't see an option to select that. Is that an option? Thanks. (Author: Joe Cofer)

Answer [Line 3896]: I am sorry It used to be an option but no longer it is an option because of the dfw airport ban on turo vehicles . Your best bet is Uber . (Author: Hasanath Mohammed)

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Question 204: Ok where should I drop it off? I'm heading that way now. Hey where should I drop the car? I'm in McKinney now (Author: Max Lenz)

Answer [Line 3947]: Work, 4425 Airport Fwy, Irving, TX 75062, USA (Author: Hasanath Mohammed)

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Question 205: Hello, I am looking forward to renting your vehicle. When I pick the vehicle up can I expect it to have a full charge?

I also want to assure you that I am fully covered by my own insurance which is why I have declined protection.

Thank you,

Joe (Author: Joseph Mayer)

Answer [Line 3964]: I will leave the charge at close to 90% (Author: Hasanath Mohammed)

---

Question 206: Hello, I just have a few questions. Do you have the standard 110v plug and any adapters that allows the car to charge at charge points other than Superchargers? (Author: Joseph Mayer)

Answer [Line 3967]: Yes we do I will take a pic and send you (Author: Hasanath Mohammed)

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Question 207: Do you want me to plug it in? (Author: Joseph Mayer)

Answer [Line 3977]: Nope (Author: Hasanath Mohammed)

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Question 208: This was my first experience with an EV vehicle so forgive my ignorance but how did it cost \$40 to recharge the vehicle? From what I looked up per kWh it should be much cheaper. (Author: Joseph Mayer)

Answer [Line 3980]: No problem (Author: Hasanath Mohammed)

---

Question 209: Did you get the car??? Did I upload the pictures right?? (Author: Stephanie Vinson)

Answer [Line 4010]: Yes you are good sorry was a busy day so couldn't respond to you (Author: Hasanath Mohammed)

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Question 210: You said the car is parked but how do I find the car? Where is it parked ? Is there a parking space number? (Author: Robert Gallor)

Answer [Line 4058]: It's parked at the location 4425 W airport freeway, Irving, Tx 75061. In the parking lot of the front entrance building. (Author: Hasanath Mohammed)

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Question 211: Delayed so arriving 15 minutes later than planned. Everything all set? Do you need anything from me? (Author: kelly timm)

Answer [Line 4083]: You are all set (Author: Hasanath Mohammed)

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Question 212: Do you need information of my flight? (Author: Shalin Allen)

Answer [Line 4133]: Yes please (Author: Hasanath Mohammed)

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Question 213: This okay? Hey is there any way we could meet 17 mins outside of the airport? It's 2361 W Northwest Hwy Dallas, TX 75220 (Author: Shalin Allen)

Answer [Line 4143]: Outside of dfw airport (Author: Hasanath Mohammed)

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Question 214: Hi, just want to double make sure I can check in from 2:30-3:30? (Author: Karma Zhang)

Answer [Line 4173]: Yes sure (Author: Hasanath Mohammed)

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Question 215: Hey, can we have a phone call when you got time? (Author: Karma Zhang)

Answer [Line 4207]: Just called you (Author: Hasanath Mohammed)

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Question 216: Now i modify the pick up at 9 :00 Is okay ?? (Author: Belmary Yrazabal Gonzalez)

Answer [Line 4242]: I can bring you the vehicle around 9:15. (Author: Hasanath Mohammed)

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Question 217: Oh wow. Ok no problem. I felt bad asking last minute & told Uber to take me to air BnB to drop off luggage. I will come back at 12:30? (Author: Kristeena Anthony)

Answer [Line 4268]: Sure no problem almost done with turo (Author: Hasanath Mohammed)

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Question 218: Frontier - F92734 Salaam. We just landed (early). Let me know where the car will be

If possible because the plane arrived earlier, can we get it earlier? I will update the check in on turo after you can confirm (Author: Fauzan Kadri)

Answer [Line 4325]: Yes go ahead and change it to 4 pm (Author: Hasanath Mohammed)

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Question 219: Anything else have to do or we good to go here? Flight is taking off soon (Author: Brendan Regnier)

Answer [Line 4356]: You are all set (Author: Hasanath Mohammed)

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Question 220: Hi! Our flight landed a bit earlier. Is there a chance that the car is ready by now? (Author: Mariana Rodriguez)

Answer [Line 4374]: Heading there now which gate are you in (Author: Hasanath Mohammed)

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Question 221: E33 Thanks! So I wait for you here? (Author: Mariana Rodriguez)

Answer [Line 4378]: Yes wait there (Author: Hasanath Mohammed)

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Question 222: Hi! My flight got delayed, so I was wondering if I could return the car at 1:30 instead of at 1:00pm Hi! Where do I return the car? (Author: Mariana Rodriguez)

Answer [Line 4383]: What time will you reach the airport (Author: Hasanath Mohammed)

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Question 223: here Where are you? (Author: Mariana Rodriguez)

Answer [Line 4394]: Send you an invoice for tolls let me know if you have any questions (Author: Hasanath Mohammed)

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Question 224: Hi, we are coming to DFW for a family wedding and will be using the car to travel around the city to various functions as well as go to Austin later on.

Question for you, our flight home is from DFW at 8am meaning we would need to leave the car somewhere at the airport before the 10am drop off time. Is this something you can accomodate? (Author: Taimur Naveed)

Answer [Line 4412]: Hi Taimur!

Welcome to Dallas!

We try to provide our services as hassle-free as possible.

Please read the instructions on how to start your trip with us.

We would need your flight information to look up what gate you will be arriving to.

Also, before you start your trip, we require a Driver's License or State ID to check you in.

The way it works is, the DFW airport has 5 terminals. Each terminal has a parking garage right across.

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.

Once you locate the car, to unlock it you use the code that we provide you with to unlock the lockbox on the window of the car. You punch the code in and twist the knob to the right to retrieve the key.

Please note - All our cars have a strict no-smoking policy enforced.

If you have any questions regarding the drop off, refueling, using tolls etc.. you can check out the FAQ section for answers to these questions.

Thank you for choosing to rent with us. (Author: Hasanath Mohammed)

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Question 225: Hi Hasananth, thanks this is great, I'll send you the information shortly. Regarding the return time, would I be able to leave the car in a garage earlier than the specified drop off time? (Author: Taimur Naveed)

Answer [Line 4414]: Yes you should be able to leave it earlier (Author: Hasanath Mohammed)

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Question 226: Here is my license I have a checked bag, so I assume between off boarding the plane and retrieving my luggage, 5pm should be a fine pick up time, but wondering if you'd be open to changing it to 4:30 just in case I'm quick? (Author: Taimur Naveed)

Answer [Line 4421]: That's fine you can change it to 4:30 (Author: Hasanath Mohammed)

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Question 227: Got it. Hey, I sent my license and selfie. It says it's still pending with you, is that because I'm not at the car yet? (Author: Taimur Naveed)

Answer [Line 4433]: It was pending because I had to verify it from my end now it's done . You are all good now (Author: Hasanath Mohammed)

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Question 228: We are coming to Texas for the eclipse and to watch some baseball in Arlington and Houston. Very excited! The email I received says my return date is September 4, 2024. I will assume that is just a calendar glitch? It is correct here on the website, I will be returning the vehicle on April 9th, 2024. (Author: Andrea Book)

Answer [Line 4453]: May be it's just a mix up of month and day . For me it shows April 9th as the return date so you are good (Author: Hasanath Mohammed)

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Question 229: Perfect. Hi Hasanath. I was wondering if it would be possible to get the licence plate number off our rental vehicle we will be using for our booking? We want to pay for parking prior to arrival and we need the plate #. Thanks. (Author: Andrea Book)

Answer [Line 4456]: SZH 4208 (Author: Hasanath Mohammed)

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Question 230: Thanks! Looks like our flights will all be on time. If we are a little bit early to pick up the vehicle, is that okay? (Author: Andrea Book)

Answer [Line 4459]: Little early is fine (Author: Hasanath Mohammed)

---

Question 231: Just landed in Dallas. We will likely be at the car around 6 pm, maybe a little before.

Entry is done with the app correct? (Author: Andrea Book)

Answer [Line 4463]: Yup entry is with the app (Author: Hasanath Mohammed)

---

Question 232: We would like to return to car today. Can we leave it in the same lot we picked it up in, or do you want us to drop it off somewhere else? It would be around 4:30 pm today.

(Author: Andrea Book)

Answer [Line 4469]: The same lot would be good. Thanks! (Author: Hasanath Mohammed)

---

Question 233: I'm here at the car Can you please unlock the door? (Author: Reinah Dennis)

Answer [Line 4515]: Hi Reinah!

Hope you had a great experience renting with us!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car using Turo GO, check your belongings, check the windows, leave the key in the glovebox and then proceed to lock the car within the Turo app.

IF THE TURO GO DOESN'T WORK, YOU CAN LEAVE THE CAR UNLOCKED WITH THE KEY IN THE GLOVEBOX AND LET US KNOW.

For any information on refueling, tolls or drop off, you can also refer to our FAQ section.

Thank you for choosing to rent with us! (Author: Hasanath Mohammed)

---

Question 234: Hi, I'll be landing in DFW at midnight May 16 and was wondering if it would be possible to collect the car around then? (Author: Jah Scott)

Answer [Line 4534]: Hi Solomon, Alright, no problem. (Author: Hasanath Mohammed)

---

Question 235: Is your car available to have until tomorrow? (Author: Reagan Porter)



Answer [Line 4547]: The max you can rent it is till 6:30 am tomorrow . I am fine if you wanna drop it off at 7 or 7:30 am . But no later than that . Turo isn't going to allow you to extend beyond 6:30 am tomorrow . (Author: Hasanath Mohammed)

---

Question 236: Pls send me where you park the car Is it a Turo lock? (Author: Jeff Chao)

Answer [Line 4561]: 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 237: I will return the car around 6:30am on March 19, please let me know how to safely lock the car while the key in it? (Author: Jeff Chao)

Answer [Line 4584]: Just message me at (502) 592-1994 once you leave the keys in the glovebox I will remotely lock it (Author: Hasanath Mohammed)

---

Question 238: Hi Hasanath - we're getting ready to head to the airport (think we'll be there in about an hour and 15 minutes)

For drop off, is it okay to park it in the short term parking where I picked it up? (Author: Avraham Mellen)

Answer [Line 4625]: Yup that's right (Author: Hasanath Mohammed)

---

Question 239: I just uploaded some pics. And the car is ready to be locked. Did you get the pics?

I'm so sorry, my phone has been acting very strange! (Author: Avraham Mellen)

Answer [Line 4639]: Let me check (Author: Hasanath Mohammed)

---

Question 240: Ok sounds good thank you! Hi! Do I need to return the car with a full tank? Or is almost full ok? (Author: Elli Mulkey)

Answer [Line 4693]: Almost full is ok (Author: Hasanath Mohammed)

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Question 241: Ok! There was no lock box when we got the car, is the lock box in the glove compartment? (Author: Elli Mulkey)

Answer [Line 4696]: Sorry this is a turo go . Me bet (Author: Hasanath Mohammed)

---

Question 242: Quick question what is "trip fee" is this like a deposit? Will I get this back? (Author: Annette Castilleja)

Answer [Line 4727]: Its charged by Turo. I don't think you get it back, you can check that with Turo. I get nothing out of it (Author: Hasanath Mohammed)

---

Question 243:

file:///var/mobile/Library/SMS/Attachments/dc/12/004B2E93-6E0C-44BD-AF06-BB3782CE82A7/IMG\_4721.heic Are you able to see the picture? (Author: Annette Castilleja)

Answer [Line 4746]: It's not showing the picture (Author: Hasanath Mohammed)

---

Question 244: Just dropped off the car Did I check out correctly? (Author: Annette Castilleja)

Answer [Line 4759]: You are good (Author: Hasanath Mohammed)

---

Question 245: Good morning Hasanath, thank you for your prompt response to our rental. I'll attach our flight itinerary and will send a copy of my drivers license when it gets closer to our trip in November. Does your car have Navigation system? Thank you, Debbie (Author: Debbie Berry)

Answer [Line 4818]: Yes the car has navigation system (Author: Hasanath Mohammed)

---

Question 246: Awesome!! Thank you. Have a great day! Good morning. We have to cancel our trip; my Dad has cancer and will start daily radiation treatments next week through the end of November. I'm happy we paid for the insurance, but sure didn't expect this. How do I cancel this trip and get my refund, less my trip insurance? Thank you, Debbie (Author: Debbie Berry)

Answer [Line 4821]: I'm sorry to hear that (Author: Hasanath Mohammed)

---

Question 247: Hello Hasanath, can you give me a more exact location of where the car pick up will be for our upcoming trip? (Author: Kayla Stever)

Answer [Line 4843]: 4425 Airport Freeway, Irving, TX 75062  
picking address (Author: Hasanath Mohammed)

---

Question 248: Ok thank you we just landed Can I add a driver? (Author: Kayla Stever)

Answer [Line 4852]: yes you can add a driver (Author: Hasanath Mohammed)

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Question 249: Yes Just got it, where should we meet you? (Author: Christina Brown)

Answer [Line 4868]: I'm outside of baggage claim door 1 (Author: Hasanath Mohammed)

---

Question 250: Hey there, would 5:15 work for you? (Author: Christina Brown)

Answer [Line 4875]: You head there will let you know in 20 min (Author: Hasanath Mohammed)

---

Question 251: Thank you very much? Is there a spot / lot into? (Author: April Rothgeb)

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Question 252: We have almost a full case of water, could we leave it for the next rental or yourself rather than throwing away? (Author: April Rothgeb)

Answer [Line 4896]: Sure that should be fine (Author: Hasanath Mohammed)

---

Question 253: I was suppose to receive a pic of the parking spot and lockbox code Vehicle is here right? 3901 West Northgate Drive, Irving, TX 75062 (Author: Ronald Ballard)

Answer [Line 4929]: Yup (Author: Hasanath Mohammed)

---

Question 254: Hello, did I leave my wallet in there? (Author: Ronald Ballard)

Answer [Line 4943]: Hello Ronald,

I don't think I saw a wallet while I was cleaning the car

Do you have a photo of it? (Author: Hasanath Mohammed)

---

Question 255: Hi, is an earlier pick up possible? (Author: Larry Brown)

Answer [Line 4971]: How early ? (Author: Hasanath Mohammed)

---

Question 256: Around 7:30-8? (Author: Larry Brown)

Answer [Line 4973]: I'm sorry we don't start work till like 8:30 and we have to also clean the car. Will get back to you in a few minutes on what time you can pick up . (Author: Hasanath Mohammed)

---

Question 257: Can I extend until tomorrow? (Author: Larry Brown)

Answer [Line 4986]: Sure (Author: Hasanath Mohammed)

---

Question 258: Hello,

Would it be okay if we return the car a little bit later? Going back over our departure itinerary; the later time works much better for us. Thank you!! (Author: Brian Snider)

Answer [Line 4991]: Yeah that will work provided it's not too late from drop off time (Author: Hasanath Mohammed)

---

Question 259: Thank you ! Good morning !

All car doors are closed, but this light will not turn off.

Could you assist me with this ? (Author: Jayla Brown)

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Question 260: Hello is this a bad time ? (Author: Jayla Brown)

Answer [Line 5030]: I can come after an hour would that work ? (Author: Hasanath Mohammed)

---

Question 261: Hi how are you doing I just booked the car can I send you my driver's license here? (Author: Clinton Williams)

Answer [Line 5039]: Hi Clinton, I am happy to serve you tonight. I have already parked the car and checked you in. (Author: Hasanath Mohammed)

---

Question 262: Really ? Omg that's crazy. Do you still do Dallas love airport (Author: Kayla Wilson)

Answer [Line 5113]: No I don't do love field either . Love field is not banned but I don't have the resources to cover love field airport . (Author: Hasanath Mohammed)

---

Question 263: I put a picture of where we parked on the end of the trip update. Did you find it? (Author: Kenneth Beckwith)

Answer [Line 5146]: Found the pics thanks (Author: Hasanath Mohammed)

---

Question 264: Question, will you drop off the vehicle at the airport? I believe that's an option I chose. (Author: Juan Treviño)

Answer [Line 5155]: Yes it will be to the airport (Author: Hasanath Mohammed)

---

Question 265: Hey. That should be fine. Was everything situated for tomorrow? (Author: Juan Treviño)

Answer [Line 5160]: I'm calling turo in a bit should have everything set within the next hour or so (Author: Hasanath Mohammed)

---

Question 266: I have a question about the number of days I was charged

I was charged for 6 days. I picked up the car on Monday 5/20/24 and returned on 5/25/24 at about 5am. How is this counted as 6 days? I was charged 6 days. (Author: Laura LATHAM-ASKEW)

Answer [Line 5166]: Hi Laura, please contact Turo support. They would explain you better. (Author: Hasanath Mohammed)

---

Question 267: Can you bring the car to this location by any chance? 11227 North Stemmons Freeway, Dallas, TX (Author: Mohammed Abdul Rasheed)

Answer [Line 5195]: I am sorry. We dont have anyone to drop the car at this time. You need to come to the location and pick it up. Thank you. (Author: Hasanath Mohammed)

---

Question 268: And how do I get the keys? (Author: katrina corte)

Answer [Line 5253]: So the code to unlock the car is 09237 (Author: Hasanath Mohammed)

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Question 269: Ok great! Thanks! Hi drop off in the same spot? (Author: katrina corte)

Answer [Line 5259]: Yes (Author: Hasanath Mohammed)

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Question 270: Do I put gas in it? (Author: katrina corte)

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Question 271: Sorry for all the questions just want to make sure I'm doing it right Where is the gas button? (Author: katrina corte)

Answer [Line 5267]: No problem at all . (Author: Hasanath Mohammed)

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Question 272: Great! How do I use the code in future? Does it automatically apply to my account? (Author: katrina corte)

Answer [Line 5277]: It should automatically apply when you book the next time with one of my cars . If you don't see it applied you can talk to turo (Author: Hasanath Mohammed)

---

Question 273: I received a message saying this trip is no longer a drop off? (Author: Mackenzie Cook)

Answer [Line 5280]: You might have received a message saying this trip isn't a Turo Go. Let me know if you received a different message (Author: Hasanath Mohammed)

---

Question 274: There was a fender bender on the way to the airport Are you receiving these? (Author: Mackenzie Cook)

Answer [Line 5299]: Just see your message (Author: Hasanath Mohammed)

---

Question 275: Arrived early. Any chance to get to the car earlier? Shall I modify the trip/pick-up time? (Author: Christopher Vigneron)

Answer [Line 5360]: yes go ahead and (Author: Hasanath Mohammed)

---

Question 276: Updated Also, how close to the car do I need to be to use the app to unlock it? I don't have local data at the moment, using local DFW wifi which probably doesn't extend to the parking garage... (Author: Christopher Vigneron)

Answer [Line 5365]: You can unlock it from any distance (Author: Hasanath Mohammed)

---

Question 277: Did you want me to leave the key inside ? (Author: Tytiahna Robinson)

Answer [Line 5395]: Hi Tytiahna did you notice this about the car. The passenger side RIM cover is missing (Author: Hasanath Mohammed)

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Question 278: Hello My name is Trendon I booked your vehicle to make it for work these next few days when can I come pick up the vehicle? (Author: Trendon Mathis)

Answer [Line 5402]: Hi Trendon, I am happy to serve you today. Can you please upload the license again. I think it didn't go through. (Author: Hasanath Mohammed)

---

Question 279: Ok I'm in route can I send photo of license on here? (Author: Trendon Mathis)

Answer [Line 5405]: Yes. (Author: Hasanath Mohammed)

---

Question 280: So I will be picking it up from Rental Car Drive? (Author: Damein Naughton)

Answer [Line 5419]: Yes you will take the rental car shuttle to get to rental car drive. There is a public parking right in front of rental car drive that's where I will park the car for you. Will send you pictures (Author: Hasanath Mohammed)

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Question 281: Got it? (Author: Damein Naughton)

Answer [Line 5434]: Yes one sec let me unlock (Author: Hasanath Mohammed)

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Question 282: Can I connect to Bluetooth? (Author: Damein Naughton)

Answer [Line 5439]: Yes you can (Author: Hasanath Mohammed)

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Question 283: Will be there around 6pm Wpuld there be any additional charges? (Author: Damein Naughton)

Answer [Line 5445]: No worries no additional Charges (Author: Hasanath Mohammed)

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Question 284: Same dropoff location? (Author: Damein Naughton)

Answer [Line 5448]: Yup same location (Author: Hasanath Mohammed)

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Question 285: I am flying in on American Airlines flight 1107 from Boise scheduled to arrive DFW at 10:47am I put my lisencc into Turo. Can you not see it? (Author: David Richardson)

Answer [Line 5482]: No I don't have the ability to see it . At the check in process Turo asks me to check your license , without which I cannot check you in (Author: Hasanath Mohammed)

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Question 286: Understood. So do you need a picture of my liscence? (Author: David Richardson)  
Answer [Line 5484]: Yes that's right (Author: Hasanath Mohammed)

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Question 287: On my way Upstairs or downstairs? (Author: David Richardson)  
Answer [Line 5502]: Upstairs same level as your arrival (Author: Hasanath Mohammed)

---

Question 288: Almost there Where should I meet you? (Author: David Richardson)  
Answer [Line 5511]: Calling you (Author: Hasanath Mohammed)

---

Question 289: Is everything ok for my arrival? (Author: Marques Irving)  
Answer [Line 5515]: Yes (Author: Hasanath Mohammed)

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Question 290: Hi Hasanath, I look forward to my trip to Dallas. I booked the car for noon, but I land at Love Field at 12:40, so I will likely get to the Irving address around 1:30pm. Do I use the Turo app to notify you of my ETA when I'm heading that way or text you? This is my first Turo rental. Thank you. (Author: Manuel Ponce)  
Answer [Line 5526]: Since you already informed me it's all good you don't have to let me know I will have the car parked and ready for you . The car will have a lockbox , you will use the code I give you tomorrow to unlock the lockbox and access the key.

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Feel free to shoot your questions here . (Author: Hasanath Mohammed)

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Question 291: Hi Hasanath, ride is going good. As mentioned earlier, the second approved driver will drop off the car tentative by 10.00/10.30am at DFW tomorrow. Shall I ask him to directly contact you on +15025921994? (Author: Amrita Marathe)  
Answer [Line 5553]: Sounds good ask him to directly contact me (Author: Hasanath Mohammed)

---

Question 292: I am so incredibly sorry! Is it here? (Author: Jordan Haumschild)  
Answer [Line 5562]: We didn't start from our location. (Author: Hasanath Mohammed)

---

Question 293: Are you sure it will be 11 and will there be compensation for the late hour? (Author: Krystal Mathis)  
Answer [Line 5613]: I can only confirm if it is going to be exactly at 11 am once I pick up the car . I am not really sure how dirty the car is so won't be able to gaurantee . I can give you a \$15 discount for picking up at 11 am . I should be able to let you know in just a bit if I can deliver by exactly 11 am (Author: Hasanath Mohammed)

---

Question 294: Ok it can't be later than 11:30 Where is the pick up? Can you drop it off??? (Author: Krystal Mathis)  
Answer [Line 5618]: Where do you want me to drop off the car ? (Author: Hasanath Mohammed)

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Question 295: 225 west Bedford-Eules Rd. hurst TX Can you drop off? (Author: Krystal Mathis)

Answer [Line 5622]: Ok will do (Author: Hasanath Mohammed)

---

Question 296: Have you dropped off ? (Author: Krystal Mathis)

Answer [Line 5628]: Hi Krystal I will have you refund processes today . Wanted to ask you if you want me to pick up the car from you at the same address I can do it anytime before 3 pm post that you can drop off the vehicle at the location 1820 valley view In Irving tx 75061 (Author: Hasanath Mohammed)

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Question 297: Good morning,

What would the refund be? And yes you can pick up today at 3pm. I should be back from the doctor by then (Author: Krystal Mathis)

Answer [Line 5631]: \$30 . You will get an email this afternoon with the confirmation (Author: Hasanath Mohammed)

---

Question 298: Let me know when you're on the way or here Are you on the way? (Author: Krystal Mathis)

Answer [Line 5635]: We are not on the way. I will come ot up later. Just stick the lock box through the window and lock it (Author: Hasanath Mohammed)

---

Question 299: Just confirming we're still good to go for Saturday? My flight is AA 2066 tomorrow. Can you confirm we're good to go and I'll get the check in info? (Author: Christie Foley)

Answer [Line 5692]: Yup you are all set (Author: Hasanath Mohammed)

---

Question 300: What is the code for the lock box? (Author: Christie Foley)

Answer [Line 5710]: 0923 (Author: Hasanath Mohammed)

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Question 301: That's perfect Hey hasanath I was thinking of coming by 11-12 to pick the car. I will modify my trip accordingly on the app, does the work for you? (Author: Machiraju Kashyap)

Answer [Line 5741]: Sure go ahead (Author: Hasanath Mohammed)

---

Question 302: Hello! I realized I booked the car pick up before my flight arrival. My flight should land tomorrow around 6:20pm instead of 4pm like I originally thought. Would that be okay?

(Author: Amneris Lopez)

Answer [Line 5752]: Yes, you're good. The car has been parked, and the lock box code is 0923 (Author: Hasanath Mohammed)

---

Question 303: Still would like pick up to be at 11 coreect? (Author: Noah Claudio)

Answer [Line 5776]: Yes that's right (Author: Hasanath Mohammed)

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Question 304: We are in the car! Thank you Do i leave the keypad on the door?? (Author: Noah Claudio)

Answer [Line 5781]: No leave it in the glovebox (Author: Hasanath Mohammed)

---

Question 305: Got it! Will drop off for the car be in the same place as pickup? (Author: Noah Claudio)

Answer [Line 5784]: Yup that's right (Author: Hasanath Mohammed)

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Question 306: Are you able to drop it off? (Author: Krystal Mathis)

Answer [Line 5834]: For just one day rental it's too difficult for me . I can do it if you book for 5 or more days (Author: Hasanath Mohammed)

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Question 307: Ok what's the earliest I can pick up? (Author: Krystal Mathis)

Answer [Line 5839]: Anytime after 5 pm (Author: Hasanath Mohammed)

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Question 308: Hello. Just confirming pick up address is 4425 Airport Fwy, Irving Tx ? (Author: Alivia Coffey)

Answer [Line 5876]: Yes that's right (Author: Hasanath Mohammed)

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Question 309: Will you just be outside waiting or will you be parking it somewhere? (Author: Jackson Milbrandt)

Answer [Line 5951]: I'm parking now will call you in just a bit (Author: Hasanath Mohammed)

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Question 310: What info do you need?

On my end they still haven't posted the gates. (Author: Dalton Cox)

Answer [Line 5994]: The flight number (Author: Hasanath Mohammed)

---

Question 311: just need a little more time hi can i just keep one more day please ? (Author: Shakaryon Antshanet Warren)

Answer [Line 6065]: The max you can extend this one is tomorrow morning 9 am after that this car is going on reservation (Author: Hasanath Mohammed)

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Question 312: can you do until 2? (Author: Shakaryon Antshanet Warren)

Answer [Line 6067]: Unfortunately no because the car is going on another trip (Author: Hasanath Mohammed)

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Question 313: where do i leave the keys ? (Author: Shakaryon Antshanet Warren)

Answer [Line 6072]: You can find the lockbox in the glovebox . hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. (Author: Hasanath Mohammed)

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Question 314: Sounds great, thanks! We are flying in on American Airlines flight 2748 from Seattle to Dallas. We should get there right around 11 am! Do you not have my drivers license? I thought I entered it when I booked the car! (Author: Ryan James)

Answer [Line 6105]: No we don't (Author: Hasanath Mohammed)

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Question 315: Hi Hasanath! I'm just adjusting the time by pushing it back one hour. Thank you and looking forward to the trip! Hi Hasanath! My flight takes off in a minute. I did not see any pickup details. Will I be meeting you in person? (Author: Carol Sohn)

Answer [Line 6126]: We park the car 15-20 min before you land (Author: Hasanath Mohammed)

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Question 316: Thank you so much! There is a garage exit fee that I pay? (Author: Carol Sohn)

Answer [Line 6135]: We will send you a video walkthrough of how to get to the car from your gate (Author: Hasanath Mohammed)

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Question 317: Yes Same address? (Author: Don Campbell)

Answer [Line 6253]: Yes same address 4443 zahir ct Irving tx (Author: Hasanath Mohammed)

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Question 318: Ok Hello I have a couple questions. Do you returning customers discount.? Also I want to rent another week. But I have to make sure that the job is locked. If I pay now can I cancel and get a full refund if I cancel by Sat? (Author: Don Campbell)

Answer [Line 6256]: Yes I have returning customer discount (Author: Hasanath Mohammed)

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Question 319: Ok I want to schedule it now. Is it a specific code to put in? To be honest. If I go a third week. We could avoid turo all together and make it better for both of us.. I would pay you cash up front? Up to you tho. Give you all my info.. But while I'm working this claims insurance job, I need a dependable car. But that price gettin to me. Im trying to beat out Ubering daily (Author: Don Campbell)

Answer [Line 6260]: The returning customer discount only applies when you book a seperate reservation . Let me change the pricing in a way that it gives you the discount . As for renting directly with me I am not sure how insurance is going to work in that case . (Author: Hasanath Mohammed)

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Question 320: Oh you were saying extend to the next week? I thought I had to make it two different trips (Author: Don Campbell)

Answer [Line 6285]: No just extend the trip for one more week (Author: Hasanath Mohammed)

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Question 321: I want to rent again for another week. Is it the same return customer deal? (Author: Don Campbell)

Answer [Line 6302]: I will apply the discounts and let you know (Author: Hasanath Mohammed)

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Question 322: Ok I'll do it now before I clock on or before lunch let me go to it now So do I extend it or new reservations? It won't allow me to set a new one (Author: Don Campbell)

Answer [Line 6309]: Try extending (Author: Hasanath Mohammed)

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Question 323: Ok got it thanks What other vehicle you have? I'll take it. As long at it has A/C and Bluetooth or auxiliary. I'm just going to and from work. So I'll take whatever (Author: Don Campbell)

Answer [Line 6314]: I have a bunch of other vehicles which are similar or better than the existing car (Author: Hasanath Mohammed)

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Question 324: Cool beans I'll take a car next time. Is it a way to go to your fleet.? Let me surf (Author: Don Campbell)

Answer [Line 6316]: Will send you my profile in a bit (Author: Hasanath Mohammed)

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Question 325: Paid.. I want to re rent the vehicle Do you have availability ? I tried to modify my trip it wouldn't allow (Author: Don Campbell)

Answer [Line 6334]: Do you wanna do one more week or more ? (Author: Hasanath Mohammed)

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Question 326: I want to do more but the job only tells a week in advance. That's why I pay it off weekly. But keep it blocked for 3 weeks at least. I will continue to purchase every Friday Also you did get your money for the tolls correct ? (Author: Don Campbell)

Answer [Line 6338]: Ok I will unblock for another week (Author: Hasanath Mohammed)

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Question 327: Where is the car located? (Author: Amanda Krumholtz)

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Question 328: Hi, this is my first time to Dallas, how can I pick up the car from airport? I have a one year old baby, is the car far from DFW? (Author: eden chui)

Answer [Line 6474]: Hi Rin yes the car is from DFW airport (Author: Hasanath Mohammed)

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Question 329: Hi, may I know how I can pick up the car tomorrow at Dallas airport? (Author: eden chui)

Answer [Line 6482]: Since you are new to the Dallas airport let me explain . Dallas has 5 terminals each terminal has a parking garage right across the terminals (just few steps). We will park the car next to your arrival gate . If you give us your arrival flight info we can figure out the landing gate and park the car closer to the arrival gate . We will send you a video walkthrough of how to get to the car from your arrival gate (Author: Hasanath Mohammed)

---

Question 330: This is my arrival flight tmr thank you so much It shows the arrival gate as well. Meanwhile pls let me know what document should I show to pick the car up? I have my driving licence with me

Thank you (Author: eden chui)

Answer [Line 6488]: you just have to send your drivers license here (Author: Hasanath Mohammed)

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Question 331: Hi I was wondering how to pay the toll? And is the T tag I can use? (Author: eden chui)

Answer [Line 6496]: There is a toll tag in the car. You can just use that. You don't have to do anything to use it. Its a sticker in the windshield. We will collect all the toll tags and charge you for it after your trip. (Author: Hasanath Mohammed)

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Question 332: Good morning, how can I return the car tomorrow? (Author: eden chui)

Answer [Line 6501]: Good morning . Dropping off the car is easy . Just drop the car in the parking garage closest to your departure terminal and take pictures of where you parked and send it here . Put the keys in the lockbox and hang it outside the car window . Make sure you lock the lockbox by turning the knob (Author: Hasanath Mohammed)

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Question 333: Hello, I have been pulled over by the police because one of the brake lights is out. Where is the insurance card? (Author: Paulette B.)

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Question 334: Hello. Will there be enough trunk space for 3 carry on bags? (Author: Peter Toooh)

Answer [Line 6568]: It will be a bit tight if the bags are big. It's a small car but has average trunk space (Author: Hasanath Mohammed)

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Question 335: My flight plans changed & I get in a bit earlier. I fly in on American airlines flight 1281 in the morning. I assume you will pick me up at my gate after I get my luggage? (Author: heather Schneck)

Answer [Line 6588]: I will have the car parked around 9:15 am (Author: Hasanath Mohammed)

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Question 336: My flight got delayed a little. Is it OK if I drop off at 6 (30 minutes later), or do you need me to have it back at 530? I know you pick up cars when you drop one off sometime (Author: heather Schneck)

Answer [Line 6598]: No worries 6 pm is fine (Author: Hasanath Mohammed)

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Question 337: Im comming in international arrivals in volaris I dont know if that helps? (Author: Luis Rodrigo Cano Vega)

Answer [Line 6610]: Ok what is the airlines (Author: Hasanath Mohammed)

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Question 338: Door D22 What should i do? (Author: Luis Rodrigo Cano Vega)

Answer [Line 6625]: Which level are you in (Author: Hasanath Mohammed)

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Question 339: Ok we're getting an Uber there now. Thank you! Uhm hello the battery in the car is dead!? 😬 (Author: Kristin Cirimele)

Answer [Line 6661]: Did you try to jump it (Author: Hasanath Mohammed)

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Question 340: Do you have jumper cables in the car? (Author: Kristin Cirimele)

Answer [Line 6663]: No I don't have it . (Author: Hasanath Mohammed)

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Question 341: Yah I set up a call. He said they would send someone But do they replace the battery? Or just jump it because I'm still here until Saturday (Author: Kristin Cirimele)

Answer [Line 6673]: I think they will jump and see what happens (Author: Hasanath Mohammed)

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Question 342: Hi I just use the lock box to put the key back right? (Author: Kristin Cirimele)

Answer [Line 6679]: Yes that's right you hang the lock box in the window and put the key in the lockbox and lock the lockbox by turning the knob (Author: Hasanath Mohammed)

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Question 343: Perfect I had some water left over unopened bottles. Hope you can use them? Key is returned in the lockbox.

Thank you! 🙏😊 (Author: Kristin Cirimele)

Answer [Line 6682]: Thanks (Author: Hasanath Mohammed)

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Question 344: Ok great, thank you! Hi there, how do I access the list of cars you guys have available? (Author: Kristin Cirimele)

Answer [Line 6691]: You can check here <https://turo.com/us/en/drivers/28153662> (Author: Hasanath Mohammed)

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Question 345: Looking forward to it! Thanks! Hello! I just realized we are flying into Dallas, Love Field.. can you deliver the car there?? (Author: Jessie Goins)

Answer [Line 6746]: I'm really sorry we don't deliver or pick up from Love field . There are hosts who do that , you might be able to find another host who does that (Author: Hasanath Mohammed)

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Question 346: Hi I'm arriving soon. Where can I pick up the keys? (Author: David Colunga)

Answer [Line 6753]: I'm on my way there will be there in 10 min (Author: Hasanath Mohammed)

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Question 347: Hi! My name is Amanda. I see under the description it says there is a fee for the airport pick-up, but when processing this order it says free. Is it still free? (Author: Amanda Yost)

Answer [Line 6764]: It's free because you booked for 6 days (Author: Hasanath Mohammed)

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Question 348: Sorry my trip is back to the original plan Is the car in walking distance of the airport? Or how do I get to it? (Author: Amanda Yost)

Answer [Line 6770]: Give me your flight number and I will let you know (Author: Hasanath Mohammed)

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Question 349: Where do I drop the car off? (Author: Amanda Yost)

Answer [Line 6791]: Hi Amanda (Author: Hasanath Mohammed)

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Question 350: I would like to extend the current reservation to next day which 6th, 9:00 pm.

Hope that is okay? But when I tried extending it changing the over all cost per day..! Any luck to keep the same price for the next day as well?? (Author: Pramod Kumar Kakkireni)

Answer [Line 6825]: Let me take a quick look (Author: Hasanath Mohammed)

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Question 351: Ok,were just in front of A terminal. Should we go into the terminal ramp? (Author: Dean Lucid)

Answer [Line 6847]: No you just wait at your baggage claim spot (Author: Hasanath Mohammed)

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Question 352: It stated that this vehicle would be dropped off at my gate in parking garage with video of where it would be located? This is why I rented this for the convenience of said description? (Author: Rhonda Mcfarland)

Answer [Line 6867]: Hi Rhonda, Due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport. I recommend taking an Uber there for a seamless pickup experience. (Author: Hasanath Mohammed)

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Question 353: Needed to be able to P/U at airport so this won't work for me. Don't want the added expense using Uber. Thank you!! Hello. I'm not showing my refund yet in my bank card for my cancelled trip. Please explain? (Author: Rhonda Mcfarland)

Answer [Line 6871]: You need to call turo customer support they are the ones who handle refunds . We get paid only after a customer trip ends in your case you cancelled it so we did not get paid anything (Author: Hasanath Mohammed)

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Question 354: What's the instructions for the lockbox? (Author: Helen Sok)

Answer [Line 6877]: You just punch the lockbox code 0923 and the lockbox will open (Author: Hasanath Mohammed)

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Question 355: Hello, do you want me to just put the key in the glove box since there was no lock box? (Author: Helen Sok)

Answer [Line 6887]: keep the key in glove box and locked the vehicle i will unlock it from my phone (Author: Hasanath Mohammed)

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Question 356: What expenses? (Author: Mahdi Joumazadeh)

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Question 357: Ok got you, how can I pay? (Author: Mahdi Joumazadeh)

Answer [Line 6919]: It will be auto deducted from your account after 2 days (Author: Hasanath Mohammed)

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Question 358: Just making sure there isn't anything else I need to do or upload? (Author: Lauren Nychay)

Answer [Line 6926]: That is all we need (Author: Hasanath Mohammed)

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Question 359: Okay, so it will be here at 1:30? (Author: Lauren Nychay)

Answer [Line 6931]: Yup let me know your arrival gate / baggage claim gate I can hand it over to you in person (Author: Hasanath Mohammed)

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Question 360: Thanks so so much!! How do I pay you? (Author: Lauren Nychay)

Answer [Line 6969]: Your welcome let's figure it out after the holidays (Author: Hasanath Mohammed)

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Question 361: I mistakenly locked the lockbox before getting the keys in there. Could you send me the code? I parked out side of gate E15 on the first level.

I mistakenly locked the lockbox before getting the keys in there. Could you send me the code?  
(Author: Erik Hansen)

Answer [Line 7008]: Do you have pictures of the parking spot (Author: Hasanath Mohammed)

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Question 362: Hello... is it possible for me to rebook your car? Plans have shifted again but should be set now. So sorry o had to cancel earlier but didn't want to lose money as it was the last day i could cancel for full refund. Is your rate negotiable at all? On a tight budget going to babysit grandkids. My daughters car is in the shop so i now have to rent one. If not it's ok just thought i would check. (Author: Lisa Page)

Answer [Line 7043]: Go ahead and book it . I can give you a 10% discount . Let me know just before you book so I can decrease the price . The moment I decrease the price someone else will book it so let me know when you are ready I will bring down the price (Author: Hasanath Mohammed)

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Question 363: Okay Hi Hasanath, May I drop off the vehicle early? We just got in town and I'm 8 mins away. I also need to report something about the car. I noticed that on the passenger side there is soaking wet not sure where it's coming from. The car is washed and clean. (Author: Lavern Taufoa)

Answer [Line 7168]: Sure what time are you thinking of dropping off the vehicle (Author: Hasanath Mohammed)

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Question 364: Hi Hasanath, I need to change the date for pick up from sept 19 to sept 20 but the system is adding charges which doesn't make sense because we are using the car a day less. Can you assist me please? (Author: Rukhsar Choudhry)

Answer [Line 7179]: Yes you should get one day less rental (Author: Hasanath Mohammed)

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Question 365: Ok I will ask. Thanks Hi hasanath, I spoke to them and they stayed the charges will still occur. Is it possible I can keep this reservation but pick up at the airport from you on sept 20? (Author: Rukhsar Choudhry)

Answer [Line 7183]: Yeah sure but just be sure to inform me before you take off . Since this is not in my schedule for that day unless you remind me I might miss your reservation (Author: Hasanath Mohammed)

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Question 366: It's still not, it blows air fine but the cooling factor isn't working. ??? (Author: Jeff Suderman)

Answer [Line 7212]: Looks like you don't have the settings right . If you are going to be in the dfw neighborhood I can come take a look at the car . It might be the just the Freon is over (Author: Hasanath Mohammed)

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Question 367: Yw .. will it be available Sunday again?! (Author: Sheavet Weisner)

Answer [Line 7271]: Let me check (Author: Hasanath Mohammed)

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Question 368: Hello!!

We are flying Spirit Flight  
WKM6HT

We will be traveling with our 3 year old daughter. I appreciate the free airport delivery. Hello.  
Spirit has changed our flight times. Will it be a problem to modify our pick up time and drop off  
time? (Author: Tiffany Taylor)

Answer [Line 7307]: No go ahead and change it (Author: Hasanath Mohammed)

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Question 369: Hello

I don't see the invoice to pay it? Can you resend it? (Author: Tiffany Taylor)

Answer [Line 7327]: Sure will send in a bit (Author: Hasanath Mohammed)

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Question 370: Hello...we're on flight BA0193 from LHR to DFW landing at 3:05pm tomorrow. I  
think that's terminal D. Is that where I'll pick up the car? (Author: Brittney Cronin)

Answer [Line 7334]: Yup I will check the flight status tomorrow and parking the car based on the  
terminal you arrive (Author: Hasanath Mohammed)

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Question 371: Hi! I'm headed back to TX early April and it looks like this car is available. Would  
love to rent it agsin but it looks like the option to pick up at DFW is gone? Why is that? (Author:  
Brittney Cronin)

Answer [Line 7359]: Turo has banned us hosts from picking up or dropping off at the DFw  
airport . This happened since Feb 15th. (Author: Hasanath Mohammed)

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Question 372: Oh no. It was so convenient. What are ppl doing instead? (Author: Brittney  
Cronin)

Answer [Line 7361]: You can take any hotel shuttle and you can pick you the car from any  
airport hotels in the south. (Author: Hasanath Mohammed)

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Question 373: Ok...you don't have to show any proof you stayed at that hotel to use the shuttle?  
(Author: Brittney Cronin)

Answer [Line 7366]: Yes and No depends on which hotel shuttle you are taking (Author:  
Hasanath Mohammed)

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Question 374: Hi Hasanath. I am going to be flying into DFW for work for a few days and I'm in  
need of a vehicle while I'm there. I'm a responsible and thoughtful driver and I plan to return  
your vehicle in the same condition I received it. Hi Hasanath, I just got the notification that Turo  
Go is no longer available for this trip. I will likely need to drop off the vehicle earlier than 12pm at  
the end of the trip but I won't know the exact time. Is it going to be a problem for me to park it at  
the airport earlier that day? Possibly as early as 9 or 10am (Author: Dagmawi Alemayehu)

Answer [Line 7370]: Hello Dagmawi (Author: Hasanath Mohammed)

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Question 375: Sorry to hear that. Yes that's fine As long as times and pickup/drop-off are the same too? (Author: Dagmawi Alemayehu)

Answer [Line 7378]: The drop off time has to be earlier like around 9 am (Author: Hasanath Mohammed)

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Question 376: Thank you When will you be able to confirm the change? (Author: Dagmawi Alemayehu)

Answer [Line 7392]: Yup all should be the same (Author: Hasanath Mohammed)

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Question 377: Hello Hasanath, I just uploaded my photo id with my license. Is that ok? (Author: Hugo Vasquez)

Answer [Line 7404]: Yes, Hey Hugo car is being parked at the location  
3901 West Northgate Drive, Irving, TX 75062 (Author: Hasanath Mohammed)

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Question 378: 2137882910? (Author: Multiverse Sales)

Answer [Line 7447]: Yes (Author: Hasanath Mohammed)

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Question 379: Hi there! Can you please tell me where we need to go to pick your car up from? (Author: Britt Tompkins)

Answer [Line 7453]: Hi Britt can you please send me your arrival flight info (Author: Hasanath Mohammed)

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Question 380: We get in early so that's the hold up Hi there! Where should we leave the car for drop off tomorrow? (Author: Britt Tompkins)

Answer [Line 7475]: You can park the car near your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock it . Just take pictures of where you parked and send it to my phone 5025921994. I especially need to know the terminal, Row & Level. Try not to park in 1 hour parking spots so it gives me sometime to pick up the car (Author: Hasanath Mohammed)

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Question 381: Our flight leaves at 11:52. If we have it there by 10 is that ok? (Author: Britt Tompkins)

Answer [Line 7477]: That's fine (Author: Hasanath Mohammed)

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Question 382: Hello and thank you for accepting my reservation. Is this all you need for my license? (Author: Di Cal)

Answer [Line 7545]: yes ,Hi Diara vehicle is being parked at the location  
3901 West Northgate Drive, Irving, TX 75062 (Author: Hasanath Mohammed)

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Question 383: I made it to the vehicle few minutes early Hello. I will need the car for an extra hr due to traffic maybe. What is the code again to return the key? (Author: Di Cal)

Answer [Line 7550]: We hope your rental experience with us has been thoroughly enjoyable!



As a reminder, your vehicle drop-off will be at the 3901 West Northgate Drive, Irving, TX 75062. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:

For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon!  
(Author: Hasanath Mohammed)

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Question 384: Hello and Goodmorning , I have a question regarding pick up time. How early can I pick up the car? I'm getting a ride there and I don't want to miss my appointment due to traffic. I'm only 25 minutes away (Author: Savoya Allen)

Answer [Line 7556]: Will let you know in a bit (Author: Hasanath Mohammed)

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Question 385: My flight had gotten canceled until later on tonight. I was hoping I can use the car for a little longer today? Please and thank you I loved my trip ! (Author: Savoya Allen)

Answer [Line 7567]: Sure (Author: Hasanath Mohammed)

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Question 386: It won't let me How can I still request it? (Author: Savoya Allen)

Answer [Line 7578]: Call support (Author: Hasanath Mohammed)

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Question 387: Good morning Is your car still available? (Author: Eutrice Padilla)

Answer [Line 7599]: yes, (Author: Hasanath Mohammed)

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Question 388: Good evening, can you meet us at 1413 Avenue A Grand Prairie, TX at 7pm? (Author: Constance Fuls)

Answer [Line 7654]: Will try to get to that address by 7:15 pm (Author: Hasanath Mohammed)

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Question 389: There is a kia sorento in the driveway Hi Hassanath! I will be dropping the car off around 10:30am this

Morning. I will be waiting on another ride to pick me up. What should I do with the key if you are not at the pick up location at the time? (Author: Constance Fuls)

Answer [Line 7666]: I will be around at that time . But if I am not just leave the keys in the glove box and the door unlocked (Author: Hasanath Mohammed)

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Question 390: Ok will do thank you! I am here, I believe. I am waiting on my ride. Is the house in a kodosak? (Author: Constance Fulks)

Answer [Line 7669]: Yes it's a culdesac (Author: Hasanath Mohammed)

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Question 391: Hello is it something wrong with the gas hand? Because i filled the tank back up but its not moving (Author: Latrina Vance)

Answer [Line 7701]: Sometimes it takes a few minutes (Author: Hasanath Mohammed)

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Question 392: Ok thanks I just landed. Where am I going? (Author: Zarria Porter)

Answer [Line 7738]: - [x] i have send all the instructions on a text message including walkthrough video it helps to take the car easily. (Author: Hasanath Mohammed)

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Question 393: Our Flight home has been delayed Where do I upload pictures of our flight information and drivers license? (Author: Kailee Clarke)

Answer [Line 7769]: just type in the chat (Author: Hasanath Mohammed)

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Question 394: Do you have a toll tag to your car? (Author: Shankar Kenkre)

Answer [Line 7788]: Yup there is a toll sticker (Author: Hasanath Mohammed)

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Question 395: Hi! We're dropping off tomorrow at the airport but there is not a key box in this car. How would we do this? (Author: Danyah McDonnell)

Answer [Line 7835]: What time are you planning to be at the airport tomorrow (Author: Hasanath Mohammed)

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Question 396: Are there gas stations near the airport? (Author: Danyah McDonnell)

Answer [Line 7842]: the one closest to the airport is bit expensive. Try to fill gas 2 miles outside of airport (Author: Hasanath Mohammed)

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Question 397: Good morning. Would it be ok to return the car at 3:30pm by chance instead of 2:30pm please? Our flight was just delayed. Normally I would be ok but I had surgery here so the airport will not be comfortable. (Author: Danyah McDonnell)

Answer [Line 7846]: You have been a very accommodating guest this is the least I could do for you (Author: Hasanath Mohammed)

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Question 398: Hello Hasanath,

Hope you are doing well.

My name is Farah and thank you for the opportunity to rent your vehicle. My intention is to rent the car for 5 days because I will be attending a wedding on Sunday and leaving on Tuesday morning. The only question I have is will returning the car around 9:30 am or so be a problem? Since I booked it until Noon, my flight will leave at 11:00 a.m.?

Looking forward to hearing from you, and Thank you in advance.

Farah (Author: Farah Chatelier)

Answer [Line 7859]: Hi Farah!

Welcome to Dallas!

We try to provide our services as hassle-free as possible.

Please read the instructions on how to start your trip with us.

We would need your flight information to look up what gate you will be arriving to.

Also, before you start your trip, we require a Driver's License or State ID to check you in.

The way it works is, the DFW airport has 5 terminals. Each terminal has a parking garage right across.

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.

Once you locate the car, to unlock it you use the code that we provide you with to unlock the lockbox on the window of the car. You punch the code in and twist the knob to the right to retrieve the key.

Please note - All our cars have a strict no-smoking policy enforced.

If you have any questions regarding the drop off, refueling, using tolls etc.. you can check out the FAQ section for answers to these questions.

Thank you for choosing to rent with us. (Author: Hasanath Mohammed)

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Question 399: Waiting on luggage Ok..I am all set...where should I go? (Author: Farah Chatelier)

Answer [Line 7877]: Hi Farah!

Hope you had a great experience renting with us!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.

Thank you for choosing to rent with us! (Author: Hasanath Mohammed)

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Question 400: Oh ok..Thank you Those are one hour parking..is that good..? (Author: Farah Chatelier)

Answer [Line 7887]: Yup (Author: Hasanath Mohammed)

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Question 401: Ok. How do you work the lockbox? it's not locking (Author: Farah Chatelier)

Answer [Line 7893]: You punch 0923 and then turn the knob (Author: Hasanath Mohammed)

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Question 402: perfect i can modify do i cancel and re book?? (Author: Megan Rosewell)

Answer [Line 7914]: I am not sure if they will allow you to book the car for 2 pm as it's such a short notice . Try 3 or 4 pm start (Author: Hasanath Mohammed)

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Question 403: Hi! I could need it for 14 days right now. Can I book it for 14 to start? (Author: Megan Rosewell)

Answer [Line 7931]: Sure let me unblock the dates first (Author: Hasanath Mohammed)

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Question 404: Hey! I just booked this for my husband for tomorrow. You can deliver to the airport correct? (Author: Caitlyn Wescott)

Answer [Line 7980]: Thank you for selecting our service for your travel needs!

We're excited to be part of your journey and want to ensure everything goes smoothly. Here's important information to keep in mind:

Pre-Trip Checklist: Please upload a photo of your driver's license and a selfie to Turo at least 24 hours before your trip starts. Instructions for this were sent to your email by Turo. If you encounter any issues, refer to that email for guidance.

Arrival Information: We aim to have your vehicle ready 15 minutes before your scheduled pick-up time, though we cannot guarantee availability before then. Ensure you verify your pick-up time before arrival.

Vehicle Pickup Details: The vehicle can be collected from 4425 Airport Freeway, Irving, TX 75062, which is conveniently located near DFW airport. Please note, due to Turo's updated policies, we're unable to offer pick-ups or drop-offs directly at DFW airport terminals. You will need to arrange a short Uber ride from the airport to our location. To access the car, we will provide you with a picture of the parking spot and the code to the lockbox 15 minutes prior to your pickup time 12:00 PM. If your rental uses Turo Go, you can ignore the lockbox code and access the car directly through the app.

Tolls: The car comes equipped with a toll sticker. We will bill you for any tolls incurred during your trip afterwards.

Extension Policy: Should your plans change and you wish to extend your trip, kindly inform us in advance. If the vehicle is available, we're more than happy to reserve it exclusively for you,

ensuring no other bookings take precedence. We prioritize the convenience of our existing customers, aiming to accommodate your needs whenever possible.

Policies & FAQs: Please remember, smoking in the cars is strictly prohibited. For more information on drop-offs, refueling, tolls, and other queries, please check our FAQ section.

We're grateful you've chosen to travel with us and look forward to serving you! (Author: Hasanath Mohammed)

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Question 405: Wife didn't know what time my flight back to Arizona was. Good morning, our flight was canceled and rebooked tonight. We land in Dallas at 10:30PM. Would it be okay if I still went and got the car that late? (Author: Caitlyn Wescott)

Answer [Line 7984]: No problem car is all set for the trip (Author: Hasanath Mohammed)

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Question 406: Any instructions? will this be contactless? (Author: Thomas Jackson)

Answer [Line 7998]: Yes this will be contactless (Author: Hasanath Mohammed)

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Question 407: Did u see my keys? I'll go back To that location and look for them (Author: Thomas Jackson)

Answer [Line 8008]: what's your ETA? (Author: Hasanath Mohammed)

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Question 408: When I arrived at the location, do I message you on here? (Author: Lamarcia Ronetye Davis)

Answer [Line 8062]: Yes, I will be sending you parking instructions, and we will communicate accordingly on the day of your trip. (Author: Hasanath Mohammed)

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Question 409: Am I'm able to get a refund?

Do you have another car? (Author: Lamarcia Ronetye Davis)

Answer [Line 8069]: Let me check and get back to you. (Author: Hasanath Mohammed)

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Question 410: Ready now? (Author: Lamarcia Ronetye Davis)

Answer [Line 8075]: For the cancellation and refund. You need to contact Turo support (Author: Hasanath Mohammed)

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Question 411: I canceled the trip, do you have to do something on your end regarding the refund? Am I'm able to get the 2019 Ford for the same price? (Author: Lamarcia Ronetye Davis)

Answer [Line 8085]: Nothing needed to be done on my part regarding your refund. (Author: Hasanath Mohammed)

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Question 412: Today? (Author: Lamarcia Ronetye Davis)

Answer [Line 8090]: Yeah, I can bring it to you in under an hour if you book it now. (Author: Hasanath Mohammed)

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Question 413: Can you send me the car link to book? (Author: Lamarcia Ronetye Davis)

Answer [Line 8092]: Let me know if you're willing to book, and I will start making it ready for you (Author: Hasanath Mohammed)

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Question 414: We just landed. Coming out of gate B11. No checked bags so do we head straight out to passenger pu? I don't remember if we spoke of the tolls there. Is there anything I need to do? Or you bill me after the trip? (Author: Lazaro Tamargo)

Answer [Line 8144]: Hi Jerry, Yes, I will meet you outside B11 in the parking garage. And yes, there is a toll sticker on the windshield of the car. So you dont need to worry about the tolls. I will send you an invoice after the trip is finished. (Author: Hasanath Mohammed)

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Question 415: Is there a shuttle to this location? (Author: Stephanie Benedict)

Answer [Line 8167]: No only way is Uber (Author: Hasanath Mohammed)

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Question 416: Ok, that would have been good to know upfront. Is this a business or residential address?

And will be need to do the same thing upon returning the vehicle? (Author: Stephanie Benedict)

Answer [Line 8169]: Just realized you had chosen a different location (Author: Hasanath Mohammed)

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Question 417: If the 4425 address is the closest to the airport, that is good with us. Uber cost will be less. Can you deliver to Passport Ave rental car parking lot? We could take the rental car shuttle to that area. (Author: Stephanie Benedict)

Answer [Line 8176]: Sure (Author: Hasanath Mohammed)

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Question 418: Where will I be picking up the car?

Appreciate the help. (Author: Daniel Ross)

Answer [Line 8290]: 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 419: Thank you. Will the car just be sitting there or is there a hand off process? This is the first time I've used Turo so new to how it works. (Author: Daniel Ross)

Answer [Line 8293]: Yes this is a office building and lots of parking spots around the building .

Once we park the car we will send you a picture of where we parked the car . (Author: Hasanath Mohammed)

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Question 420: Are there busses that go to that location from the airport? (Author: Daniel Ross)

Answer [Line 8303]: No just Uber (Author: Hasanath Mohammed)

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Question 421: On the way to the car. For tolls. Will those be charged at the end of the trip?

Going to try to avoid them but I know that's hard here (Author: Daniel Ross)

Answer [Line 8305]: if you go without the tolls it won't be charged. (Author: Hasanath Mohammed)

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Question 422: Good morning. Is it ok if I drop the car off at 12:30 instead of 10? (Author: Daniel Ross)

Answer [Line 8310]: That's fine but you have to extend the reservation for that (Author: Hasanath Mohammed)

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Question 423: Saw this. I will take care of this tonight Are you able to send me an invoice again? I'm not seeing how to pay on the app (Author: Daniel Ross)

Answer [Line 8326]: Turo must have sent you an invoice (Author: Hasanath Mohammed)

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Question 424: Do you want the car dropped off at the La Quinta Inn & Suites or the airport? (Author: Zephann Oelmann)

Answer [Line 8342]: yes same location where you picked the car (Author: Hasanath Mohammed)

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Question 425: Another host who I canceled just explained that to me Hello a host o cancel to book your car has offer to have the car available for when I arrive and will pick it back up the same way so I can get on with my day

My question for u

Can u make ant accommodations or I'm to pay for a Uber ?

I'm on a tight budget (Author: qiana langston)

Answer [Line 8350]: Can I deliver the car to you to the rental car center and you can pick up and drop off from there (Author: Hasanath Mohammed)

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Question 426: This is 2 miles from dfw

And they have a secure lot

I can park it there and u can get it it's closer than where I had to Uber will this location be better ?

I'll leave it at 1030am there Is this better? (Author: qiana langston)

Answer [Line 8383]: We hope your rental experience with us has been thoroughly enjoyable!

As a reminder, your vehicle drop-off will be at the 4425 Airport Freeway, Irving, TX 75062. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:

For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon!  
(Author: Hasanath Mohammed)

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Question 427: Did u ever locate my blanket? (Author: qiana langston)

Answer [Line 8402]: The car is coming back tomorrow from rental will check and let you know  
(Author: Hasanath Mohammed)

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Question 428: How are you Hasanath I would like to make a car reservation with you again. But is there a way you can bring me the car like last time? (Author: Xavi Sant's)

Answer [Line 8436]: You mean to the dfw airport (Author: Hasanath Mohammed)

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Question 429: Last time it was possible What options do you have? (Author: Xavi Sant's)

Answer [Line 8444]: After Feb turo banned us hosts from pickup or drop off at the dfw airport  
(Author: Hasanath Mohammed)

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Question 430: Hi Hasanath, my flight is Alaska 576 Where can I pick up the car from? (Author: Rutvik Marathe)

Answer [Line 8452]: 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. (Author: Hasanath Mohammed)

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Question 431: Just wanted to let you know that we have landed Will you be dropping off the car or will it be parked somewhere? (Author: Joanna Enriquez)

Answer [Line 8503]: will meet you in person (Author: Hasanath Mohammed)

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Question 432: Good Morning I forgot I have a dentist appointment at 11:00 is it possible to pick up the vehicle at 10:00? (Author: Ella Johnson)

Answer [Line 8544]: best i can do like 10.45am (Author: Hasanath Mohammed)

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Question 433: Hello I have a trip coming up and I need to change arrival to 7/6 9pm and it looks like it's not available any way you can help change or put me in a new car similar price with my 10% code I used? (Author: Mike Smith)

Answer [Line 8574]: Let me check (Author: Hasanath Mohammed)

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Question 434: Apologies I would super grateful if we can do DFW my flight is taking off soon may not respond for 1he Is that okay? (Author: Mike Smith)

Answer [Line 8592]: Ok will do (Author: Hasanath Mohammed)

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Question 435: Where is the locations? (Author: Idalmi Cruz)



Answer [Line 8621]: 4425 W airport FWY Irving TX 75062 (Author: Hasanath Mohammed)

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Question 436: Almost the same spot as where you parked it last Our gate changed to terminal D can we take the car and park it in terminal D? (Author: Montana Frey)

Answer [Line 8655]: Ok sure (Author: Hasanath Mohammed)

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Question 437: Do I send my drivers license in these messages? (Author: Natasha Martin)

Answer [Line 8704]: Hi, please upload on the app . (Author: Hasanath Mohammed)

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Question 438: Hello Hasanath. Thanks for the details on how to get the car. I'll be happy to forward our flight info so you can know which terminal to park the car at. We actually arrive at 9:30 pm on Nov 18th, so I assume that will be ok, though the note said 7 pm is the latest for delivery time? Thanks again and I look forward to your reply. Greg Hughes Will my arrival time work for you? Just wanted to confirm. (Author: Gregory Hughes)

Answer [Line 8714]: That is fine . It will work for me (Author: Hasanath Mohammed)

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Question 439: So I booked with your car because it said it can be picked up and dropped off at rheumatologist airport gate parking lot. Can that be done? (Author: Anthony Fromm)

Answer [Line 8763]: Hi Anthony, Well, previously, we used to do that, but currently, We are not permitted from turo for pick ups or drop offs from the airport. Nevertheless, our office location (4425 W airport fwy) is only an 8-minute drive from the airport. (Author: Hasanath Mohammed)

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Question 440: That would be American Airlines Hi how would you like the pictures of my drivers license? shall I send them via this way or do you want them some other way? (Author: jesse martin)

Answer [Line 8781]: Just send it here (Author: Hasanath Mohammed)

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Question 441: I'm flying in the day before Where is your car located? Maybe I can meet you there (Author: Anney Zaidi)

Answer [Line 8817]: 4425 west airport fwy way Irving tx 75061 (Author: Hasanath Mohammed)

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Question 442: Probably around 2/3ish? Is it possible to return it around 5? My flight was delayed (Author: Anney Zaidi)

Answer [Line 8826]: 4:30 would be ok 5 is little late . (Author: Hasanath Mohammed)

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Question 443: How do you open the lockbox? (Author: Anney Zaidi)

Answer [Line 8832]: 0923 (Author: Hasanath Mohammed)

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Question 444: Close it into the window? (Author: Anney Zaidi)

Answer [Line 8835]: Yup (Author: Hasanath Mohammed)

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Question 445: Did you get pic of license? (Author: Liana Smythe)

Answer [Line 8852]: Yup got it (Author: Hasanath Mohammed)

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Question 446: Just landed

Where do I go for vehicle? I'm a little nervous

I'm walking to baggage claim and haven't received car info? (Author: Liana Smythe)

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Question 447: We will be at airport around 5:45pm How do we do it

Where do we park? (Author: Liana Smythe)

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Question 448: Hi Hasanath, have not used Turo yet, just normal rental car companies, so just wanted to confirm how the pickup/drop off works? We have our flights booked, but they don't yet indicate what terminals we are arriving in/departing from? American Airlines Flight 3633 due to arrive in DFW @11:55 AM on 9/25/23, and American Airlines Flight 4191 Departing from DFW @12:19 PM on 10/4/23. Let me know if you need any other info, or have any other questions? Thanks

Warren (Author: Warren Hall)

Answer [Line 8883]: We park the car in the parking garage right next to your arrival gate (Author: Hasanath Mohammed)

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Question 449: Just got a message that we won't be picking up the car from the terminal, we have to meet you to exchange the keys now? (Author: Warren Hall)

Answer [Line 8889]: I'm on call with turo support they are working on getting turo go fixed (Author: Hasanath Mohammed)

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Question 450: Ok Any update on the app working yet? Thanks (Author: Warren Hall)

Answer [Line 8893]: The turo go isn't working after multiple attempts . I will give it another try with Turo today and let you know . (Author: Hasanath Mohammed)

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Question 451: Should I modify the trip or ? (Author: Kevon Haynes)

Answer [Line 8903]: Looks like something went wrong with your account can you call Turo and check (Author: Hasanath Mohammed)

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Question 452: Hello Hasneth (spelling okay?) Looking forward to meeting you. I'll send you the flight details as soon as I can. Thanks Harold Hasanath ! Got it right this time? (Author: Harold Surguine)

Answer [Line 8912]: Perfect (Author: Hasanath Mohammed)

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Question 453: By the way, my nephew lives in Farmers Branch. Would that be on your way home from the airport? I would be happy to drop you off if it would help you. Thanks again. It seems as if my flight will arrive at Terminal A. So if I stand outside on the curb at the arrivals of terminal A, and look for you, I guess that would be best. Could you give me your licence number so I could watch for you more easily? Thanks (Author: Harold Surguine)

Answer [Line 8918]: You can WhatsApp me at 5025921994 mine is a U.S number so make sure you add the right extension . If you can send me a message now I can save your number . On the day of arrival you can just call me on WhatsApp (Author: Hasanath Mohammed)

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Question 454: Hello Mohammed

Sorry the wifi didn't work correctly. The kind man who lent me his phone said you had confirmed everything. Is everything okay? (Author: Harold Surguine)

Answer [Line 8928]: Hi Harold, I sent you an invoice for expenses from your trip. Please accept and pay through Turo as quickly as possible. Thank you! (Author: Hasanath Mohammed)

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Question 455: I can meet you where I picked up the car door E 14-15 about 9:45, does that work? If not I will park it (Author: Peter Vickerman)

Answer [Line 8939]: Let's just plan for you to park the car I might not be able to make it . If I can make it before 9:45 I will let you know . (Author: Hasanath Mohammed)

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Question 456: Hello, is there an adapter somewhere for the charging port? We went to charge it today and the j-plug wouldn't insert into the Tesla charging dock. (Author: Megan Nicolet)

Answer [Line 8965]: No we don't have a adapter only place to charge is Tesla charging stations . If you are in Dfw neighborhood I can get an adapter to you (Author: Hasanath Mohammed)

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Question 457: E21 level 3 row A How do I lock it? (Author: Megan Nicolet)

Answer [Line 8974]: Ok thanks (Author: Hasanath Mohammed)

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Question 458: Hello, I'm shandon and I just booked a trip with your Toyota. I'll be flying into Dallas tomorrow at 1:30pm and I am going to Uber to the La Quinta around 2 pm to pick the car up! Are you able to verify my license? (Author: Shandon Boone)

Answer [Line 8983]: Yes. I was able to verify it (Author: Hasanath Mohammed)

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Question 459: Did you need me to return the car today? I still needed to extend but I understand if you need your car back for maintenance reasons. I do go to work today at 1 & get off at 6:30 (Author: La'Tesha Richardson)

Answer [Line 9068]: Where is your work? (Author: Hasanath Mohammed)

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Question 460: Ok. So don't request or still request an extension? (Author: La'Tesha Richardson)

Answer [Line 9071]: Ignore the extension for today and make a new booking for tomorrow afternoon (Author: Hasanath Mohammed)

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Question 461: Good morning; I noticed that the drop down menu on the app is not allowing pick up from the DFW International...would you be able to drop off at the gate like last time please? That was really convenient. (Author: Annemarie Allen)

Answer [Line 9123]: Unfortunately Turo has banned us hosts from delivering or picking up from dfw airport . I am really sorry I won't be able to do that anymore until Turo lifts the ban . (Author: Hasanath Mohammed)

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Question 462: Hey can I modify the trip and bring the vehicle same time tomorrow ? (Author: Richard Sapp)

Answer [Line 9138]: Sorry to say this sir the vehicle has been booked for tomorrow morning  
(Author: Hasanath Mohammed)

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Question 463: Hello, just checking about tomorrow. Where do we park the car? 1 hour parking?  
(Author: Matthew Gunnarson)

Answer [Line 9170]: 1 hour parking is fine (Author: Hasanath Mohammed)

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Question 464: Sorry E Did you find the car? (Author: Matthew Gunnarson)

Answer [Line 9179]: Just reached airport about to pick up (Author: Hasanath Mohammed)

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Question 465: This is what we want:

Option 1: We'll park near your arrival terminal, and I'll send you the location. Once you arrive, take a selfie with the car and your driver's license, and I'll remotely unlock the car for you. For drop-off, park near the departure terminal, take a photo of the location, and I'll lock the car remotely. Please note that airport parking charges (\$2-\$10) will apply for both drop-off and pickup. My boss stated that typically we pick up the car across the street from the terminal with a code on a lock box.

Do you do it differently? (Author: David Stoiano)

Answer [Line 9191]: I can do that option except that I won't have a lock box (Author: Hasanath Mohammed)

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Question 466: Do you want me to leave the key in middle console, like how we picked it up. Also, the door unlocked? I will let you know what time we will be at the airport today. Where I leave review for you? (Author: David Stoiano)

Answer [Line 9200]: Do you see a button for Rate Trip (Author: Hasanath Mohammed)

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Question 467: Ok. Lockbox is inside car? (Author: Michelle Hall)

Answer [Line 9242]: no it's outside of the front driver door (Author: Hasanath Mohammed)

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Question 468: Hello. I'm trying I need to extend the trip but unclear if the car is available. Sunday and Monday are blocked out. Is it available tomorrow? When I was initially booking, I saw that you have several vehicles. Do you have another vehicle that is available for the weekend. Maybe I can do a swap? (Author: Michelle Hall)

Answer [Line 9246]: It's going for another reservation let me check what other vehicle I have (Author: Hasanath Mohammed)

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Question 469: Until Monday around 330 Do you have anything else available? (Author: Michelle Hall)

Answer [Line 9250]: im working on it give me few minutes (Author: Hasanath Mohammed)

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Question 470: Ok. Thank you. I want to be respectful of time. Do I need to return vehicle? (Author: Michelle Hall)

Answer [Line 9256]: Just got the response from the other customer they are willing to swap  
(Author: Hasanath Mohammed)

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Question 471: You're welcome! Hello Hasanath, hope you're doing well! Could you please give me the directions to get the car? Thank you! (Author: Erika Camuffo)

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Question 472: I don't know because if I extend the trip to 5pm it charges me Can I end the trip?  
(Author: Erika Camuffo)

Answer [Line 9298]: If you extend it will ask you to pay but since you are already parked I don't think you need to pay anything more (Author: Hasanath Mohammed)

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Question 473: AA1552 Hello, just wanted to confirm how the vehicle will be delivered tomorrow? Thank you. I arrive at 1:28pm on AA1552 at D40 (Author: Justin Sterett)

Answer [Line 9332]: We will park the car near gate D40 in the parking garage . We will send you a video walkthrough of how to get to the car from gate D40 (Author: Hasanath Mohammed)

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Question 474: Hi, I'm not seeing an attachment. Is there something that requires my action?  
(Author: Justin Sterett)

Answer [Line 9361]: Can you check your email (Author: Hasanath Mohammed)

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Question 475: I see there was recently an invoice for \$3.72 that was automatically paid. Is that what you are referring to? (Author: Justin Sterett)

Answer [Line 9363]: Probably (Author: Hasanath Mohammed)

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Question 476: Sorry can we pls try again Hello, so what is the process of getting the car tomorrow? (Author: Tammy Okpara)

Answer [Line 9370]: It's fairly simple (Author: Hasanath Mohammed)

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Question 477: Hello, can we meet at the exact same spot we met yesterday at exactly 9?  
(Author: Tammy Okpara)

Answer [Line 9381]: There is no construction today so you can reach the destination . Can we meet at the destination . (Author: Hasanath Mohammed)

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Question 478: Is it ok to pickup after 9:30? (Author: Lisa Washington)

Answer [Line 9426]: Yeah, No problem. (Author: Hasanath Mohammed)

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Question 479: Hi, i was following up on this, will you be able to deliver the car soon? I sent a message in the other chat, but thought itd make more sense to migrate it to this one (Author: Frank Hu)

Answer [Line 9434]: Hi Frank, I will call you in sometime. (Author: Hasanath Mohammed)

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Question 480: I want to drop the car off at 1pm instead of 10, since i picked it up at 1pm. Hi i was wanting to drop the car off at the airport could you send the instructions from that? (Author: Frank Hu)

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Question 481: ? Hello? I can still drive it to 4425 (Author: Frank Hu)

Answer [Line 9473]: Yes I can pick it up from Panera (Author: Hasanath Mohammed)

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Question 482: I'm here early Can I get it at 2pm instead? (Author: Steve Jo)

Answer [Line 9511]: Yeah the car will be parked in 10-15 minutes (Author: Hasanath Mohammed)

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Question 483: Thanks What's the code of lockbox? (Author: Steve Jo)

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Question 484: Uh oh What time? (Author: Steve Jo)

Answer [Line 9527]: Your reservation ended at 3 pm (Author: Hasanath Mohammed)

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Question 485: What time did the other guest book it? (Author: Steve Jo)

Answer [Line 9533]: What time do you think you will reach (Author: Hasanath Mohammed)

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Question 486: Arrived. Can you please open the car? (Author: Raphael Bolsinger)

Answer [Line 9549]: give me a sec (Author: Hasanath Mohammed)

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Question 487: Will be there between 4.30 and 5.00.

Should I leave the keys inside? (Author: Raphael Bolsinger)

Answer [Line 9555]: Yes leave the keys inside (Author: Hasanath Mohammed)

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Question 488: Thank you, Hasanath. I remembered I forgot to top off the gas tank. Is that what the charge was for? (Author: Sarah Hayden)

Answer [Line 9606]: Hi Sarah, I sent you an invoice through Turo for expenses from your trip. (Author: Hasanath Mohammed)

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Question 489: Thanks! My flight is a bit behind but I should be there to get it within the hour. I assume keys are in the car and unlocked? (Author: Auby Brown)

Answer [Line 9632]: There is a lock box stuck to the window. (Author: Hasanath Mohammed)

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Question 490: Is this all I do? (Author: Auby Brown)

Answer [Line 9640]: Yes, Thanks. (Author: Hasanath Mohammed)

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Question 491: Hello Hasanath,

I am just checking in to make sure my reservations for January 17-22 are still good to go? (Author: Travis Fullmer)

Answer [Line 9737]: Yup you are all set . Just make sure you upload your license and selfie before the checkin . Turo will send you a message about this 24 hours prior to the start of the trip (Author: Hasanath Mohammed)

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Question 492: Hello Hasanath, I am going to need to return to my home one day earlier due to some family issues. Good morning Hasanath,

Tomorrow I am flying out of Terminal E, and was wondering if I return the car to Terminal E parking? Then once I get parked I just message you? (Author: Travis Fullmer)

Answer [Line 9748]: Hi TRAVIS GREGORY!

Hope you had a great experience renting with us!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.

Thank you for choosing to rent with us! (Author: Hasanath Mohammed)

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Question 493: Ahh. Okay. Sounds good. Do I send you my license tomorrow or can I send it today? (Author: Amy Choi)

Answer [Line 9769]: You can send now if you want . Tomorrow is fine too . (Author: Hasanath Mohammed)

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Question 494: Do you need the back too? (Author: Amy Choi)

Answer [Line 9771]: Just front is good (Author: Hasanath Mohammed)

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Question 495: Okay what is Turo go? (Author: Amber Spoon)

Answer [Line 9797]: Dont worry about it if you dont know how to lock using Turo go. I can remote lock it once you send me information on the parking (Author: Hasanath Mohammed)

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Question 496: Thankyou sorry I am just seeing this we were on vacation since holiday weekend I don't see an invoice here? Can u resend (Author: Amber Spoon)

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Question 497: Okay thanks Where's the lockbox located at? (Author: Laquitha Jones)

Answer [Line 9832]: Sorry this is a turo go (Author: Hasanath Mohammed)

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Question 498: Okay so lock the car which way? (Author: Laquitha Jones)

Answer [Line 9836]: Use the turo app to lock the car (Author: Hasanath Mohammed)

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Question 499: Perfect where should we go to. We are walking out. Ground transportation? (Author: Courtney Maynard)

Answer [Line 9860]: Just wait inside gate E20 (Author: Hasanath Mohammed)

Question 500: Hi Hasanath, can I return the car earlier, like 5:30ish? My airline is AA. (Author: Camille Pan)

Answer [Line 9901]: Make sure you send me the picture of where you parked the car (Author: Hasanath Mohammed)

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Question 501: Thank you. I need to pick up at DFW, but also return the car at this hotel that is near by at the end of the rental. OK with you to meet me at the hotel for pick up instead of the airport? Hilton Anatole

2201 North Stemmons Freeway Dallas, Texas 75207 USA (Author: Michael Alvarez)

Answer [Line 9905]: You mean you will drop it off at the hotel at the end of the rental (Author: Hasanath Mohammed)

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Question 502: All well? The one tire showed low in air when we parked last night. All I could see. (Author: Michael Alvarez)

Answer [Line 9927]: I'm going there now to pick up (Author: Hasanath Mohammed)

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Question 503: Good afternoon Hasanath! My wife, daughter and I will be traveling from Vegas to Dallas for vacation next month. Your car has everything we're looking for. We plan to drive around the DFW area and possibly do a day trip down to Waco. Thanks I just want to confirm that we can pick up the vehicle at DFW airport? (Author: Alex Kwasniewski)

Answer [Line 9936]: Hi Alex Excited to host you (Author: Hasanath Mohammed)

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Question 504: Yeah must've been a default privacy thing. However

Frontier Airlines arrival Flight #2134 2:30pm arrival at DFW

Departure is frontier flight #2137 12:15pm departure time Good morning, just touching bases.

Where at the airport now here in Vegas our flight leaves in just over an hour . Do we pick up the car In Self parking garage? (Author: Alex Kwasniewski)

Answer [Line 9952]: Yes it looks like you will land in E21 (Author: Hasanath Mohammed)

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Question 505: I got a baby and wife too so kind of in a hurry I want to clarify on drop off how it'll Work? Will it be the same as pick up drop off it with someone At passenger drop-off? (Author: Alex Kwasniewski)

Answer [Line 9959]: You can park the car in the garage next to the airport. Leave the keys inside and lock it using turo go. Just take pictures of where you parked and send it to my phone 5025921994. I especially need to know the Garage, Row & Level. (Author: Hasanath Mohammed)

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Question 506: Hi Hasanath ! What's the address where the car is parked ? (Author: Joseph Zamor)

Answer [Line 10070]: We hope your rental experience with us has been thoroughly enjoyable!

As a reminder, your vehicle drop-off will be at the 2000 Hard Rock Road, Irving, TX 75061. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:



For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon!  
(Author: Hasanath Mohammed)

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Question 507: Ok. I can do that. In what time frame do you need that info? (Author: Ralph Rogers)

Answer [Line 10074]: Atleast a day before your arrival (Author: Hasanath Mohammed)

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Question 508: Hello Hasanath. I've added Bryan. I had to extend a day due to family medical issues. How come the daily price went up. Can we please be charged the \$32 rate of the original booking at least for the original 7 days? Thank you (Author: Cynthia Hinckley)

Answer [Line 10092]: I don't have control over the price once it's set. They shouldn't have changed your original booking rate . Can you contact turo and see if they can do anything (Author: Hasanath Mohammed)

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Question 509: I don't see the vehicle Good morning, I just noticed the car return is 10am but my flight doesn't leave until 4:30pm is there anyway way to return by 3pm ? (Author: Darrell Nelson)

Answer [Line 10146]: Yep you can modify the trip on the app (Author: Hasanath Mohammed)

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Question 510: Hi Hasanath,

I look forward to my upcoming trip. Below is my flight information:

Arrival time: 2:24 pm on 2/29/24 at terminal E

Flight number: Frontier Airlines 3985

Departure time: 1:35 pm on 3/3/24 at Terminal O

Flight number: American Airlines 1662 Hi Hasanath,

When should I be expecting the instructions to find the car once I land? (Author: Joseph Trovato)

Answer [Line 10153]: We will send you that roughly 15 min prior to your pick up time which is 2:15 pm (Author: Hasanath Mohammed)

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Question 511: Will I still be able to pick up the car? (Author: Natalie Garza)

Answer [Line 10168]: yes (Author: Hasanath Mohammed)

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Question 512: Thank you. Do you need my photos again? (Author: Charlton Lee)

Answer [Line 10202]: If you have already uploaded I can check those when I am doing my check in (Author: Hasanath Mohammed)

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Question 513: I uploaded them on the add photos. Can you see them? (Author: Charlton Lee)

Answer [Line 10218]: Got it thanks (Author: Hasanath Mohammed)

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Question 514: Unfortunately it won't. I need pick up and drop off at the airport directly. Will that work for you? (Author: Laura Fetters)

Answer [Line 10223]: Ok I will make it work (Author: Hasanath Mohammed)

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Question 515: Hi....can I extend my trip till 26th at 630AM? (Author: Laura Fetters)

Answer [Line 10227]: Sure go ahead and do it as soon as possible before someone else books that time (Author: Hasanath Mohammed)

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Question 516: I have never been charged for parking for you not picking it up. I've only been charged in the past where you dropped it off early is this standard practice for Turo? (Author: Laura Fetters)

Answer [Line 10253]: Each host has his own practice. Turo gives the host the liberty to charge for parking . But since you were not aware of this I am not going to charge you. (Author: Hasanath Mohammed)

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Question 517: Mine? (Author: Katherine Gibson)

Answer [Line 10290]: can you give your flights info (Author: Hasanath Mohammed)

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Question 518: JetBlue flight 1214 to Boston. Gate e7. Should I leave the key with the gate agents? (Author: Katherine Gibson)

Answer [Line 10293]: can you give your phone number (Author: Hasanath Mohammed)

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Question 519: Okay. I left the key with the gate agents at E7. Two young Black women with glasses. Can someone (Mark?) come get it from them? (Author: Katherine Gibson)

Answer [Line 10300]: sounds good (Author: Hasanath Mohammed)

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Question 520: Thank you and sorry again! Can you let me know when you have the key? So sorry for the trouble. (Author: Katherine Gibson)

Answer [Line 10303]: of course. no worries (Author: Hasanath Mohammed)

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Question 521: Any luck? (Author: Katherine Gibson)

Answer [Line 10305]: not yet (Author: Hasanath Mohammed)

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Question 522: I got the key and I'm checking in now. Thank you so much. I'll talk to you in a few days. I am trying to extend the vehicle by one day until Friday at 6:30pm; but a pop up keeps coming up saying it can't be delivered. Can I extend it by one day? (Author: Paul Allen)

Answer [Line 10314]: I'm working with turo to get you the extension . (Author: Hasanath Mohammed)

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Question 523: Hi Hasanath! This is my first time using Turo so I'm looking forward to this. My plane arrives at 12 on Saturday, and shouldn't have a issue getting to Irving to pick up. Is there anything I need to be aware of or do before my arrival? (Author: Ronnie D)

Answer [Line 10346]: Hi Ronald excited to host you (Author: Hasanath Mohammed)

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Question 524: Hi. Ok that's simple enough. For the license you need me to send via this text or do you get from Turo? Or do you need the day I pick up? (Author: Ronnie D)

Answer [Line 10352]: You can send your license here on the day you will pick up the car (Author: Hasanath Mohammed)

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Question 525: Hi. I'm downstairs... Do I need to wait for you to come down? (Author: Ronnie D)

Answer [Line 10357]: Thanks for taking good care of my car I will be sure to leave you a great review (Author: Hasanath Mohammed)

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Question 526: Flight info Hello, our flight was delayed and we will now arrive at 9pm. Where should we go to pick up the car? (Author: Katelyn Peet)

Answer [Line 10373]: Based on the current flight status you will arrive at C21. I will park the car near the terminal C21 and send you a video of how to get to the car (Author: Hasanath Mohammed)

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Question 527: Good to return car at 7pm instead of 6pm? Also am o just leaving at same terminal parking lot at DFW (Author: NORMAN N.)

Answer [Line 10420]: That's fine (Author: Hasanath Mohammed)

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Question 528: Ok sounds good. Text via this app right? (Author: Dennis Song)

Answer [Line 10445]: Direct text to 5025921994 is better (Author: Hasanath Mohammed)

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Question 529: Okay.... Is there somewhere I can wait? (Author: Alyssa Copley)

Answer [Line 10460]: You can wait in the building lobby will try to bring it to you as soon as we possibly can (Author: Hasanath Mohammed)

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Question 530: Okay. It's showing it's 0.7 miles away... so I have to get another Uber? (Author: Alyssa Copley)

Answer [Line 10463]: No you are in 4425 w airport fwy Irving tx 75061 right ? (Author: Hasanath Mohammed)

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Question 531: Oh okay, just making sure! Am I allowed to use the tolls? (Author: Alyssa Copley)  
Answer [Line 10469]: Yes (Author: Hasanath Mohammed)

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Question 532: And return flight is 9/25 AA 1366 What info do you need from the license?  
(Author: Zach Thomas)  
Answer [Line 10491]: I need the license copy to check you in (Author: Hasanath Mohammed)

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Question 533: Landed Where should we meet to pickup the car? (Author: Zach Thomas)  
Answer [Line 10500]: Heading your way (Author: Hasanath Mohammed)

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Question 534: What's the return process? Are we able to drop off the car a bit early? Like  
230-3? (Author: Zach Thomas)  
Answer [Line 10505]: Sure thats absolutely possible (Author: Hasanath Mohammed)

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Question 535: Location? Do you know which exact spot it is parked at? (Author: Chris Randall)  
Answer [Line 10558]: Please let me knkw your nearest gate as well. And I will bring the car to  
you. (Author: Hasanath Mohammed)

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Question 536: Hey! Just wanted to check and see if there was any other options.

We currently are staying in Grand Prairie, are there any drop off locations near here at all?  
(Author: Chris Randall)

Answer [Line 10565]: Unfortunately, there isn't an option for drop-off in Grand Prairie. Your best  
bet is to return the vehicle to the original pickup location to avoid any fees from Turo for  
improper drop-off. Let me know if you need any further assistance (Author: Hasanath  
Mohammed)

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Question 537: Sounds good thanks! Hi, yes I was wondering if there's a fee for you guys to pick  
up the car at love Field airport. We are traveling early that morning from a 45 minute drive and  
have a 10 month old and would love to see if you guys can be flexible. How much does the fee  
cost? (Author: Chris Randall)

Answer [Line 10568]: Hi Christopher, we usually dont operate from the Love Field dal, but  
sometimes we do consider exceptions. The fee would be \$70 (Author: Hasanath Mohammed)

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Question 538: Thank you for your flexibility. We will pay the \$70 fee to make this work. Would  
you like us to park anywhere specific at Love Field?

Again this is truly a blessing for us! Thanks for your willingness to help in this way. (Author:  
Chris Randall)

Answer [Line 10570]: Hi CHRISTOPHER!

Hope you had a great experience renting with us!

Please let us know at what time you have planned to get to the airport to drop the car off.  
To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.

Thank you for choosing to rent with us! (Author: Hasanath Mohammed)

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Question 539: Hello my name is Nykia. Thank you for your services as this vehicle will assist me with looking for another vehicle to purchase. Please tell me next steps and what u news from me. Hello? (Author: Macks Vision)

Answer [Line 10623]: Hi (Author: Hasanath Mohammed)

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Question 540: No problem Good morning what's the location? Is it the airport fwy location? (Author: Macks Vision)

Answer [Line 10633]: Hey (Author: Hasanath Mohammed)

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Question 541: Ok Where will the keys be located? (Author: Macks Vision)

Answer [Line 10637]: In the glovebox (Author: Hasanath Mohammed)

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Question 542: Is it unlocked? (Author: Macks Vision)

Answer [Line 10652]: i didn't reach the car yet. (Author: Hasanath Mohammed)

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Question 543: And I have someone dropping me off Good afternoon....Leave keys in glove box and what else do I need to do at check out? (Author: Macks Vision)

Answer [Line 10657]: Leave keys in glovebox and then lock the car using turo go .. if you are not able to lock no worries just let me know I can lock remotely (Author: Hasanath Mohammed)

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Question 544: And the key card will be in there I presume?

I thought was picked up at the airport. How far is this from DFW airport? (Author: Thomas Yuhas)

Answer [Line 10681]: Yes that's right key will be inside (Author: Hasanath Mohammed)

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Question 545: Direct sir. Thank you for the info. I assume I will be charged at the end for the supercharge as it is tied to the car? (Author: Thomas Yuhas)

Answer [Line 10706]: I will keep a tally of how much it costed and invoice you exactly that amount after your trip (Author: Hasanath Mohammed)

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Question 546: Ok. I will charge to 90. I will be below that when I arrive at the location then. That is ok with you? (Author: Thomas Yuhas)

Answer [Line 10719]: That's fine (Author: Hasanath Mohammed)

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Question 547: Flight 314 southwest arrives at 1:40pm Hello, just confirming that you received my flight details? (Author: shannah Cameron)

Answer [Line 10802]: Yup got it (Author: Hasanath Mohammed)

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Question 548: I didnt type in a airport How is this helping me now? All of this you should have said when booking! (Author: shannah Cameron)

Answer [Line 10820]: I did not know you booked the car to love field airpor (Author: Hasanath Mohammed)

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Question 549: Can you deliver the vehicle to an address? (Author: shannah Cameron)

Answer [Line 10822]: Had I known for sure I would have told you . (Author: Hasanath Mohammed)

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Question 550: If I catch a uber to the other airport, can you take some \$ off of my total? It will cost \$50 for me to uber there (Author: shannah Cameron)

Answer [Line 10828]: And it will cost you another \$50 to drop off the vehicle and go back to the DAL airport . (Author: Hasanath Mohammed)

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Question 551: Hello, I was going to drop off around 5, if thats ok with you? Sure, I am u familiar with the area, if you give me a meeting spot, I can meet you there. (Author: shannah Cameron)

Answer [Line 10844]: Ok sounds good will send you in just a bit (Author: Hasanath Mohammed)

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Question 552: Ok. Who is coming, so I know who to ask for? (Author: shannah Cameron)

Answer [Line 10849]: It will be Inshaf or Raza (Author: Hasanath Mohammed)

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Question 553: Hello the shop pushed my car repairs back a day Good afternoon, if I'm wanting to drop the car off earlier than the scheduled time is that ok? I'm not sure on the exact time that why I didn't put it on modify trip but I can let you know when I head that way (Author: Candice Griffin)

Answer [Line 10872]: Sure you can drop off early (Author: Hasanath Mohammed)

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Question 554: Is it parked on level 3? (Author: Abdullah Khan)

Answer [Line 10882]: Hi SHATAWN, I sent you an invoice through Turo for expenses from your trip. (Author: Hasanath Mohammed)

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Question 555: Me as well I ver the car in my house? (Author: Rafael Oliveira)

Answer [Line 10891]: The car can be picked up from my house . (Author: Hasanath Mohammed)

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Question 556: Do you hace gps? Where do you live? (Author: Rafael Oliveira)

Answer [Line 10894]: 4443 zahir ct Irving tx 75061 (Author: Hasanath Mohammed)

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Question 557: Hey I need put petrol? (Author: Rafael Oliveira)

Answer [Line 10906]: When you are done you fill the gas (Author: Hasanath Mohammed)

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Question 558: Awesome thank you! Hi, just confirming your vehicle is still available for us this weekend? (Author: Carlos Ramirez)

Answer [Line 10931]: Yes it is (Author: Hasanath Mohammed)

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Question 559: Ok just got off the phone with them and it looks like that's the best option all around. So once I check in tomorrow I'll request the extension. The car is in Long Term parking at Dfw? (Author: Jo Wright)

Answer [Line 10955]: Yes sir (Author: Hasanath Mohammed)

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Question 560: A little after Where at terminal D are you? (Author: Jo Wright)

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Question 561: Lower level? (Author: Jo Wright)

Answer [Line 10972]: upper level (Author: Hasanath Mohammed)

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Question 562: Hello. I'm confused. I booked your car specifically because it was listed as at DFW.

Now you're saying I need to get an Uber? (Author: Craig Brown)

Answer [Line 10979]: - [x] Due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport. I recommend taking an Uber there for a seamless pickup experience." (Author: Hasanath Mohammed)

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Question 563: That wasn't described in your listing... nor was the costs that will incur due to it, not to mention the extra time.

I could have rented a regular car... So now I need to pay for two Ubers..?... (Author: Craig Brown)

Answer [Line 10982]: When you booked this car did you choose dfw airport as the pick up location (Author: Hasanath Mohammed)

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Question 564: Are you serious? "Right next to the terminal" insinuates exactly that! (Author: Craig Brown)

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Question 565: Looks lk I'm not the only one frustrated How can we work together to make this right? (Author: Craig Brown)

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Question 566: I'll call them. In the meantime will you still have Thai car available for us at the location you've mentioned? (Author: Craig Brown)

Answer [Line 11010]: Yes it's already at the location (Author: Hasanath Mohammed)

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Question 567: Darn. Ok, I appreciate the heads up. I'm assuming you have not heard anything in the last 30 minutes, right? (Author: Lovie` Verser)

Answer [Line 11037]: No response for 30 min (Author: Hasanath Mohammed)

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Question 568: Hi! How do tolls work? (Author: Marisa Beck)

Answer [Line 11048]: I will invoice you for the tolls after the trip (Author: Hasanath Mohammed)

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Question 569: thank you! And where at the airport can I pick it up? Digital key? (Author: Marisa Beck)

Answer [Line 11051]: I will come pick you up from the airport and drop myself 7 min away from airport (Author: Hasanath Mohammed)

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Question 570: ok. What's your number? (Author: Marisa Beck)

Answer [Line 11058]: 5025921994 (Author: Hasanath Mohammed)

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Question 571: Thanks! You should already have the flight number and my id! So am I just waiting for the car location info? (Author: Shannon Rush)

Answer [Line 11102]: Have your flight number but not your id. Did you send your id here already I don't see it (Author: Hasanath Mohammed)

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Question 572: Hi, I lost my wallet with my license because I've been moving, I went to the DMV and got a new one but it's the paper one, the plastic one won't come in on time is that okay? I can send a pic of the new license (Author: Daniela Ortegon)

Answer [Line 11169]: That's for proactively reaching out to us . In that case can you please call turo and let them know . Turo has started a new process for verification and they require you to upload your license and a selfie with the license (original). But I have had customers verify in the past with paper license by calling Turo (Author: Hasanath Mohammed)

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Question 573: Will do thank you! Is it fine if I leave it in a 1hr parking? (Author: Daniela Ortegon)

Answer [Line 11180]: That's fine (Author: Hasanath Mohammed)

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Question 574: Hi, I changed my flight because of an issue that came up. Can I get the car at 2:30pm tomorrow? (Author: Laurie Saxon)

Answer [Line 11190]: Can you please let me know your flight details (Author: Hasanath Mohammed)

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Question 575: American 2521 getting in at 2:24 on 3/24.

Our drop off on the March 28th could be at the Hyatt regency at DFW as we have a room there to accommodate and early flight out the next morning I apologize as I messed up as we return home from love field not DFW. Is that an issue that I should cancel the reservation? (Author: Christopher Langjahr)

Answer [Line 11217]: I am really sorry we don't have the ability to pick up or drop off the car at love field airport I'm sure you will be able to find another turo host who is willing to do that (Author: Hasanath Mohammed)



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Question 576: Would you be able to meet a little earlier perhaps? I have to report to my unit by 0730 so if possible could we meet at 7am? I can give an extra tip at the end of the trip. (Author: Anderson Wallace)

Answer [Line 11278]: Can I let you know by tonight . Turo won't let you check in before 1 hrs of the start of the trip (Author: Hasanath Mohammed)

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Question 577: Ok; do you want me to pay you that in cash? (Author: Anderson Wallace)

Answer [Line 11292]: No just through Turo (Author: Hasanath Mohammed)

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Question 578: This is the extension we talked about. Where would you like me to bring the vehicle, Starbucks or Zahir Ct? (Author: Anderson Wallace)

Answer [Line 11297]: Zahir ct will be better let me know if it's doable I can drop you at the Starbucks (Author: Hasanath Mohammed)

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Question 579: Is the garage the same as where you left it for me? (Author: Kerry Clark)

Answer [Line 11353]: Yes (Author: Hasanath Mohammed)

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Question 580: Something weird just happened as I was packing the car. I went outside and it was running - without the keys. Maybe some remote option? (Author: Kerry Clark)

Answer [Line 11360]: Sorry I think it was me . I might have by mistake enable remote start to this car while trying to remote start another ford car (Author: Hasanath Mohammed)

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Question 581: Good morning. Does the car have an ezpass for tolls or parking ? (Author: Michelle Piso)

Answer [Line 11371]: It has toll tags . Will charge you the tolls after the trip ends (Author: Hasanath Mohammed)

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Question 582: No problem at all. Will you be meeting us at DFW? (Author: Michelle Jacques-Pfindel)

Answer [Line 11386]: The pick up/ delivery location is as shown below (Author: Hasanath Mohammed)

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Question 583: I do travel alot. I work fir the airlines. So tend to always be traveling I mean that's not too far from the airport so it's ok. I put in DFW pickup but I'm sure we can figure it out if it's that close. Will the car be available a but before 10? If we pick up instead of have you drop it at DFW? (Author: Michelle Jacques-Pfindel)

Answer [Line 11391]: No worries I will deliver the car infront of your arrival gate just send me your arrival flight info I will monitor the flight and bring it to you . As for drop off you will park the car in the parking garage next to your departure terminal will send you instructions on the day or departure . (Author: Hasanath Mohammed)

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Question 584: So it says free but when you add DFW it still says 40\$ .... Should I just leave it? It's honestly ok either way. We can do pickup by you and drop off at airport if needed. We are flexible with time. (Author: Michelle Jacques-Pfindel)

Answer [Line 11396]: Ok just leave it (Author: Hasanath Mohammed)

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Question 585: No problem at all. So we will pick at your location Wed morning. How early can we get the car? Incase our flight lands early. (Author: Michelle Jacques-Pfindel)

Answer [Line 11400]: Max an hour early I don't think I can check you in before that (Author: Hasanath Mohammed)

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Question 586: No problem. What is the pickup or drop off for the new car? (Author: Michelle Jacques-Pfindel)

Answer [Line 11412]: Pick up at 4443 zahir ct Irving tx 75061 (Author: Hasanath Mohammed)

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Question 587: Hi - that is ok with me. What exactly do I do from here? How do you update my reservation? (Author: Danyah McDonnell)

Answer [Line 11435]: I will call Turo and take care of it (Author: Hasanath Mohammed)

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Question 588: When will that be? I'm a little nervous since I leave my city tomorrow morning at 4am and won't have access until I land at my reservation time. (Author: Danyah McDonnell)

Answer [Line 11437]: Leave that to me, I will have everything arranged by the time your trip starts. (Author: Hasanath Mohammed)

---

Question 589: So u will come to my home and change it ? (Author: Hsueh Hsiang hung)

Answer [Line 11451]: yup thats right (Author: Hasanath Mohammed)

---

Question 590: Ok tomorrow 12:30 R u ok? (Author: Hsueh Hsiang hung)

Answer [Line 11470]: Should work can I confirm tomorrow (Author: Hasanath Mohammed)

---

Question 591: Thx R u coming? (Author: Hsueh Hsiang hung)

Answer [Line 11478]: I think it might be around 4 pm (Author: Hasanath Mohammed)

---

Question 592: Cherry blossom lane Is it far away from u? (Author: Hsueh Hsiang hung)

Answer [Line 11497]: Cherry blossom lane in dallas (Author: Hasanath Mohammed)

---

Question 593: My bad... So r u coming today? (Author: Hsueh Hsiang hung)

Answer [Line 11511]: I can come in the next hour or so if not I can come tomorrow (Author: Hasanath Mohammed)

---

Question 594: May I? (Author: Hsueh Hsiang hung)

Answer [Line 11529]: What is your eta (Author: Hasanath Mohammed)

---

Question 595: On the way R u there? (Author: Hsueh Hsiang hung)

Answer [Line 11532]: Yes (Author: Hasanath Mohammed)

---

Question 596: To which email was it sent to ? (Author: Cristal Jaramillo)

---

Question 597: Okay I took the photos. So I am okay to leave now? (Author: Nicholas Brown)

Answer [Line 11613]: I'm sorry I just saw your message (Author: Hasanath Mohammed)

---

Question 598: Can I extend your vehicle 2 more days until Wednesday? (Author: Nicholas Brown)

Answer [Line 11616]: Sure (Author: Hasanath Mohammed)

---

Question 599: Okay thank you. Hi Hasanath, do you have a vehicle that we can switch out to being I need a Turo vehicle until Friday? (Author: Nicholas Brown)

Answer [Line 11619]: Hi Nicholas can you make sure you put the keys in the lockbox and lock the lockbox (Author: Hasanath Mohammed)

---

Question 600: Just confirming that you want me to drop the vehicle off at 4425 W airport Fwy?

Also, as there was not a lock box, should I just leave it unlocked with the key in the center console? (Author: Justin Sterett)

Answer [Line 11626]: Yeah that's right drop it off at 4425 address and leave the key in the center console (Author: Hasanath Mohammed)

---

Question 601: I'm in the car, thank you Hey Hasanath where do you want me to drop the car off in the same spot? (Author: Wynton Johnson)

Answer [Line 11645]: Yes (Author: Hasanath Mohammed)

---

Question 602: Hello!

I think I may have left a usb drive in the center charger/cup area of the mistubshi mirage. It has a connections on either end

Can you please check for it?

I'd really appreciate it (Author: Rohny Escareno)

Answer [Line 11689]: It just went on another reservation I will check with the other customer and let you know (Author: Hasanath Mohammed)

---

Question 603: Hello, I hope you're well.

any update on being able to coordinate a pick up for the usb drive?

Thanks! Hello, can I please get a response on what can be done about getting back the usb drive?

If coordinating a meet up or pick up is a challenge, then I can provide an envelope for it to be mailed.

Please let me know what can be done.

Thanks. (Author: Rohny Escareno)

Answer [Line 11703]: You can pick up the drive from 4707 shemsa way Irving tx 75061 (Author: Hasanath Mohammed)

---

Question 604: What is the section called? (Author: Michelle Morris)

Answer [Line 11737]: Hi MICHELLE, I sent you an invoice through Turo for expenses from your trip. (Author: Hasanath Mohammed)

---

Question 605: Turo Support: Booking trip in behalf of Vanessa. Thank you for your kindness . I am booking the car. Is it possible to have the car delivered to me tomorrow at my address? (Author: Vanessa Williams)

Answer [Line 11801]: Yes I will deliver to your address (Author: Hasanath Mohammed)

---

Question 606: Hi, this is my first time using Turo but I've used with my family. Do you drop the car next to the gate in the garage and I leave in garage next to gate? (Author: Mara Johnson)

Answer [Line 11833]: Yup exactly (Author: Hasanath Mohammed)

---

Question 607: Do you have any interest or ability to drive us to the airport and pay you instead of an Uber? (Author: David Russell)

Answer [Line 11848]: Sure (Author: Hasanath Mohammed)

---

Question 608: Ok. So we will drop at the terminal. How do I pay you the \$15? Does that include the hourly parking at DFW?

Do I just tell you the terminal, gate and level where I park? (Author: David Russell)

Answer [Line 11853]: I meant \$15 if you park at the rental car center not at the terminal (Author: Hasanath Mohammed)

---

Question 609: Cool, where will it be specifically? (Author: Kellie Mettler)

---

Question 610: I'm driving to airport now. I departure from gate 14 where would I exactly enter to park. Short term?? (Author: Todd Green)

Answer [Line 11903]: Short term and long term are all in the same spot . You can drive as if you getting yourself dropped at the departure gate at the same level on the left you will find entry to parking spots (Author: Hasanath Mohammed)

---

Question 611: Hi sir. How're you doing?

I'm coming Sunday around 2:30pm. I wanna know how I gonna get the car...

Thanks. (Author: Daniel Rodrigues)

Answer [Line 11968]: We will drop in the parking garage next to the gate of arrival (Author: Hasanath Mohammed)

---

Question 612: Ok? (Author: Daniel Rodrigues)

Answer [Line 11981]: Got it (Author: Hasanath Mohammed)

---

Question 613: 09237? Isso? (Author: Daniel Rodrigues)

Answer [Line 11987]: 0937 is the code (Author: Hasanath Mohammed)

---

Question 614: Ok.. I'm out You're outside? (Author: Daniel Rodrigues)

Answer [Line 12000]: i came for parking garage (Author: Hasanath Mohammed)

---

Question 615: What do I do? (Author: Daniel Rodrigues)

Answer [Line 12011]: You have 3 options

1. You can take it to a tire shop and see if it's a leak or just low tire pressure
  2. Call Turo road side assistance they can check too but they take a very long time
  3. If you are in the dfw neighborhood I can come and check (Author: Hasanath Mohammed)
- 

Question 616: I rather work directly with you if it's possible.. I think that the deductible would be a lot more than the fixing... What do you think? (Author: Daniel Rodrigues)

Answer [Line 12033]: Yes absolutely (Author: Hasanath Mohammed)

---

Question 617: Thank God! 😊 What do you want me to do? (Author: Daniel Rodrigues)

Answer [Line 12037]: Almost all the customers in the past who had such accidents had worked with me directly . (Author: Hasanath Mohammed)

---

Question 618: Thanks... So you will take care of it after I get the car back to you? (Author: Daniel Rodrigues)

Answer [Line 12043]: Give me sometime I will send you the process (Author: Hasanath Mohammed)

---

Question 619: Ok.. I'll have Monday almost free.. So if you need anything, just let me know, ok? (Author: Daniel Rodrigues)

Answer [Line 12046]: Sure will do (Author: Hasanath Mohammed)

---

Question 620: Hi... How you will deal with the crash?

One more thing... My flight is at 7pm... Can I get the car back around 3pm? (Author: Daniel Rodrigues)

Answer [Line 12049]: Where are you located (Author: Hasanath Mohammed)

---

Question 621: In Frisco. Why? (Author: Daniel Rodrigues)

Answer [Line 12052]: To see if I can pick up the car and get a quote for the damage while you are here (Author: Hasanath Mohammed)

---

Question 622: Ok... It's there any one closer to me? I can go (Author: Daniel Rodrigues)

Answer [Line 12058]: Ok let me find one and get back to you (Author: Hasanath Mohammed)

---

Question 623: Ok So... On person estimates are booking to November.. They sent me an link to do it online.. Ok? (Author: Daniel Rodrigues)

Answer [Line 12070]: Online is fine too (Author: Hasanath Mohammed)

---

Question 624: So.. Can I drop the car at 3pm tomorrow? Is there any extra for that? (Author: Daniel Rodrigues)

Answer [Line 12072]: You have to extend the reservation to 3 pm and I think turo will charge you extra (Author: Hasanath Mohammed)

---

Question 625: 09237 Ok? (Author: Daniel Rodrigues)

Answer [Line 12082]: Hi (Author: Hasanath Mohammed)

---

Question 626: Is that ok? (Author: Daniel Rodrigues)

Answer [Line 12089]: Yes this is fine (Author: Hasanath Mohammed)

---

Question 627: Hi...

So.. Do you think you can find one cheaper? (Author: Daniel Rodrigues)

Answer [Line 12122]: I might be able to find something cheaper (Author: Hasanath Mohammed)

---

Question 628: Ok... How do I pay you that? Can I split in 2 months? Just to not be so heavy in just one? (Author: Daniel Rodrigues)

Answer [Line 12136]: I am not sure how you would do that . Can you pay \$1000 now and \$800 later . You can pay part of the invoice now (Author: Hasanath Mohammed)

---

Question 629: Ok.. That will work Can I Zelle you? (Author: Daniel Rodrigues)

Answer [Line 12140]: No turo doesn't allow me to collect money from you via zelle (Author: Hasanath Mohammed)

---

Question 630: Hi... Just paid in full, ok? (Author: Daniel Rodrigues)

Answer [Line 12147]: Thanks so much really appreciate it (Author: Hasanath Mohammed)

---

Question 631: Hi buddy... I'm back in Dallas... All good with you?

Do you have a car for me? Lol

I'll be here until beginning of February or maybe middle March (still deciding)...

If you have anything like the one I got last time will be perfect..

And as soon as you can.. Ok?

Thanks... (Author: Daniel Rodrigues)

Answer [Line 12151]: Hello my friend I will be glad to host you again

I cohost another turo account have couple of cars there available for you

<https://turo.com/us/en/car-rental/united-states/irving-tx/nissan/sentra/2362518>

<https://turo.com/us/en/suv-rental/united-states/irving-tx/mitsubishi/outlander-sport/2374567>

Let me know which one you would like to book (Author: Hasanath Mohammed)

---

Question 632: Ok... Do I have the friend discount? 😊 (Author: Daniel Rodrigues)

Answer [Line 12153]: Sure I will give you additional discount . Can you try to book without paying and send me a screenshot of the cost breakdown before you pay I will let you know how much I can discount (Author: Hasanath Mohammed)

---

Question 633: I can't access the profile trough the app... Or find you on the app..

Can you send me a message with that profile? (Author: Daniel Rodrigues)

Answer [Line 12155]: <https://turo.com/us/en/drivers/35667673> (Author: Hasanath Mohammed)

---

Question 634: Got it...

But it all kinds of expensive... The outlander is gonna be 950 a month.... How's the discount will work? 😊 (Author: Daniel Rodrigues)

Answer [Line 12158]: The total is based on

Rental fee

Trip fee

Insurance

Sales tax

The only thing I have control over is Rental fee . Rest turo decides how much . If you can send me a picture of the \$950 breakdown I can tell you how much discount I can give you. (Author: Hasanath Mohammed)

---

Question 635: . I'll get back to you, ok? Thanks my friend (Author: Daniel Rodrigues)

Answer [Line 12163]: Sure take your time (Author: Hasanath Mohammed)

---

Question 636: Can I park your car at 1 hour parking ? (Author: Sam Kamal)

Answer [Line 12199]: Sure (Author: Hasanath Mohammed)

---

Question 637: I have to get the shuttle to make sure I get back for my flight. Are you not able to lock the car from the outside? (Author: Brian Himelfarb)

Answer [Line 12319]: No unfortunately not (Author: Hasanath Mohammed)

---

Question 638: I am in one of the two hour parking spots Can I leave it here? I will take a picture for uou (Author: Brian Himelfarb)

Answer [Line 12322]: I will try to get there in 15 min will that work (Author: Hasanath Mohammed)

---

Question 639: I don't understand? In your initial message those were your exact instructions (Author: Brian Himelfarb)

Answer [Line 12324]: Ok just leave the car (Author: Hasanath Mohammed)

---

Question 640: Hello Hasanath. I was wondering how much the fee is for airport delivery? (Author: Tatjana Turovskaya)

Answer [Line 12333]: Thank you for selecting our service for your travel needs!

We're excited to be part of your journey and want to ensure everything goes smoothly. Here's important information to keep in mind:

Pre-Trip Checklist: Please upload a photo of your driver's license and a selfie to Turo at least 24 hours before your trip starts. Instructions for this were sent to your email by Turo. If you encounter any issues, refer to that email for guidance.

Arrival Information: We aim to have your vehicle ready 15 minutes before your scheduled pick-up time, though we cannot guarantee availability before then. Ensure you verify your pick-up time before arrival.

Vehicle Pickup Details: The vehicle can be collected from 4425 Airport Freeway, Irving, TX 75062, which is conveniently located near DFW airport. Please note, due to Turo's updated policies, we're unable to offer pick-ups or drop-offs directly at DFW airport terminals. You will need to arrange a short Uber ride from the airport to our location. To access the car, we will provide you with a picture of the parking spot and the code to the lockbox 15 minutes prior to your pickup time 8:30 PM. If your rental uses Turo Go, you can ignore the lockbox code and access the car directly through the app.

Tolls: The car comes equipped with a toll sticker. We will bill you for any tolls incurred during your trip afterwards.

Extension Policy: Should your plans change and you wish to extend your trip, kindly inform us in advance. If the vehicle is available, we're more than happy to reserve it exclusively for you, ensuring no other bookings take precedence. We prioritize the convenience of our existing customers, aiming to accommodate your needs whenever possible.

Policies & FAQs: Please remember, smoking in the cars is strictly prohibited. For more information on drop-offs, refueling, tolls, and other queries, please check our FAQ section.



We're grateful you've chosen to travel with us and look forward to serving you! (Author: Hasanath Mohammed)

---

Question 641: Hello how does the drop off work? 😊 (Author: Tatjana Turovskaya)

Answer [Line 12349]: You just park the car in the lot where you picked it. Click photos of the car, then submit the photos and checkout. You can lock the car in the sane manner you received it. (Author: Hasanath Mohammed)

---

Question 642: Is this a house? (Author: Andrea Matta)

Answer [Line 12362]: It's a office building (Author: Hasanath Mohammed)

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Question 643: That car is a little more and older than the one I booked. Is that the only one you have? (Author: Laconda James)

Answer [Line 12382]: yes (Author: Hasanath Mohammed)

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Question 644: Ok.. same location right? (Author: Laconda James)

Answer [Line 12390]: No the location is quite near the place  
4425 Airport Freeway, Irving, TX 75062 (Author: Hasanath Mohammed)

---

Question 645: Hello...I need to come get my garage opener Is the car still at the same location? (Author: Laconda James)

Answer [Line 12400]: i will call back you in a minute (Author: Hasanath Mohammed)

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Question 646: Yes that is ok with me. What's the best location outside of the airport? (Author: Auston McMurray)

Answer [Line 12416]: Rental car center (Author: Hasanath Mohammed)

---

Question 647: I will arrive around 4:30.... Could you meet me at terminal c in departures? (Author: Auston McMurray)

Answer [Line 12430]: sure can you let me know the gate number (Author: Hasanath Mohammed)

---

Question 648: How do I go about doing that? (Author: Leslie Thomas)

Answer [Line 12451]: You will be sent an email about rating us you can do that when receive that email (Author: Hasanath Mohammed)

---

Question 649: Flight is currently on time Where do I find the vehicle? (Author: Charlie Culpepper)

Answer [Line 12467]: On the way to you . Should be there by 6 pm . Do you which gate you will be out . (Author: Hasanath Mohammed)

---

Question 650: Does this car have Apple carplay? (Author: Zachary Jewkes)

Answer [Line 12488]: I think so not 100% sure (Author: Hasanath Mohammed)

---

Question 651: Hello! Quick question, we are landing at Dallas Love Field and are leaving from Dallas Fort Worth International. Our current plan is to Uber from Dallas Love Field after we land to Dallas Fort Worth International to pick the car up. Is there any way we can pick the car up at Dallas Love Field and drop it off at Dallas Fort Worth? (Author: Koston Alderete)

Answer [Line 12506]: We don't have the capacity to pick up or drop off at love field (Author: Hasanath Mohammed)

---

Question 652: What is the airport toll? (Author: Koston Alderete)

Answer [Line 12511]: To go inside dfw airport you need to pay tolls (Author: Hasanath Mohammed)

---

Question 653: Oh ok. Where else could we pick it up? (Author: Koston Alderete)

Answer [Line 12515]: 4425 w airport fwy Irving tx 75062 it's right outside the airport tolls (Author: Hasanath Mohammed)

---

Question 654: That would be better for pickup. Could we drop it off at the dfw airport? (Author: Koston Alderete)

Answer [Line 12517]: Yes you can drop it off inside the dfw airport near your departure terminal (Author: Hasanath Mohammed)

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Question 655: Thats good Good morning, are we still good to meet at 4425 w airport fwy Irving tx 75062? (Author: Koston Alderete)

Answer [Line 12521]: Yes (Author: Hasanath Mohammed)

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Question 656: Awesome, see you then. Hello we just landed, is there anyway we can meet you there earlier? (Author: Koston Alderete)

Answer [Line 12524]: Sure tell me what is your ETA (Author: Hasanath Mohammed)

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Question 657: Hello quick question how do the tolls work? How do we pay them? (Author: Koston Alderete)

Answer [Line 12528]: We will send you an invoice after your trip (Author: Hasanath Mohammed)

---

Question 658: Thank you! Good afternoon! Where exactly do we drop off the car tomorrow at the airport? (Author: Koston Alderete)

Answer [Line 12531]: Hi Koston, In the parking garage, at your respective respective terminal. Just send me photos of the terminal, gate, and level. Thanks. (Author: Hasanath Mohammed)

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Question 659: Hi Hasanath! We put air in the tire and the light hasn't come on again. Do I need to put gas in the car before dropping it off? Do we leave it in the same place where we picked it up? (Author: Dana Williams)

Answer [Line 12553]: yes the gas should be filled back to where it was when you picked up. I believe it was full. And yes you can drop it off at the same location (Author: Hasanath Mohammed)

---

Question 660: Hey! How are you? Excited about our trip and your vehicle. (Author: John Bachas)

Answer [Line 12560]: This car has a maintenance issue and I don't think I will get it back on time . Fortunately I have another car I can swap it with for the same price .

<https://turo.com/us/en/suv-rental/united-states/irving-tx/chevrolet/equinox/2120517>

Let me know if you fine with the swap . I can take care of it with Turo (Author: Hasanath Mohammed)

-----  
Question 661: Do you need me to do anything on my end? I'd like to get this resolved as soon as possible so we are all set by yhr time we get there. (Author: John Bachas)

Answer [Line 12564]: I will get it done this morning (Author: Hasanath Mohammed)

-----  
Question 662: Hi!

Just confirming pick up and drop off are at Dallas Fort Worth airport? (Author: Aahmes Kubicki)

Answer [Line 12567]: Yup that's right (Author: Hasanath Mohammed)

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Question 663: This is my license I am new to Turo but am looking forward to trying it out! You will message me with where you parked tomorrow ? (Author: Shae Hamilton)

Answer [Line 12575]: That's right (Author: Hasanath Mohammed)

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Question 664: Assalamualaikum Warahmatullahi Wabarakatuh! I am so sorry, is it possible to cancel? (Author: Tasmiah Rahman)

Answer [Line 12592]: Can you please extend the reservation as per our conversation on text (Author: Hasanath Mohammed)

-----  
Question 665: Why is it not the same price at the original? (Author: Tasmiah Rahman)

Answer [Line 12603]: Turo dynamic pricing changes based on the demand . How big of a difference is it (Author: Hasanath Mohammed)

-----  
Question 666: Should we lock the car? (Author: Tasmiah Rahman)

Answer [Line 12629]: I tried calling you. But its not reachable. (Author: Hasanath Mohammed)

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Question 667: You said to put it on the window in the first msg so I did that All good? (Author: Tasmiah Rahman)

Answer [Line 12638]: If you are confused about locking the car with the lock box, keep the lockbox and the keys inside the cars glove box and keep the car unlocked. We will see the rest. Thanks. (Author: Hasanath Mohammed)

-----  
Question 668: It lands at 6:45pm on the 7th, it will be returned on 17th around 3:30 ish as our departure is at 6:20 on 17th. Can you explain rest car after 100 miles? For how long? (Author: Holly Lewis-Bates)

Answer [Line 12663]: Sounds good thanks if you have the flight number that will help me monitor on the day of where it lands (Author: Hasanath Mohammed)

---

Question 669: Yea I guess that too? There is a fee if going over 100 miles? (Author: Holly Lewis-Bates)

Answer [Line 12666]: It's 200 miles for a day (Author: Hasanath Mohammed)

---

Question 670: I only plan on long distance to and from the airport- however. We may travel further so I don't want to overheat your vehicle. I may need to find another to be safe. Will you be okay with me canceling and requesting a refund? I appreciate your honesty and up frontness (Author: Holly Lewis-Bates)

Answer [Line 12671]: Absolutely go ahead and cancel you should get a full refund (Author: Hasanath Mohammed)

---

Question 671: It is just 20 cents a mile after that, right? (Author: Barbara Rowell)

Answer [Line 12706]: I believe so I'm not 100% sure as I haven't done this before . Best to confirm with Turo (Author: Hasanath Mohammed)

---

Question 672: Hello Hassanath. I will be returning at 8pm Is that okay? Are you needing an earlier return? (Author: Cherell-Janese Cooper)

Answer [Line 12727]: That's fine (Author: Hasanath Mohammed)

---

Question 673: we are about to order our uber to the car from the airport, eta says about 11:12 is that okay to pickup the car a little bit earlier? (Author: India Bailey)

Answer [Line 12764]: That works (Author: Hasanath Mohammed)

---

Question 674: No problem Do I just need to message upon arrival? (Author: Loni johnson)

Answer [Line 12775]: This trip has been cancelled. (Author: Hasanath Mohammed)

---

Question 675: Hello I have a question I am traveling with kids is there anyway you can come close to airport ? (Author: Ashley Raynor)

Answer [Line 12777]: Hi Ashley happy to host you (Author: Hasanath Mohammed)

---

Question 676: Ohh seems there is time zone issue while booking. Can I bring it early? (Author: Naren S)

Answer [Line 12796]: We can try to bring it a little bit earlier. (Author: Hasanath Mohammed)

---

Question 677: Can change it in app? (Author: Naren S)

Answer [Line 12801]: Yes you do modify trip and then change it (Author: Hasanath Mohammed)

---

Question 678: Great! Where will we go to get it? (Author: Wade Orsini)

Answer [Line 12845]: Can you please send me the flight information (Author: Hasanath Mohammed)

---

Question 679: Hello there, I'm a pastor of a church and an emergency just happened with one of our families and I had to cancel my trip to Texas. I'll be canceling this reservation. Do you know if any refund will be given? (Author: Wade Orsini)

Answer [Line 12854]: You need to contact for turo customer support for refund (Author: Hasanath Mohammed)

---

Question 680: She will be. I have added her as a driver. Where will you be dropping the car off? (Author: Taren Bailey)

Answer [Line 12880]: I will be dropping off the car around 8:30 am .looks like your friends flight has already arrived . I can drop off the car to her in person at gate c22. (Author: Hasanath Mohammed)

---

Question 681: Ok. I will let her know. Is there a way for her to get a hold of you? (Author: Taren Bailey)

Answer [Line 12882]: Yes she can contact me at (502) 592-1994 (Author: Hasanath Mohammed)

---

Question 682: Yes sir, not a problem. Thank you very much Where is the vehicle parked? I'm arriving now (Author: Ryan Klungness)

Answer [Line 12975]: I'm here (Author: Hasanath Mohammed)

---

Question 683: Hi! I think I left my Louis Vuitton bag in the back seat of the Tesla yesterday, it's a messenger-style bag. Could you possibly check for me? (Author: Ryan Klungness)

Answer [Line 12987]: Yes it's there (Author: Hasanath Mohammed)

---

Question 684: Thank you! Im getting another rental vehicle today, is it possible to arrange a meet up? I can come to you (Author: Ryan Klungness)

Answer [Line 12990]: If you can come in the next 1 hr to the pick up location then I can give it to you (Author: Hasanath Mohammed)

---

Question 685: Would be later unfortunately. I will be in Denver tomorrow - the 23rd. Can we meet when I'm back on the 24th? (Author: Ryan Klungness)

Answer [Line 12992]: Unfortunately I'm hosting a party so would be busy 24th works for me (Author: Hasanath Mohammed)

---

Question 686: I am here is someone coming or just leave the car unlocked? It's the supermarket right? (Author: Paige Davis)

Answer [Line 13046]: Just leave the car unlocked (Author: Hasanath Mohammed)

---

Question 687: Let me know if you need any other information :) thanks for this trip! Hello just wanted to confirm you got this? (Author: Sarah Lyons)

Answer [Line 13068]: I got this (Author: Hasanath Mohammed)

---

Question 688: Hi hasanath! Where would I find the lockbox? I was handed the keys directly when I picked it up (Author: Sarah Lyons)

Answer [Line 13079]: Can you check in the glove box / middle compartment (Author: Hasanath Mohammed)

---

Question 689: Where do we need to look for this car? We are starting to run late for where we need to be next Can you just call me at (503) 724-1194? (Author: Samantha Palmer)

Answer [Line 13117]: Hi SAMANTHA!

Hope you had a great experience renting with us!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.

Thank you for choosing to rent with us! (Author: Hasanath Mohammed)

---

Question 690: Hi - we are about 25 minutes out from the airport. They changed our terminal to Terminal A, so we will park the car there. I'll send you a picture What is the code for the lock box? (Author: Samantha Palmer)

Answer [Line 13123]: 0923 (Author: Hasanath Mohammed)

---

Question 691: No problem!

Anything else that you need? (Author: Payam Harouni)

Answer [Line 13141]: Got everything I need (Author: Hasanath Mohammed)

---

Question 692: Landed and walking thru terminal Was wondering where I should head to? (Author: Payam Harouni)

Answer [Line 13146]: Hi Payam, It looks like you landed early. I will give you the car in person around 2:30. I will call you when I am about to reach your gate E17. (Author: Hasanath Mohammed)

---

Question 693: Location that car is parked at DFW airport Hello? Is anyone able to respond to these messages? (Author: Ryan Roshau)

Answer [Line 13208]: That should be good, thank you so much for letting us know (Author: Hasanath Mohammed)

---

Question 694: I am unable to leave keys inside the car, per instructions - car won't lock with fob inside Can I place them tucked under hood by drivers side windshield wiper? (Author: Ryan Roshau)

Answer [Line 13211]: Give me a moment (Author: Hasanath Mohammed)

---

Question 695: Thank you for providing his service What is the address of the pickup location? (Author: ANDERICK BIDDLE)

Answer [Line 13222]: Hi Anderick, I am happy to host you today. The pick-up location is 4425 W Airport fwy, Irving, Tx (Author: Hasanath Mohammed)

---

Question 696: Great Can you drop it off at the Red Lobster next door? The address is 4205 (Author: ANDERICK BIDDLE)

Answer [Line 13229]: The car is already parked at the location. (Author: Hasanath Mohammed)

---

Question 697: This car has no lock box. So just leave the car unlocked with keys in glove box? (Author: Robert Enos)

Answer [Line 13241]: Yes sir (Author: Hasanath Mohammed)

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Question 698: Flight Where would you like to park? (Author: Elissca living)

Answer [Line 13299]: just park in the parking garage next to your departure terminal and send me pics of where you parked (Author: Hasanath Mohammed)

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Question 699: Is it? (Author: Elissca living)

Answer [Line 13321]: Yes you took the above tolls and the car was in your possession during that time (Author: Hasanath Mohammed)

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Question 700: Hi Hasanath. Do you have a vehicle available this morning? (Author: Lakeshia Mallard)

Answer [Line 13363]: Hi Lakeshia I do how many days do you need it for and when will you pick up ? (Author: Hasanath Mohammed)

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Question 701: Thank you sir. Details to come, I presume? (Car location, pick up information, etc?) (Author: Scott Fagerstrom)

Answer [Line 13394]: The car is located at 4443 zahir ct Irving tx 75061 . When you reach here I will hand over the keys to you in person (Author: Hasanath Mohammed)

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Question 702: You around? I could drive up now if you are... (Author: Scott Fagerstrom)

Answer [Line 13406]: I won't be around but I can keep your glasses in the mail box (Author: Hasanath Mohammed)

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Question 703: When will you be around? Tomorrow works, too... (Author: Scott Fagerstrom)

Answer [Line 13408]: Tomorrow is ok (Author: Hasanath Mohammed)

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Question 704: I still can't find you Which terminal is that? (Author: Kamil Alakbarov)

Answer [Line 13428]: I have sent you the instructions above. please follow them and you will find the car. (Author: Hasanath Mohammed)

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Question 705: Hasanath, I parked the car in terminal D parking, Level 5. I attached the photos at checkout. Please check is it ok? (Author: Kamil Alakbarov)

Answer [Line 13439]: Yup this is good (Author: Hasanath Mohammed)

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Question 706: Would it be possible to drop it off at D terminal instead of E? (Author: Jennifer Slade)

Answer [Line 13456]: Sure (Author: Hasanath Mohammed)

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Question 707: Hi there! Do you want me to send my flight information now? Or wait until it's closer? Just checking to see if you would like me to send my flight information? (Author: Asa Llewellyn)

Answer [Line 13483]: Sure go ahead (Author: Hasanath Mohammed)

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Question 708: Hey! So I will be arriving to Gate A11 in terminal A, Friday at 10:30 AM! Do you need any more information regarding my flight? (Author: Asa Llewellyn)

Answer [Line 13487]: That's all I need for now (Author: Hasanath Mohammed)

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Question 709: What? (Author: Asa Llewellyn)

Answer [Line 13505]: i mean once you exit from the gate there is a white crossing line for parking garage (Author: Hasanath Mohammed)

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Question 710: Sounds good thank you! Would you by chance know how the tolls work here? (Author: Korina Nunez)

Answer [Line 13585]: Have a toll tag so whenever you go on toll roads it will just read the tags (Author: Hasanath Mohammed)

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Question 711: How do tolls work? I'm from Arizona so I'm not really sure It looks like all roads have tolls? (Author: Korina Nunez)

Answer [Line 13589]: Except for the airport you don't have to stop on toll roads . They have sensors which read the tag while you are driving . If you want to avoid tolls make sure you put avoid tolls on your gps .

The airport does have tolls when you get out and there is no way around it (Author: Hasanath Mohammed)

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Question 712: Gate A21 level 3 row B Where should we put the key? (Author: Korina Nunez)

Answer [Line 13603]: - [x] To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it. (Author: Hasanath Mohammed)

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Question 713: hey! I'm excited to drive your vehicle during my time in Dallas. could I possibly pick up & drop off at the airport? (Author: Merima Malagic)

Answer [Line 13615]: I would love to do delivery at the airport however airport has banned all turo hosts from doing that . There is an ongoing litigation on this front . (Author: Hasanath Mohammed)

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Question 714: C terminal. We are headed to the airport now. We are about 10 minutes away. What would you like me to do with the car? (Author: Tammie Cobia jones)

Answer [Line 13666]: Hi TAMMIE,

Looks like there was a parking violation when you had the car . Attached is the invoice for it. (Author: Hasanath Mohammed)

---

Question 715: Hi. I'm sorry this happened. We were parked at the hotel we were staying & packing our bags. No one told us we couldn't be in that lot. How do I go about paying this? It looks like this is the 2nd notice. Which I never received the 1st one. So it being late and the added late fee was avoidable. I'm happy to pay the original fine. I do not think it's fair to ask me to pay the additional fee for being late. Please let me know as soon as you can how I need to go about getting this taking care

Thank you. Again I do apologize for this happening. (Author: Tammie Cobia jones)

Answer [Line 13669]: I did not get the first notice either . I sent this to you the same day I received it . I have sent you an invoice . You can talk to turo and see how you can pay that invoice . And you can also discuss with Turo if you can pay less than the invoice amount if \$137. (Author: Hasanath Mohammed)

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Question 716: Perfect thank you Would it be possible to pick up the vehicle at 2pm? Asking because I have to pick up my daughter from school (Author: Yairton Garcia)

Answer [Line 13675]: Sure (Author: Hasanath Mohammed)

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Question 717: I want to clarify you are unable to pick up at the airport? (Author: Amanda Cusatis)

Answer [Line 13685]: That's right I'm unable to pick up at the airport because of turo ongoing issue with dfw airport (Author: Hasanath Mohammed)

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Question 718: Ok. Where do you pickup then? I am traveling with a baby and changing cars will be very difficult. (Author: Amanda Cusatis)

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Question 719: Thank you Is the car at the location? I was going to Uber there (Author: Madonna Forrester)

Answer [Line 13749]: We are getting it ready should be there at 10:30 am (Author: Hasanath Mohammed)

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Question 720: Hi! Checking in on the lockbox code and the location of the car for my trip beginning today? Thank you! (Author: Nicholas Kiefer)

Answer [Line 13779]: We park the car 15-20 min before the pick up time . Until then we are not able to give you the exact location . We are going to park at the terminal you are arrive . (Author: Hasanath Mohammed)

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Question 721: Confirming which garage you would like me to leave the vehicle in tomorrow at the airport? Long story- but I am not actually flying out tomorrow- just needed a car for the first half of my trip here. So I can leave it in any garage. And, any particular space type or things to know? And confirming the lockbox code is 0923 as in the video you texted? (Author: Nicholas Kiefer)

Answer [Line 13784]: If you are not flying out can you park in dfw airport rental car center (Author: Hasanath Mohammed)

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Question 722: Ok Is that definitely the code? It was already unlocked , but cant seem to lock it (Author: Nicholas Kiefer)

Answer [Line 13792]: code is 0923 and twist the knob in leftside (Author: Hasanath Mohammed)

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Question 723: I am not flying into any terminal. Is it possible to return the vehicle somewhere in Irving? (Author: Satish Nagarapu)

Answer [Line 13828]: Can you deliver it at 4443 zahir ct Irving tx 75061 (Author: Hasanath Mohammed)

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Question 724: Ok Ok, but your car had so many issues. Do you still want to charge me? I need a refund from the trip. It's not worth what I paid. I wrote a review and mentioned it to you in person, but you never acknowledged it. That's not fair. Let Turo customers' customer care call me. I will definitely let them know my experience with your car. (Author: Satish Nagarapu)

Answer [Line 13833]: You are free to call Turo customer care and let them whatever you feel like . That's your wish. I am not stopping you (Author: Hasanath Mohammed)

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Question 725: Sounds good where should we meet you? (Author: Estera Brown)

Answer [Line 13855]: I can meet you in airport car rental center (Author: Hasanath Mohammed)

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Question 726: Oo we are at the colony so it might be best to meet at the airport? (Author: Estera Brown)

Answer [Line 13862]: Airport is easier for me but might be quite a drive for you. Sam Houston Trail Park seems like a mid point if you want I can hand over the car here or any other spot in Valley Ranch. (Author: Hasanath Mohammed)

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Question 727: Does 1030 work? (Author: Estera Brown)

Answer [Line 13870]: Sure will come there at 10:30 (Author: Hasanath Mohammed)

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Question 728: Hello, I don't understand why I am getting a email stating my additional driver has not been approved, but when I go in the Turo app and click resend invite it says she has already been added to the trip. Is she approved already or not? (Author: Christopher Messner)

Answer [Line 13895]: Its still not approved sometime it will appear within few hours before trip starts lets see (Author: Hasanath Mohammed)

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Question 729: Sorry delayed again 7 :30 now. Is this a remote pickup? (Author: Matthew Hickey)

Answer [Line 13927]: The key will be in the lock box which will be stuck to the window. (Author: Hasanath Mohammed)

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Question 730: Hello! I currently own a 2022 MYLR and was wondering if I'd be able to use the Tesla app to drive your model 3. Otherwise, I'm assuming it's Tesla Key Card to drive? Thank you! (Author: Susan How)

Answer [Line 13939]: Hi, It's a Tesla key card. (Author: Hasanath Mohammed)

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Question 731: I really want to rent a Tesla. When will I see the refund since my card has already been charged in full? How can I cancel this so I can rent a different car from Turo? (Author: Susan How)

Answer [Line 13943]: Best is to call turo support +1 (415) 965-4525. That way they can help you find another car with no additional charges (Author: Hasanath Mohammed)

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Question 732: Ok I put my boyfriend as another driver so where is the car ? (Author: Alexandra Zimmerman)

Answer [Line 13963]: [https://help.turo.com/en\\_us/chat-with-turo-verification-support-HyagNVx4c](https://help.turo.com/en_us/chat-with-turo-verification-support-HyagNVx4c) (Author: Hasanath Mohammed)

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Question 733: Hello, would it be alright if I come a bit earlier? (Author: Frankelly Santiago)

Answer [Line 13987]: yep (Author: Hasanath Mohammed)

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Question 734: Hello,

I'm a french mechanical engineer going on a trip to texas. We're staying for one week and will be going to Austin with a friend of mine.

I have a valid french license and french passport and id.

Our flight lands at 19h30 at the Dallas fort worth airport. How can we get to the car ?

Thanks for your time!

Sebastian (Author: Sebastian A)

Answer [Line 14021]: - [x] Due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport. I recommend taking an Uber there for a seamless pickup experience." (Author: Hasanath Mohammed)

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Question 735: Hello,

How are you ? I just wanted to ask if everything was ok for the rental, I'll be arriving at Dallas fort worth airport at 7pm and should be able to be by the car at 8pm.

As I understood it's a self pickup and you'll tell me where the keys are 15 min before time.

I wish you a good afternoon,

Sebastian (Author: Sebastian A)

Answer [Line 14024]: Hi Sebastian

vehicle is all set for the trip (Author: Hasanath Mohammed)

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Question 736: Hello, do we need to clean up the car before dropping it off? (Author: Sebastian A)

Answer [Line 14043]: No need if it too mess just clean a little bit (Author: Hasanath Mohammed)

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Question 737: Hello, I just payed the invoice, now can you pay me for the oil and towels I had to buy please ? <https://revolut.me/r/voDjkrKZ4B> (Author: Sebastian A)

Answer [Line 14048]: Yes, I am calling Turo and reimbursing you right away. (Author: Hasanath Mohammed)

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Question 738: I have the video too

Should I send it to the same number where I receive the photo and video? (Author: Rajan Giri)

Answer [Line 14111]: This is good enough (Author: Hasanath Mohammed)

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Question 739: I'll send my id in a bit I know u said car is left at parking garage it's my second time using this airport, is there a way car is right outside of terminal that I arrive? (Author: Maria Coronado)

Answer [Line 14120]: The car will be left at the parking garage right across your arrival terminal . It's just a few steps away (Author: Hasanath Mohammed)

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Question 740: please call me. We can't find the car Can I return the car at 6pm tomorrow instead of noon? How much more do I need to pay? (Author: Tehwan Tso)

Answer [Line 14154]: Hi Tehwan!

Hope you had a great experience renting with Fairpy!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking lot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.

Thank you for choosing to rent with Fairpy! (Author: Hasanath Mohammed)

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Question 741: Hello. The check in and baggage check lines are 2-3 hours wait times and I missed my flight I was able to rebook tomorrow but I won't land in Dallas until 845 pm. If you're alright leaving the car there for the night that's okay. Or if you want to keep it until tomorrow before I arrive? (Author: Carol Wilson)

Answer [Line 14221]: I am really sorry you missed your flight . I myself have missed my flight multiple times because of these wait times .

I Will park the car tomorrow evening . Can you change your pick up time as well for the other reservation. May be turo might be able to give you some discount for lesser days on reservation. (Author: Hasanath Mohammed)

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Question 742: Hello! We land at 11:20 tomorrow. Is there any way we can move up the pick up time please? (Author: Nicole Simpson)

Answer [Line 14233]: You can move it to 12 pm if you like (Author: Hasanath Mohammed)

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Question 743: Hello! Our tournament changed and we will now be leaving tomorrow night. Our flight is at 9:30pm out of DFW. Can we please drop the car off early? We need to be at the airport at 7pm so likely drop the car at 6:30-6:45pm (Author: Nicole Simpson)

Answer [Line 14255]: Sure you can also change the drop off time to tomorrow 6:30 pm (Author: Hasanath Mohammed)

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Question 744: Delta 1665 Where did I go to pick up the car? (Author: Justin Bird)

Answer [Line 14289]: Hi Justin, we will park the car close to your arrival gate in the parking garage . We will send you a video walkthrough of how to get to the car from the arrival gate . The car wil have a lockbox to access the car keys once you send me the license I will send you the lockbox code . (Author: Hasanath Mohammed)

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Question 745: Ok how do I send you my license? In chat or will it prompt me to later? Sorry new to this (Author: Justin Bird)

Answer [Line 14292]: You will just take a picture and send it here (Author: Hasanath Mohammed)

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Question 746: Where is the car??? Are you still on the way? (Author: Justin Bird)

Answer [Line 14298]: Hi Justin!

Hope you had a great experience renting with Fairpy!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking lot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.

Thank you for choosing to rent with Fairpy! (Author: Hasanath Mohammed)

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Question 747: Hey Hasanath, My wife and I are flying into Dallas via Frontier Airlines #3972 (arrival time 12:33pm) and departing on Frontier Airlines #3283 (departure time 10:03 am). Please let me know if you need any additional information. Should I send you the selfie and photo of my drivers license or will it be something Turo prompts me to do before the trip?

Thanks, Jacob Hi Hasanath, Do you need anything more from me before the start of my trip tomorrow? Please let me know. Thanks, Jacob (Author: Jacob Berger)

Answer [Line 14331]: I have the flight info (Author: Hasanath Mohammed)

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Question 748: I saw online that "After an incident involving anything more than minor vehicle damage (e.g., small dent or scratch), you may not continue to use the vehicle unless you have the explicit permission of Turo staff." Do you think this would be minor vehicle damage? Can we continue our trip? (Author: Jacob Berger)

Answer [Line 14338]: Yes this is a minor damage you can continue with your trip (Author: Hasanath Mohammed)

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Question 749: Hi Hasanath, is it possible to pick up my car at DFW airport? (Author: PAULA DIAS DA COSTA CARVALHO MASCARENHAS)

Answer [Line 14409]: Unfortunately, no. As per Turo policy. You need to drop off the vehicle at the same location where you picked it up. I am sorry, but I couldn't be flexible compromising Turo's policy. (Author: Hasanath Mohammed)

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Question 750: As far as the Id where do I show that? (Author: Tina White)

Answer [Line 14420]: Can you send it here (Author: Hasanath Mohammed)

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Question 751: No that is fine and I also realized the number I had on the account was a old number. I did update my number. Would you by chance be able to resend the instructions? (Author: Tina White)

Answer [Line 14429]: Ok sure (Author: Hasanath Mohammed)

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Question 752: What's the ETA for the drop off Will it be okay to drop off before 7 today? (Author: Addisyn Rowe)

Answer [Line 14504]: Sure (Author: Hasanath Mohammed)

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Question 753: Good morning Hasanath! Hope all is well.. my wife has appointments this morning and I wanted to see if she could possibly drop me earlier to pick up the rental? (Author: Michael Sneed)

Answer [Line 14520]: Hi MICHAEL!

Hope you've had a pleasant experience renting with us!

Just to confirm, your drop-off location is 4425, W Airport Fwy, Irving, TX, 75062. (This is the address of our office and not the airport.)

When you get to the location and park the car, you can lock the car using Turo GO.

Check your belongings, check the windows, leave the key in the glovebox and then proceed to lock the car within the Turo app. (Author: Hasanath Mohammed)

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Question 754: I will arrive at DGW estimate time 1855 on 11Apr Does your pickup point nearby to DGW airport? (Author: Aiman Zaharin)

Answer [Line 14543]: Yes it's close to dfw airport but not inside the airport you have to Uber here (Author: Hasanath Mohammed)

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Question 755: Ok. What is the lockbox combo again? (Author: Eric Johnson)

Answer [Line 14604]: 0923 (Author: Hasanath Mohammed)

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Question 756: Sorry for the confusion. DfW is a bit of a mess, lol Did that work for you? Sorry, old man not good with technology (Author: Eric Johnson)

Answer [Line 14616]: We got the car thanks (Author: Hasanath Mohammed)

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Question 757: Look for white silverado I'd like to extend my booking. Is that possible? (Author: Richard Emery)

Answer [Line 14677]: Sure go ahead and extend (Author: Hasanath Mohammed)

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Question 758: Okay that's fine there's a charger like 10 miles from ever I'm going and okay thanks! If not no biggie. How do I pay for the charging at the stations? (Author: Johnathan Rose)

Answer [Line 14718]: I will invoice you after the trip (Author: Hasanath Mohammed)

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Question 759: Any possibility it'll be available 30-45 min earlier than the original time? My flights going to be about 15-20 early (Author: Johnathan Rose)

Answer [Line 14733]: Sure we will drop it off early (Author: Hasanath Mohammed)

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Question 760: You are a life saver, Hasanath! Would you happen to know approx how far the pick up is from Love field? (Author: Johnathan Rose)

Answer [Line 14735]: 20 min (Author: Hasanath Mohammed)

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Question 761: Hello, I am on my way to the drop off, I am currently charging at bucees in Terrell. It saying 25 minutes to charge limit but I will obviously drain some battery before I get to the drop off. Is there a charger close by to get it as close to full as possible? (Author: Johnathan Rose)

Answer [Line 14749]: Yes there quite a few I will send one (Author: Hasanath Mohammed)

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Question 762: Hello, where do I send the money? (Author: Correll Hill)

Answer [Line 14783]: Can you try paying the invoice I sent you . Let me know if you aren't able to (Author: Hasanath Mohammed)

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Question 763: Hope you are doing well. Checking to make sure we are good tomorrow and you'll text me where at DFW you are going to park it? (Author: Anthony Schneider)

Answer [Line 14791]: Yes I will text you after I park the car which is usually 10-15 min before pick up time (Author: Hasanath Mohammed)

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Question 764: Unfortunately, I can't pick the car up until later. I'm approaching the car. Where is it parked? (Author: Antoine Andrews)

Answer [Line 14818]: It will be parked the the parking lot (Author: Hasanath Mohammed)

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Question 765: Okay. I'm here. I assume it's on the way? (Author: Antoine Andrews)

Answer [Line 14821]: Yes sir . You can wait in the lobby will call you as soon as I reach there (Author: Hasanath Mohammed)

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Question 766: I have meeting Is that a problem? (Author: Antoine Andrews)

Answer [Line 14831]: No it's not a problem at all (Author: Hasanath Mohammed)

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Question 767: We are flying into Dallas Fort Worth, I know there have been some changes on turo there, how will we pick up the vehicle? (Author: Carrie Hansen)

Answer [Line 14874]: The address for pick up is 4425 w airport fwy Irving tx 75062 (Author: Hasanath Mohammed)

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Question 768: Do you have an approximate cost of what an Uber runs? Or a location so we can find out? (Author: Carrie Hansen)

Answer [Line 14877]: Uber will cost you approximately \$20 one way . I can also deliver the car to you for free to any of the south airport hotels (Author: Hasanath Mohammed)

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Question 769: Hi hasanath, being from Oregon, we don't have tolls there. Which lane do I go into when I reach a toll station? (Author: Daren Choi)

Answer [Line 14903]: You need to take the toll lane. If you want to cross it. There is a toll tag on the windshield. We will send you an invoice after your trip ends. (Author: Hasanath Mohammed)

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Question 770: Hello. My name is jose. Please to communicate with me Could you use google translate to spanish ? (Author: Jose Cotto Guzman)

Answer [Line 14977]: Hi Jose (Author: Hasanath Mohammed)

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Question 771: We just landed in Dallas Can you give me the info for the pickup? 🙏 (Author: Tatiana Reyes Retana)



Answer [Line 14992]: I was planning to bring the car to you at 11 am (Author: Hasanath Mohammed)

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Question 772: I'm in Dallas for a conference. How do I collect the car from DFW? (Author: Kevin Brockberg)

Answer [Line 15034]: You can pick it up from 4425 w airport fwy Irving tx 75061 . You will have to Uber to this location (Author: Hasanath Mohammed)

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Question 773: Ok, what about the return of the vehicle? (Author: Kevin Brockberg)

Answer [Line 15036]: Same location you drop it at 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 774: Do you have an eta? (Author: Mark Nathan)

Answer [Line 15050]: Give me one sec (Author: Hasanath Mohammed)

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Question 775: Flights changed to earlier Hi! Just wanted to make sure everything was okay for Wednesday ? (Author: Sullivan Lauderdale)

Answer [Line 15153]: I need your flight info (Author: Hasanath Mohammed)

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Question 776: Spirit flight NK985 from dtw to dfw Will the car be parked in a garage ? Sorry I just want to make sure everything is ready due to the flight being so early (Author: Sullivan Lauderdale)

Answer [Line 15157]: We mostly park the car but given that your flight is so early most likely we will deliver the car to you in person at 8 am (Author: Hasanath Mohammed)

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Question 777: Good evening ! We will be headed to terminal E, and we should be dropping the car off around 8-8:15! Do we have the lockbox ? You dropped the car off to us directly so I haven't looked in the car itself for a lockbox, and I don't have the code currently. Other than that I will be sure to send pictures of the drop off (Author: Sullivan Lauderdale)

Answer [Line 15164]: Just leave the keys in the glovebox and inform me I will lock the car remotely (Author: Hasanath Mohammed)

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Question 778: i am in the car does the trunk not open? (Author: Cynthia Jazmin Bedolla)

Answer [Line 15175]: It can open from inside. (Author: Hasanath Mohammed)

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Question 779: Hey is there a way for me to extend this car until next Friday? (Author: Jayd Mcdonald)

Answer [Line 15244]: Unfortunately not the max you can extend is one more day after that it's booked for the rest of the month . (Author: Hasanath Mohammed)

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Question 780: Our return flight was moved too. We will be dropping the car back to you on Friday, Aug 18th at 10am Is that going to work for you? (Author: Robert Tharp)

Answer [Line 15258]: Sure, just change your pick up and drop off timings on the app and you should be good. (Author: Hasanath Mohammed)

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Question 781: What gate? What are the return details? (Author: Laura Butler)

Answer [Line 15371]: Hi (Author: Hasanath Mohammed)

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Question 782: Go to ground transpiration and baggage claim area? (Author: Briana Stonelake)

Answer [Line 15443]: I will send you the parking instructions shortly. (Author: Hasanath Mohammed)

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Question 783: Rebooking my trip Hello, how do I get the keys? (Author: Lillie Cameron)

Answer [Line 15485]: Hello (Author: Hasanath Mohammed)

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Question 784: Hello I just wanted to introduce myself And to make sure the address I see is where I pick up the suv? (Author: Vicente Reyes)

Answer [Line 15502]: That's right the address for pick up is 4425 w airport fwy Irving tx (Author: Hasanath Mohammed)

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Question 785: Hello but I'm barely picking up the car at 10am Do I call you when I arrive ? (Author: Vicente Reyes)

Answer [Line 15507]: I will send you the pick up instructions at 9:45. You can call me at (502) 592-1994 if you have any questions (Author: Hasanath Mohammed)

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Question 786: Ok thank you. And approximately where is the car located in the parking lot? (Author: Christopher Conkle)

Answer [Line 15556]: car is being parked at the office location (Author: Hasanath Mohammed)

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Question 787: Yes sir Hey! We got a notification about the key battery getting low. How do you charge it? (Author: Christopher Conkle)

Answer [Line 15570]: I think the cells gone weak. Usually, you get the battery cells at walmart, autozone, or O rielly. If you can manage it till the end of your trip by using it manually. Please do that. I will change the battery cells once I get back the car. (Author: Hasanath Mohammed)

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Question 788: Hello , I booked your Ford Escape in April and just have one question, does it have GPS? (Author: Mats Närhi)

Answer [Line 15647]: Yes it does have gps (Author: Hasanath Mohammed)

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Question 789: Where do I get the code for lock

Box? Do you send that when I land (Author: Jason Glasser)

Answer [Line 15662]: Yup I usually send the code post parking but I can give it out now as well (Author: Hasanath Mohammed)

---

Question 790: Just landed. Where do we find vehicle? (Author: Jason Glasser)

Answer [Line 15669]: Hi Jason I was planning to bring the car 15 min before the pick up time at 3:15 pm . I can handover the car to you in person . You should be out of the gate by then (Author: Hasanath Mohammed)

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Question 791: Yes got bags. Ready to meet. Where we going? (Author: Jason Glasser)

Answer [Line 15674]: Tell me the gate I will be there in 5 min (Author: Hasanath Mohammed)

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Question 792: Pulling up to curb? (Author: Jason Glasser)

Answer [Line 15679]: Outside b7 (Author: Hasanath Mohammed)

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Question 793: Why aren't you billing the card on file? (Author: Jason Glasser)

Answer [Line 15687]: Hi Jason I don't have the ability to charge to your card . I only have the ability to send you an invoice , Turo automatically escalates the invoice after 2 days . Now Turo is able to charge your card automatically (Author: Hasanath Mohammed)

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Question 794: So it's handled? (Author: Jason Glasser)

Answer [Line 15689]: Yes it's taken care of (Author: Hasanath Mohammed)

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Question 795: Why does it say the instructions will be with the lock box How can you come to the gate? (Author: Amber Armogan)

Answer [Line 15722]: I can drop of at the terminal e parking and put the lockbox with the key . Will send you some pictures and the code to open the lockbox (Author: Hasanath Mohammed)

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Question 796: Good morning We're walking there now. Are you there yet ? (Author: Brenda Guerra)

Answer [Line 15747]: not yet parked (Author: Hasanath Mohammed)

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Question 797: We just got into the airport. Can you send me a pin on google maps where to find the car please? (Author: Matt C)

Answer [Line 15767]: The code to the lockbox is 0923, punch that code in and twist the knob to the right (Author: Hasanath Mohammed)

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Question 798: Hi There

We will be arriving on 2.21 Alaska airlines flight 392 from Portland Oregon, scheduled to arrive at 2:50p

Our return flight on 2.26 is American Airlines flight 2655 from Dallas to Portland. It leaves earlier than expected, 8:56a so will drop the car by 7:30a I am an approved Turo driver. Do you still need my license number? (Author: Joni Eisenbrandt)

Answer [Line 15776]: Hi Joni, That's great to hear. Unfortunately, Turo has the guidelines to check in the customer before the trip starts. So yeah, you need to upload the drivers license on the app. (Author: Hasanath Mohammed)

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Question 799: Good Morning

Can you pls send code again on this text string? Thx (Author: Joni Eisenbrandt)

Answer [Line 15786]: 0923 (Author: Hasanath Mohammed)

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Question 800: Are you here I wanted to inform you that the car makes a smell that seems like burning odor. We tried to check the oil level and we do not see a dip stick. The car's temperature seems to be fine when driving but I wanted to bring to your attention that the smell doesn't seem normal. Is this normal? (Author: Rachel Perez)

Answer [Line 15810]: That's not normal. Are you in Dallas neighborhood I can come and check when the car is parked and you are not using it. (Author: Hasanath Mohammed)

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Question 801: Can you please send me the name and location of the please? ?? (Author: Erika Guerrero Balandrano)

Answer [Line 15888]: Will do (Author: Hasanath Mohammed)

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Question 802: Hi Hasanath, how much would you charge us if we drop the car at Dallas love? We have a flight to catch on April 8th at 6:30. We would be willing to pay a significant up charge. (Author: Maria Livingston)

Answer [Line 15894]: Unfortunately, We can't do that. It will be a violation of Turo's policy. (Author: Hasanath Mohammed)

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Question 803: Thanks.

I was wondering, how can I get to the car location? Is there a shuttle I can take? (Author: Fabrizio Lascaris)

Answer [Line 15904]: Hi! No you don't to take a shuttle, we park the car closest to your arrival gate and send you video walkthrough Instructions on how to get to the car which is literally a few steps away. (Author: Hasanath Mohammed)

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Question 804: Ok I will deliver the car Saturday 3:00am. It's that okay? (Author: Fabrizio Lascaris)

Answer [Line 15913]: I just realized you did not choose airport delivery . We charge for airport delivery .

I do understand that you asked me about the pick up and I told you I will bring the car to you . I assumed you booked for airport pickup . So I am going to keep my promise and bring the car to you for the car pick up free of cost . But when you drop off the vehicle please drop it off at the below location. You can Uber from the location to the airport when returning .

4425 w airport fwy Irving tx 75062 (Author: Hasanath Mohammed)

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Question 805: What if I go to a Starbucks and pick me there instead? Maybe something closer to the car location? (Author: Fabrizio Lascaris)

Answer [Line 15918]: Yes we can do that (Author: Hasanath Mohammed)

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Question 806: The car doesn't have plate

Is that okay? (Author: Fabrizio Lascaris)

Answer [Line 15931]: Yes thats the front (Author: Hasanath Mohammed)

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Question 807: Hi will like to keep car for another day or so. Is that ok? (Author: Darren Walls)

Answer [Line 15950]: Unfortunately, there is a booking tomorrow at 12 noon. You can extend till tomorrow at 10 am if you are comfortable with it. (Author: Hasanath Mohammed)

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Question 808: Thanks Hasanath! We will be traveling from the Dallas airport. Is there a shuttle we can take or do we need to use ride share? (Author: Kelly Bakalich)

Answer [Line 15965]: Uber will be your best bet. (Author: Hasanath Mohammed)

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Question 809: Ok What is your ETA? (Author: Tony Ranvestel)

Answer [Line 16007]: car is being parked at the terminal-E gate -E30

1hr parking (Author: Hasanath Mohammed)

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Question 810: Hello I'm running late. Is it ok to extend til tomorrow? (Author: Keely Williams)

Answer [Line 16031]: Sure can you please send a request to extend (Author: Hasanath Mohammed)

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Question 811: Hello! I've never used this app before, but I was curious. How does it work for pick up and drop off? Our flight will not come in until 9:30 am on 24th and we leave at 11:30 am on July 5th, but I wasn't sure how we will drop off the car. Can you explain how it works to me? Thank you so much in advance! (Author: Natalie Cifuentes)

Answer [Line 16038]: No issues it's fairly easy . Just send me your arrival flight info I will monitor your flight and park the car near your arrival gate . Will send you directions to get to the car . (Slight chance I might deliver the car to you in person . It depends on my availability) . While dropping off you drop off the car near your departure gate in the parking garage . You leave the keys inside and the door unlocked and I will pick it up shortly after . You send me pictures of where you parked especially with the terminal , level and row . (Author: Hasanath Mohammed)

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Question 812: Hi. Is the car available now? Hello, I'm needing to rent again when I drop this one off, do you have another vehicle available? (Author: Tiarria Jackson)

Answer [Line 16073]: HI Tiarra (Author: Hasanath Mohammed)

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Question 813: I need for 2 weeks at a reasonable price if possible. I really need to rent for 1 month if there's any way possible. I'm gonna be needing a vehicle to drive up until June 1 when I purchase my own vehicle. How can you help me? At a reason price? (Author: Tiarria Jackson)

Answer [Line 16078]: We hope your rental experience with us has been thoroughly enjoyable!

As a reminder, your vehicle drop-off will be at the 4425 West Airport Freeway, Irving, TX 75062. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:

For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon!  
(Author: Hasanath Mohammed)

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Question 814: And I'm currently waiting for my baggage. So do we have details of where this car will be? Thanks! (Author: Nicole McIntyre)

Answer [Line 16134]: i will text u (Author: Hasanath Mohammed)

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Question 815: Ok thank you. Will the key be inside? (Author: Austin Kerr)

Answer [Line 16162]: Key will be in a lockbox will send you the lockbox code tomorrow once you send your license picture . You can either send your license before your flight or after you land and get to the car whatever works best for you (Author: Hasanath Mohammed)

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Question 816: Hello, I didn't realize my flight was arriving at 3pm, so I modified the pickup time. Thanks Hello, how do I know where to pick up the car? (Author: Lite Lilyanne Matasau)

Answer [Line 16179]: Hi I'm bringing the car to you in person . Will bring the car to you outside of your gate . We ran into an issue with the tire pressure while we were getting the car ready . So we just finished changing two tires ,running a little bit later than the 3:30 pm pick up time . Will try our best to be there by 3:40 pm . Once I reach the gate will call you so you can come out and pick up the car . (Author: Hasanath Mohammed)

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Question 817: Yes thank you! We can drop the car off at 6 and text you the details you need thank you! I enjoyed renting with you! Hello we are about to head to the airport where did you want us to drop it off ? (Author: Sofia Liu)

Answer [Line 16229]: You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.  
(Author: Hasanath Mohammed)

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Question 818: Okay checking it out now How do I return the car ? Do I just drop it off leave keys in car ? (Author: Dannise Kelley)

Answer [Line 16256]: We hope your rental experience with us has been thoroughly enjoyable!

As a reminder, your vehicle drop-off will be at the 4425 Airport Freeway, Irving, TX 75062. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:

For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon!  
(Author: Hasanath Mohammed)

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Question 819: Thank you for the reply. May I send a photo of my license in this app? (Author: Jonathan Tonks)

Answer [Line 16279]: Yes please (Author: Hasanath Mohammed)

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Question 820: I don't feel unsafe, just wanted you to know. Good morning, the front right tire has a low tire pressure warning. It's at 28psi (the others are 29psi). Do you need me to fill it with air? (Author: Jonathan Tonks)

Answer [Line 16294]: If you could that would be great (Author: Hasanath Mohammed)

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Question 821: Hi Hasanath!

We will be there a little early. Are we able to start the trip a bit early? (Author: Dy-Onta Bizzle Brown)

Answer [Line 16317]: Hi, I have parked the car. (Author: Hasanath Mohammed)

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Question 822: hello, we can switch the car today right? (Author: Kanstantsin Kazadoi)

Answer [Line 16355]: Yes that's right . Can we do it this afternoon (Author: Hasanath Mohammed)

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Question 823: 12-12.30 pm works? (Author: Kanstantsin Kazadoi)

Answer [Line 16357]: Yes that works (Author: Hasanath Mohammed)

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Question 824: ok, I can drive there are you there all the time? (Author: Kanstantsin Kazadoi)  
Answer [Line 16363]: I'm at 4443 zahir ct Irving tx 75061 (Author: Hasanath Mohammed)

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Question 825: is it ok to switch cars around 5-6 pm ? (Author: Kanstantsin Kazadoi)  
Answer [Line 16365]: That works too (Author: Hasanath Mohammed)

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Question 826: Hello, we chose your car. Can we pick it up at 11.30 AM today? (Author: althaf Kutagulla)  
Answer [Line 16372]: Yes that's fine you can pick it up at 11:30 am (Author: Hasanath Mohammed)

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Question 827: Just deboarded. Gate C20 Good evening! What's the process for returning the car at the airport? (Author: Elizabeth Gooseberry-Ewing)  
Answer [Line 16420]: Hi Elizabeth you can park the car near your departure gate. Leave the keys inside the car and the door unlocked . Send me pictures of where you parked. I especially need to know the Terminal , Row and level of parking (Author: Hasanath Mohammed)

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Question 828: I totally forgot to get gas 🥲 can you charge me? (Author: Elizabeth Gooseberry-Ewing)  
Answer [Line 16426]: Sure no issues (Author: Hasanath Mohammed)

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Question 829: We arrived a little early. Is that okay? (Author: Lisa Bethea)  
Answer [Line 16440]: vehicle is being parked at the location (Author: Hasanath Mohammed)

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Question 830: Thank you Hi there, Happy Wednesday. We tried to extend our rental, but I think this car is booked. You have a Rav 4 posted, too. I think we will try and rent that one through Saturday (our car isn't out of the shop just yet). Is that okay? (Author: Lisa Bethea)  
Answer [Line 16456]: Hi Lisa what time are you planning to drop off this car and pick up the other one ? (Author: Hasanath Mohammed)

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Question 831: Hi, Hasanath! Looking forward to the trip. Please let me know how we deal with tolls. Can you just send me a receipt after the trip? How does that work? There are tolls all over the place now. (Author: Andrea Walen)  
Answer [Line 16475]: Hi Andrea excited to host you (Author: Hasanath Mohammed)

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Question 832: Excellent, thank you! Good morning! We're excited to come to Texas ... but my husband's hip surgery MAY get moved up. We don't have a date yet. If we can't make it to Dallas, what is your cancellation policy?  
Thanks so much! I'm hoping NOT to cancel.  
Andrea (Author: Andrea Walen)  
Answer [Line 16479]: No worries . I think 24 hours before the trip you get a full refund . Please confirm this with Turo . (Author: Hasanath Mohammed)

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Question 833: Hi Hasanath! Hope you're doing well! I wanted to check whether you might be able to help me get a ride from love field airport tomorrow? My flight lands at 11:50 but I have checked bags so I think I would be ready around 12:30. Thank you! (Author: Sudeshna Barman)  
Answer [Line 16509]: Hi Sudeshna i normally charge for delivery but since you are a student I will not charge you for that . But I would need a ride back from the love field airport to my house which is about 20 min. Uber is a bit expensive for me . Let me know if that will work for you (Author: Hasanath Mohammed)

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Question 834: Hi Hasanath! Confirming I picked up the car and all seems to be in order - thank you so much! For tolls, should I use whatever is in the car now and then reimburse you at the end of the summer, or should I buy my own toll tag? (Author: Sudeshna Barman)  
Answer [Line 16524]: For tolls I will charge you post trip . There is no extra charge for tolls you will only be charged for what you use . (Author: Hasanath Mohammed)

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Question 835: Ok thank you! I actually just learned my work will give me a free / subsidized toll tag. Do you know how I can take off the one in the car, so I can use the work pass? Thank you! (Author: Sudeshna Barman)  
Answer [Line 16526]: I think you should be able to take the sticker out. Just peel it off from the inside of the windshield and put it in the glovebox. Then stick your toll tag at the same spot (Author: Hasanath Mohammed)

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Question 836: Ok I got it What do I do at tolls? (Author: Kathy Luther)  
Answer [Line 16594]: Alright, We just spoke about how the tolls work. (Author: Hasanath Mohammed)

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Question 837: If I want to add a driver can I send you a picture of the persons drivers license? (Author: Kathy Luther)  
Answer [Line 16596]: You can add the driver directly through the app and dont need to send me the license of the additional driver. (Author: Hasanath Mohammed)

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Question 838: Ok thank you. Sorry for all the questions. Good morning. Do I need to wash and vacuum the car? Will be returning it earlier due to some changes in my schedule. Thank you. (Author: Kathy Luther)  
Answer [Line 16599]: No need to wash and vacuum but its too messed up in interior means you can clean a little bit (Author: Hasanath Mohammed)

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Question 839: Hello! My current pick up time is 10am, but my flight now comes in at 1:20, so my new pick up time would be around 1:30ish if that's ok? (Author: Desia Holmes)  
Answer [Line 16611]: That's fine (Author: Hasanath Mohammed)

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Question 840: Thank you! Hi there.  
Can you take the funds out of my account today? I had some fraud on my account yesterday and I just want to make sure I get this paid incase they freeze my account. Please let me know! Thanks. (Author: Tiffany Marier)

Answer [Line 16688]: Hi Tiffany it's turo which charges you I don't have the ability to charge you today . You might wanna call turo and let them know (Author: Hasanath Mohammed)

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Question 841: They cannot charge me now I have to wait until Thursday, if my account gets up getting froze I will just put in another card. Sorry for the complications! I just wanted to let you know. Hello, I just want to make sure everything is good for tomorrow morning.  
What is the code for the box to access the vehicle? Also where exactly will it be parked?  
Thanks! (Author: Tiffany Marier)

Answer [Line 16692]: Hi, We are all set for tomorrow. Be rest assured that the vehicle will be parke 15 - 20 minutes before starting the trip, and we will send you instructions accordingly.  
(Author: Hasanath Mohammed)

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Question 842: K, we're on the way txt me directly if any other ?'s plz 678-432-2261 (Author: Trey Campbell)

Answer [Line 16717]: Sure (Author: Hasanath Mohammed)

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Question 843: Hey, I didn't get attachment,  
How much was the gas? (Author: Trey Campbell)

Answer [Line 16724]: I sent you a message of the invoice (Author: Hasanath Mohammed)

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Question 844: On my way from the airport I'm here, should I take pics of the current exterior damages? (Author: Lakshan Nanayakkara)

Answer [Line 16762]: Sorry just saw the message feel free to take any pictures of damages  
(Author: Hasanath Mohammed)

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Question 845: Will you let me know where to pick it up please? (Author: Nilofar Sediqi)

Answer [Line 16769]: Your gate is C17 we will be parking the car closer to C17 at around 3:30 pm cst . We will be able to send you instructions of the parking spot only once we park the car .  
(Author: Hasanath Mohammed)

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Question 846: Looks like breaks are not working either - same view. I'm in all day meetings and a busy few days ahead.. do you have a different car? (Author: Nilofar Sediqi)

Answer [Line 16778]: I have this one

<https://turo.com/us/en/suv-rental/united-states/irving-tx/chevrolet/equinox/2120517> (Author: Hasanath Mohammed)

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Question 847: Yes, we are arriving on Delta and we are departing on Suncountry so I think it will be two different terminals, correct? (Author: Kristi Graner)

Answer [Line 16797]: Yes most likely but both the terminals will be inside dfw airport (Author: Hasanath Mohammed)

---

Question 848: We will be dropping off a little early at terminal D. Any specific instructions?  
Where do you want the key? (Author: Kristi Graner)

Answer [Line 16805]: You can park the car near your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

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Question 849: Hey, getting ready for my trip. How will I get the car from you on Tuesday morning? Hello, tomorrow I am on flight AA1395 from MSP. Arriving at 9:02, gate C12. How will I get the car from you? (Author: Lori Wehunt)

Answer [Line 16815]: I will send you a video walkthrough of where I parked the car and how to get to it from gate C12. We will park the car as close as possible to C12 . (Author: Hasanath Mohammed)

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Question 850: Ok sounds good. Does the car have a Tolltag? (Author: Lori Wehunt)

Answer [Line 16819]: Yes it does (Author: Hasanath Mohammed)

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Question 851: Perfect, assume I use that lane to exit the airport? (Author: Lori Wehunt)

Answer [Line 16821]: Yup (Author: Hasanath Mohammed)

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Question 852: The tire pressure monitoring system light is on. Do you want me to go by discount tire and have them check the air or just exactly how do you want me to handle it? (Author: Lori Wehunt)

Answer [Line 16836]: Hi Lori you have three options

1. Take it to discount tire and have them check and let me know if tire needs to be changed or something I can pay for that . This is the fastest option

2. We will come and take the car if you are in the dfw neighborhood and do what is necessary and bring it back to you

3. You can call Turo roadside assistance . They will take care of it but usually will take a very long time (Author: Hasanath Mohammed)

---

Question 853: I'll actually land at 11:30ish could I modify the trip? It's not allowing me to on the app. (Author: Carrie Carreiro)

Answer [Line 16847]: Another reservation ends at 10 am and turo mandates 3 hour buffer between trips so that's why you aren't able to modify (Author: Hasanath Mohammed)

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Question 854: Okay would it be possible to get it sooner? (Author: Carrie Carreiro)

Answer [Line 16849]: Hi, I will try to deliver the car around 12:40. (Author: Hasanath Mohammed)

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Question 855: You have everything you need ? I pick it up tomorrow morning ? (Author: Anitra Crawford)

Answer [Line 16895]: Okay (Author: Hasanath Mohammed)

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Question 856: What's the lockbox code ? (Author: Anitra Crawford)

Answer [Line 16897]: You can lock and unlock from your turo go option (Author: Hasanath Mohammed)

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Question 857: How ? Where can I find Turo go ? (Author: Anitra Crawford)

Answer [Line 16899]: In your app (Author: Hasanath Mohammed)

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Question 858: I don't see it . Can you provide the instruction ? (Author: Anitra Crawford)

Answer [Line 16901]: No worries let me know once you get near to the car i will unlock for you (Author: Hasanath Mohammed)

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Question 859: Thank you so much ! I will let you know as soon as I arrive . I'm deaf , can I text ? (Author: Anitra Crawford)

Answer [Line 16910]: Sounds good (Author: Hasanath Mohammed)

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Question 860: It's hot today so I decided to wash the car . I cleaned it deeply , I hope you will be satisfied with it . I will drop off the car at early morning . Thank you ! And I found the gown and the lotion in the trunk , do you want me to throw them away or leave it there ? (Author: Anitra Crawford)

Answer [Line 16914]: You can throw it. (Author: Hasanath Mohammed)

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Question 861: No problem . Just wanted to check to see if everything good with car ? (Author: Anitra Crawford)

Answer [Line 16932]: Yup everything good (Author: Hasanath Mohammed)

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Question 862: The pick up and drop off location are the same? (Author: Alexis Cruz)

Answer [Line 16937]: Yes that's right (Author: Hasanath Mohammed)

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Question 863: Sounds good. I will be a little late for pick up. Closer to 1pm. Is that okay? (Author: Alexis Cruz)

Answer [Line 16939]: That's fine (Author: Hasanath Mohammed)

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Question 864: Someone is gonna call you The car will be outside the Airport right? (Author: Charlotte Musanase)

Answer [Line 16982]: yes the car will be outside of airport at the address of pick up 3901 West Northgate Drive, Irving, TX 75062 (Author: Hasanath Mohammed)

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Question 865: Will extend the trip if you can allow me Can I extend the trip until the 5th? (Author: Charlotte Musanase)

Answer [Line 16988]: The furthest you can extend is till 8:30 am on 5th post that it's going on another reservation (Author: Hasanath Mohammed)

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Question 866: ok see u soon eta? (Author: Gabriel Kendrick)

Answer [Line 17089]: 9:28 (Author: Hasanath Mohammed)

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Question 867: Good evening your car is working out great. My trip is scheduled to end on Thursday and I need to go back to San Diego. However, I will be coming back Sunday around 12 noon and staying until Tuesday evening. Is your car available then? (Author: Jack Loynes)

Answer [Line 17103]: This car is booked during those days . However I have another Toyota Corolla which is available during those days

<https://turo.com/us/en/car-rental/united-states/irving-tx/toyota/corolla/1946279> (Author: Hasanath Mohammed)

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Question 868: I would need car on Sunday the 12th about 12:30 PM until the 14th 3:30 PM. Went to book your car but says pick up isn't available during that time. Anyway to get by that? (Author: Jack Loynes)

Answer [Line 17105]: Try now it should work (Author: Hasanath Mohammed)

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Question 869: Hi Hasanath, Is this car smoke free? Meaning does it smell like smoke or masked smoke? I have a smoke allergy, Thanks. (Author: sean richmond)

Answer [Line 17133]: It is Smoke free car. It does not smell like smoke (Author: Hasanath Mohammed)

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Question 870: You know how when a car has been smoked in then someone put deodorizers in the car to try to mask the smell? Sounds like your car is smoke free so that is great. (Author: sean richmond)

Answer [Line 17136]: Yeah it is smoke free so no worries you should be good (Author: Hasanath Mohammed)

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Question 871: My flight says I get into dfw to moon around 10:15. What do I need to know about pickup of car? (Author: sean richmond)

Answer [Line 17138]: Delivery : I will Park near the terminal you arrive . Will send you clear pictures/videos of where I parked. Once you get to the car you can send me a selfie with the car and your drivers license . I will remote unlock the car for you. There is a toll charge for parking at the airport. The toll charges will be anywhere between \$2-\$10.

Drop off: You will park near the terminal of departure & you will send me a picture of where you parked with the Row & Level. I will remote lock the car once you send me the picture. Make sure you dont park in 1 or 2 hour parking spots. (Author: Hasanath Mohammed)

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Question 872: Delta 451 bos-dfw Can I change the credit card I use to pay for the booking? (Author: sean richmond)

Answer [Line 17142]: You should be able to . But you might have to call Turo and do tgat (Author: Hasanath Mohammed)

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Question 873: Looks like I will be there right at 4. Could I drop off at terminal d or is there a drop off place? (Author: sean richmond)

Answer [Line 17156]: if you could coordinate with me the exact time of arrival then i can pick it up from you in person if not you can park it in the parking garage right next to departure . you will be charged for the parking charge post the trip it will be \$2-\$9 (Author: Hasanath Mohammed)

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Question 874: Hello!

I noticed when I booked this trip, it defaulted to a morning pickup time. Am I able to pick this car up at 2pm on Friday April 12th? Our Delta plane arrives at 1:30pm but we will have checked baggage to pick up.

We would return the car at 9am on Wednesday April 17th. (Author: Christina Hesselberg)

Answer [Line 17162]: That's fine (Author: Hasanath Mohammed)

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Question 875: Thank you! Will the vehicle be parked at a requested terminal parking lot? Just doubling checking if we will need to use a shuttle. (Author: Christina Hesselberg)

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Question 876: Are those good? (Author: Kaleb Harrison)

Answer [Line 17204]: Perfect thanks (Author: Hasanath Mohammed)

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Question 877: Thank you so much Hello is the car available for 3 more days? Am I able to extend for longer? (Author: Trina Kyle)

Answer [Line 17256]: Yes mam its available (Author: Hasanath Mohammed)

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Question 878: Need the car longer. I may extend for longer as well Hello I just extended the trip are you able to approve it? (Author: Trina Kyle)

Answer [Line 17263]: i did (Author: Hasanath Mohammed)

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Question 879: Thanks Hello am I able to return the car tomorrow at 6pm? (Author: Trina Kyle)

Answer [Line 17271]: No max you can rent it is till 12 pm tomorrow (Author: Hasanath Mohammed)

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Question 880: Adjusting my drop off time Hello! Still in need. Can we keep this one or? (Author: Arthur Gacheru)

Answer [Line 17289]: No this one is going at 7 pm today (Author: Hasanath Mohammed)

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Question 881: Do you have the same rate car? (Author: Arthur Gacheru)

Answer [Line 17293]: How many days are you looking for rental (Author: Hasanath Mohammed)

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Question 882: Don't have at all? (Author: Arthur Gacheru)

Answer [Line 17297]: No I don't have a single car available today I might have one car available tomorrow but it's not sure this customer keeps extending (Author: Hasanath Mohammed)

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Question 883: Thank you! We are at the airport shuttle area. How often does the shuttle come throughout the day? (Author: Kayla Loney)

Answer [Line 17368]: Every 15 min I believe (Author: Hasanath Mohammed)

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Question 884: Ok thank you Hi what is the lockbox code? (Author: Kayla Loney)

Answer [Line 17372]: 0923 (Author: Hasanath Mohammed)

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Question 885: Hi Hasanath,

They changed my flight so I ll probably get there around 8 - 8:30pm, will the car be available by then?

Thank You (Author: Steven Van Dyke)

Answer [Line 17375]: Ok thanks for letting me know (Author: Hasanath Mohammed)

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Question 886: Thank you, is there anything i should know before i grab it? (Author: Steven Van Dyke)

Answer [Line 17380]: Nope you are good (Author: Hasanath Mohammed)

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Question 887: Is the key in the car? (Author: Steven Van Dyke)

Answer [Line 17382]: We hope your rental experience with us has been thoroughly enjoyable!

As a reminder, your vehicle drop-off will be at the 4425 Airport Freeway, Irving, TX 75062. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:

For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon! (Author: Hasanath Mohammed)

---

Question 888: Hey hasanath Would it be possible to park the car at the airport instead so i dont havr to uber? (Author: Steven Van Dyke)

Answer [Line 17385]: Turo has banned us hosts from picking or dropping off from dfw airport (Author: Hasanath Mohammed)

---

Question 889: I already checked, my wife also watched me driving from outside in case something may be noticed but no. I cannot see anything wrong. It is just felt while driving. If the car is towed what is the procedure? I mean i need to go driving, my roadtrip is not over, what will I do if it towed? (Author: Onur Atilgan)

Answer [Line 17406]: Just continue with your trip till you feel the car shake again . At any point if you feel uncomfortable driving the car please call turo road side assistance immediately. You can call turo and check with them if they can swap a car for you . (Author: Hasanath Mohammed)

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Question 890: Ok thanks i am taking it and let you know about the result. Will you cover expenses later? I will only make it check first and will tell you what their diagnosis is. (Author: Onur Atilgan)

Answer [Line 17412]: I will cover the expenses right away . Let's see what the diagnostic says and then we can discuss how I can pay for the service (Author: Hasanath Mohammed)

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Question 891: Is it possible to change the pick up time to 1:00? (Author: Corinne Finley)

Answer [Line 17436]: Sure you can come at 1:00 pm (Author: Hasanath Mohammed)

---

Question 892: Would it be possible for u to change it for me? My flight lands at 2:30. (Author: Tanajah Keshanna Murray)

Answer [Line 17443]: You mean you want me to modify the trip ? (Author: Hasanath Mohammed)

---

Question 893: It's not letting me change the time from 6 to 3. Can I just pick the car up at 3? I'm on the plane I land at 2:30. Can I pick the car up at 3 please? (Author: Tanajah Keshanna Murray)

Answer [Line 17448]: If you can't change the time to 3 can you try 3:30 pm (Author: Hasanath Mohammed)

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Question 894: Hi I got a message about taking drivers license & selfie photos. Is that to be done today or tomorrow? (Author: Toni Turner)

Answer [Line 17472]: Tomorrow is fine (Author: Hasanath Mohammed)

---

Question 895: Good? (Author: Matt Forson)

Answer [Line 17490]: Yes sir (Author: Hasanath Mohammed)

---

Question 896: Okay. See you tomorrow. Anything other info you need? (Author: Matt Forson)

Answer [Line 17492]: Nope will see you tomorrow (Author: Hasanath Mohammed)

---

Question 897: Trying to figure out a ride there. Is 5:30 the earliest pick up without any extra fees? (Author: Matt Forson)



Answer [Line 17494]: What time do you wanna pick up (Author: Hasanath Mohammed)

---

Question 898: Hello sir, I definitely didn't anticipate holiday traffic. We can make it back in time but in case of a wreck or something, and I'd like to clean the car up before return. Can I return it tomorrow for the \$35? (Author: Matt Forson)

Answer [Line 17503]: That should work (Author: Hasanath Mohammed)

---

Question 899: Okay done?! Hey bud, what's the best deal with a little better vehicle on a monthly rate? (Author: Matt Forson)

Answer [Line 17511]: Hey Matt you wanna rent a vehicle little better than this Chevy equinox or just a vehicle in good shape and cost effective (Author: Hasanath Mohammed)

---

Question 900: No rush. Lol Got anything? (Author: Matt Forson)

Answer [Line 17517]: How about Ford escape (Author: Hasanath Mohammed)

---

Question 901: Total cost? (Author: Matt Forson)

Answer [Line 17524]: As a host I'm not able to see the total cost I will ask my friend to check that (Author: Hasanath Mohammed)

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Question 902: Cool thanks Any updates? (Author: Matt Forson)

Answer [Line 17527]: Hi Matt sorry all my cars are booked this week. The one which has shaded screens is booked throughout the month. If anything opens up I will let you know (Author: Hasanath Mohammed)

---

Question 903: Sure! Is that the little strip beside the super 8? (Author: Zack Pate-Taylor)

Answer [Line 17538]: Yup (Author: Hasanath Mohammed)

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Question 904: Hey Hasanath! Just confirming, you accepted the trip extension until tomorrow, so I'm planning on dropping off the car at 10am tomorrow morning.

I have a flight out of DFW, so I was planning on leaving the car at my departure terminal, not at the fairpy office. Does that work for you? (Author: Zack Pate-Taylor)

Answer [Line 17547]: Sure that works for me (Author: Hasanath Mohammed)

---

Question 905: Attached to the turo booking. Should I send them in chat instead? (Author: Zack Pate-Taylor)

Answer [Line 17551]: No worries I'm good thanks (Author: Hasanath Mohammed)

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Question 906: AA2354 Does it have a toll pass? (Author: Jacqueline Stilson)

Answer [Line 17557]: Yup it does (Author: Hasanath Mohammed)

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Question 907: Can we use the tolls? (Author: Jacqueline Stilson)

Answer [Line 17559]: Yes you can (Author: Hasanath Mohammed)

---

Question 908: Thank you for the information Where will we pick up the car? We have never done this before (Author: Jacqueline Stilson)

Answer [Line 17563]: We will park the car around 3:15 pm right next to your arrival gate . We will send you a video walkthrough of how to get to the car from the arrival gate . Upon reaching the car your will use the turo app to unlock the car (Author: Hasanath Mohammed)

---

Question 909: How do I know when I need to get gas? It's hard to tell in this car. (Author: Mike Smith)

Answer [Line 17621]: you might see the fuel level on left sideof the rpm (Author: Hasanath Mohammed)

---

Question 910: Flight delayed How much is gas if I don't have time to fill up? (Author: Mike Smith)

Answer [Line 17624]: There is a \$10 convenience fee for it (Author: Hasanath Mohammed)

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Question 911: yes sorry that is what I text about earlier is it not starting? (Author: Mike Smith)

Answer [Line 17631]: Hi Jacob, after checking out, I must say you have maintained the vehicle well. Thank you for being a great customer. As an appreciation, I am going ahead and giving you 10% discount coupon for your next trip when you book with us and all star host 5 star rating. I would appreciate it if you did the same. I am looking forward to serving you again. Bye 🙌 (Author: Hasanath Mohammed)

---

Question 912: Just landed Should I take skylink to A? (Author: Yasser Faraj)

Answer [Line 17650]: No tell me which gate are you in (Author: Hasanath Mohammed)

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Question 913: Around 5:55 When will you be here? It's a 2 hour parking only (Author: Yasser Faraj)

Answer [Line 17662]: That's fine (Author: Hasanath Mohammed)

---

Question 914: I land at 9am.. I'll waiting there for the car.. is there a reason why you can't be there at 10:30? Will the car be there? (Author: Tearra Hodges)

Answer [Line 17672]: Will have the car at 10 am at the pick up location no worries (Author: Hasanath Mohammed)

---

Question 915: Ok Hey I just landed.. what time and where am I getting the car from? (Author: Tearra Hodges)

Answer [Line 17676]: You can pick up the car from 4425 w airport fwy Irving tx 75061 at or after pick up time 10:00 am (Author: Hasanath Mohammed)

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Question 916: So it's not available now? (Author: Tearra Hodges)

Answer [Line 17678]: It will be ready at 10 am pick up time , right now I'm cleaning it. (Author: Hasanath Mohammed)

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Question 917: Did I left my galaxy buds in the car? (Author: SKL Car Rental)

Answer [Line 17734]: no we didn't see any kind of stuff sir (Author: Hasanath Mohammed)

---

Question 918: Is it in the garage? (Author: Michael Sweeney)

Answer [Line 17743]: Nope I'm driving towards terminal C (Author: Hasanath Mohammed)

---

Question 919: Thought I sent them They are on the trip photo page, do they need to be somewhere else? (Author: Michael Sweeney)

Answer [Line 17754]: No worries that's enough (Author: Hasanath Mohammed)

---

Question 920: got it, were there no tolls for the 14th? not that I want to pay more, but want to make sure we are square. thanks. (Author: Michael Sweeney)

Answer [Line 17757]: I don't see it now . Will check and get back to you (Author: Hasanath Mohammed)

---

Question 921: Hello Hasanath I was wondering if i can return your car earlier instead of 7:00pm? (Author: Eduardo Hernandez)

Answer [Line 17802]: Sure you can return anytime (Author: Hasanath Mohammed)

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Question 922: Do I have to modify the time? (Author: Eduardo Hernandez)

Answer [Line 17804]: You can if you want to (Author: Hasanath Mohammed)

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Question 923: This is my first time using turo. When I return the car I need to take pictures when I leave it? (Author: Eduardo Hernandez)

Answer [Line 17806]: Yeah you take pictures when drop off too (Author: Hasanath Mohammed)

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Question 924: I M DOING EARLY RETURN I can just drop off the car and lock the keys with the lock it was on or you have to be present? (Author: Eduardo Hernandez)

Answer [Line 17809]: Are you here already ? (Author: Hasanath Mohammed)

---

Question 925: Forget to tell you, I took the tollway once, I was thinking I had my pass, how is it going to work? (Author: Eduardo Hernandez)

Answer [Line 17813]: I will get toll receipt after two weeks will send you an invoice you can check and see if it's all right and the pay via turo app (Author: Hasanath Mohammed)

---

Question 926: We are on schedule for tomorrow, arriving 5:37PM, my first time using Turo, am I missing anything? Thanks (Author: Stephen Knight)

Answer [Line 17823]: Hi Stephen excited to host you today (Author: Hasanath Mohammed)

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Question 927: Hello, I fly into Dallas at 10:20 am and Im flying American Airlines Flight 1018. Let me know if you need any more information. Thanks I just added a photo of my license to the photo section. Is that where I do it? (Author: Tamra Humphrey)

Answer [Line 17862]: I believe you are good (Author: Hasanath Mohammed)

---

Question 928: Thank you. Hello Sir, is it possible to pick up the car earlier? (Author: Shanice Diniz)

Answer [Line 17888]: Sure how early ? (Author: Hasanath Mohammed)

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Question 929: Will it have an extra charge? (Author: Shanice Diniz)

Answer [Line 17895]: Nope (Author: Hasanath Mohammed)

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Question 930: Hello my name is Deon going back & forward to work while my car is & the shop Hello I will be heading towards the car soon where did you leave the keys at ? (Author: Deon King)

Answer [Line 17941]: The car is going to be ready at 2 pm (Author: Hasanath Mohammed)

---

Question 931: Hi are able to extend the trip a couple of more days ? (Author: Deon King)

Answer [Line 17961]: Unfortunately not it's booked the next day (Author: Hasanath Mohammed)

---

Question 932: Okay thank you anyway Quick question what about a later drop off tomorrow? Like around 7pm ? If not that's fine (Author: Deon King)

Answer [Line 17964]: Sure just go ahead and extend I think it should be free for you to extend till 7 pm (Author: Hasanath Mohammed)

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Question 933: You already have my flight information correct? (Author: Tanya Dack)

Answer [Line 17982]: Yes I do thanks (Author: Hasanath Mohammed)

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Question 934: Hello just confirming we are still good to go for tomorrow? (Author: Yolanda Najera)

Answer [Line 18026]: Yup you are all set (Author: Hasanath Mohammed)

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Question 935: Hi! We will be going to the airport at 2pm. But where is the lockbox on the vehicle? (Author: Yolanda Najera)

Answer [Line 18029]: Actually there is no lockbox in the vehicle just let me know when you are done parking and left the key in the glovebox I will remotely lock it (Author: Hasanath Mohammed)

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Question 936: We have the car. Thank you HM. Does this car also have the NTTA? Is there anything we need to know about that?

Also, there are no registration papers. Your assistant said that's not a problem in Texas because there are temporary plates. (Author: Daniel Gluck)

Answer [Line 18037]: Yes that's right you are good with the temp tag . That should do

The car does have a NTTA sticker you can find that in the windshield (Author: Hasanath Mohammed)

---

Question 937: Hello! We will be arriving in October. I have attached the flight info above. It is frontier flight 2734. I declined any coverage because we have full coverage on our personal policy that will transfer to rentals Hello! My flight is delayed by an hour so we are not landing until 6. It sounds like the car is just going to be parked at the airport but do I need to do anything in the app to reflect the different arrival time? (Author: Tracey Anderson)

Answer [Line 18101]: You can move the start time or leave it as is , wouldn't be an issue (Author: Hasanath Mohammed)

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Question 938: Is it going to be cheaper? (Author: Daniel Seo)

Answer [Line 18165]: Yes which city is your Airbnb in (Author: Hasanath Mohammed)

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Question 939: Hello, how do u use navigation on the screen? (Author: Daniel Seo)

Answer [Line 18178]: Let me check online and get back to you (Author: Hasanath Mohammed)

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Question 940: My car is arriving tomorrow so I'll be returning it on the 2nd How do I check how much money in total I'll be refunded? (Author: Daniel Seo)

Answer [Line 18186]: Hi DANIEL!

Hope you had a great experience renting with us!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.

Thank you for choosing to rent with us! (Author: Hasanath Mohammed)

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Question 941: Thank you! When will get the refund after I return the car? (Author: Daniel Seo)

Answer [Line 18188]: You can check with turo (Author: Hasanath Mohammed)

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Question 942: Which address should I be dropping it off tomorrow? (Author: Daniel Seo)

Answer [Line 18190]: 4425 w airport fwy Irving tx 75062 (Author: Hasanath Mohammed)

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Question 943: Ok - thank you Hi! We keep having low tire pressure. The first time we took to Pep Boys and they filled it but then the light came on again. Is this normal? (Author: Danyah McDonnell)

Answer [Line 18200]: That doesn't seem normal . You can call Turo road side assistance and they might be able to gauge if the tire needs to be replaced or patched . They will come to wherever you are and do it for free . (Author: Hasanath Mohammed)

---

Question 944: Roadside Assistance was a nightmare to deal with. The tire is not flat, but must have a slow leak. Warning light just says tire pressure is low. I called roadside assistance and they sent a tow truck out to tow it back to the airport they were saying. I declined because they were telling us to Uber there. Is this covered under my reservation? I just don't know what the best route is. (Author: Danyah McDonnell)

Answer [Line 18202]: That makes no sense . Turo road side assistance can be a nightmare sometimes . Give me the address of the car I can come pick it up myself (Author: Hasanath Mohammed)

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Question 945: Ok - thank you! Do you have a spare key or will you want me to meet you down in the parking garage? There is a parking pass in the center console that gets you out of the garage. (Author: Danyah McDonnell)

Answer [Line 18209]: Unfortunately I don't have a spare key I can meet you down in the parking garage (Author: Hasanath Mohammed)

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Question 946: Hello Hasanath!

My name is Erica. My son & I are coming into town for a few days to visit family & friends & your car would be great. Looking forward to the opportunity. We will be flying into DFW. Is that near you? (Author: Erica Glenn)

Answer [Line 18227]: yes we are like 7 min away from DFW (Author: Hasanath Mohammed)

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Question 947: Yes 👍 Is the vehicle in excellent condition?? (Author: Giovanni Hincapie)

Answer [Line 18264]: Please let me know your arrival flight info so I can park the accordingly (Author: Hasanath Mohammed)

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Question 948: I didn't know about it cannuou give that as a courtesy just the parking ? (Author: Giovanni Hincapie)

Answer [Line 18278]: There is no way to get around these charges if you want the car inside the airport (Author: Hasanath Mohammed)

---

Question 949: Hey i'm done with the car how do i end the trip Can you end the trip for me? (Author: Azeem Sardar)

Answer [Line 18368]: I can end it around 8:00 pm. Even it won't let me end the trip now (Author: Hasanath Mohammed)

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Question 950: Oh ok. Well turo send me a message? (Author: John Lucero)

Answer [Line 18384]: You should have received a message from turo . It should be in your inbox I believe (Author: Hasanath Mohammed)

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Question 951: Hello,

Do you have a child seat available for this car? (Author: Zak Davis)

Answer [Line 18401]: Hi I don't (Author: Hasanath Mohammed)

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Question 952: Oh okay! Got it Any required steps for pick-up? (Author: Charity Maxwell)

Answer [Line 18451]: Just make sure you checkin (Author: Hasanath Mohammed)

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Question 953: I'm in! Hey! Where do I dropnoff tmrw? (Author: Elise Moore)

Answer [Line 18488]: The same loction where you picked it up. (Author: Hasanath Mohammed)

---

Question 954: Hi hasanath, i look forward to renting from you. To get to work & from school for last minute car issues. Is there any Check -in instructions ? (Author: Sharmelle Albert)

Answer [Line 18499]: Take the pictures of the car before you start the trip interior , exterior and meter board (Author: Hasanath Mohammed)

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Question 955: Hi just adjusting the details of my trip Hi! I realized that I'll be flying into Love Field and not DFW. Where will I be able to pick up the car? (Author: Samantha Osioh)

Answer [Line 18521]: I don't have the ability to deliver or pick up from love field (Author: Hasanath Mohammed)

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Question 956: I know, I changed the location to pick up from the Irving location and not DFW. Can you please prove that address? I'll be getting a ride to pick it up from there (Author: Samantha Osioh)

Answer [Line 18523]: 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 957: I will be conducting a dispute if it's not returned. Hello? (Author: Vanisha Balan)

Answer [Line 18566]: I filled the gas and it did not go down at all. (Author: Hasanath Mohammed)

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Question 958: Good morning Hasanath! First time using Turo, my girlfriend and I are flying in for a wedding over the weekend I booked for. Could you give me the run down of how pick up and drop off will work? (Author: Matt Backberg)

Answer [Line 18590]: Hi Matthew , thanks for booking (Author: Hasanath Mohammed)

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Question 959: Is it fully refundable until 10/25? (Author: Lisa Page)

Answer [Line 18599]: I'm not sure you can confirm that with Turo . (Author: Hasanath Mohammed)

---

Question 960: Would it be possible to extend my trip until Thursday 11/2 at about noon? (Author: Lisa Page)

Answer [Line 18601]: Sure go ahead and extend it before someone else books it (Author: Hasanath Mohammed)

---

Question 961: Sounds good So if they gate changes how do i get of the car if its at B and i land at C? I have always just been picked up right out front of the gate. (Author: Lisa Page)

Answer [Line 18619]: There is a terminal link between the terminals (Author: Hasanath Mohammed)

---

Question 962: I am outside. Will you park or meet me at curb? (Author: Lisa Page)

Answer [Line 18635]: Meet you (Author: Hasanath Mohammed)

---

Question 963: Good? Hi Hasanath. I'm at SEA about to board. You will be sending me a video, later, of where the car is right? (Author: Leonard Matthew Taal)

Answer [Line 18669]: Yup that's right (Author: Hasanath Mohammed)

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Question 964: I've uploaded photos. I started with 400miles to go and left you with 399 to go. I also got navigated onto the toll roads near the airport by my Apple map so I'm not sure if you will get charged? (Author: Leonard Matthew Taal)

Answer [Line 18689]: Thanks any pictures of the parking spot will help (Author: Hasanath Mohammed)

---

Question 965: Hello! Can you please explain the pick up instructions for the vehicle tomorrow? (Author: Zai Owens)

Answer [Line 18701]: Upon reaching the pickup location (4425 Airport Freeway, Irving, TX 75062) you will punch in a code in the lockbox to access the key. The lockbox will be in the window of the car (Author: Hasanath Mohammed)

---

Question 966: Hello! I need the car a little longer Hello! I have to drop off the car a little early like 9:30. Can I lock the keys in the car? Or leave them in the glove compartment? (Author: Zai Owens)

Answer [Line 18712]: The car should have a lockbox (Author: Hasanath Mohammed)

---

Question 967: Ok and I'm dropping it off at the same location I picked it up right? (Author: Zai Owens)

Answer [Line 18714]: If you can put the keys in the lockbox and hang the lockbox in the car window that would be best (Author: Hasanath Mohammed)

---

Question 968: I'm trying to extend the car until Monday, but it's not letting me? (Author: Jorge Ortega)

Answer [Line 18748]: I think it's because we have changed our drop-off location. (Author: Hasanath Mohammed)

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Question 969: Did you get my message? (Author: Jorge Ortega)

Answer [Line 18774]: i will call you back (Author: Hasanath Mohammed)

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Question 970: Hello, I'm going to book with you. Can I have that 15% discount coupon? (Author: Jorge Ortega)

Answer [Line 18793]: Hi, go ahead and book it. It will be attached during your checkout. (Author: Hasanath Mohammed)

---

Question 971: Is the car not available anymore? (Author: Jorge Ortega)



Answer [Line 18817]: I think it's already booked by another customer. (Author: Hasanath Mohammed)

---

Question 972: Too far?

What we can do? Cancel? (Author: Wivian Montoro)

Answer [Line 18827]: Unfortunately we don't have the ability to drop or pick up the car from Dallas love field airport . I can park the car outside of DFW airport so you don't have to go into tolls . I can park it here 4425 w airport fwy Irving tx 75062 . You will have to Uber/lyft from the airport to get here . (Author: Hasanath Mohammed)

---

Question 973: How far is it? (Author: Wivian Montoro)

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Question 974: For return, can be here or need to be there? (Author: Wivian Montoro)

Answer [Line 18832]: Unfortunately it has to be the same location . We just don't have the resources to do pick up or drop off at Love field airport . (Author: Hasanath Mohammed)

---

Question 975: Okay. I just got in an Uber. I'll be there at 10:05 Is it this place with the donut shop and recycled furniture? (Author: Stanton Marshall)

Answer [Line 18861]: The gas lid got stuck and the gas is left at half tank (Author: Hasanath Mohammed)

---

Question 976: Okay. Thank you very much. Good morning. I got called into work 12-6 in Allen. I don't know what to do about the gas tank not opening because I'm going to need to fill up and I have to be out tomorrow morning at 5am.

Do you know exactly what's wrong? Can someone come there to get it open while I'm at work? (Author: Stanton Marshall)

Answer [Line 18869]: Hi Stanton are you asking if someone can come to Allen and fix the gas lid today ?

What time are you leaving to Allen today I can come before you leave to work and fix it . If not will come to Allen and fix it . (Author: Hasanath Mohammed)

---

Question 977: Hello, I just booked your car and I clicked DFW airport and I saw an FAQs that it was possible for pick up but I couldn't figure out how to select that. If you cannot do drop off and pick up at the airport then I will need to cancel. Thank you so much for your help. I just saw the message that says I cannot pick up at the airport. Can I drop off off at the airport? It does not seem to cover that option. (Author: Diana Bensyl)

Answer [Line 18879]: You can drop it off at the dfw rental car center you can even pick up from here . There are shuttles from the terminal to the rental car center (Author: Hasanath Mohammed)

---

Question 978: I mean, honestly it's the whole reason I used Turo. Is that all airports or just the DFW lobby was particularly strong to keep you guys out? (Author: Diana Bensyl)

Answer [Line 18884]: Just DFW airport (Author: Hasanath Mohammed)

---

Question 979: But I can use the rental center for drop off and pick up? Is that the address that is in the reservation? (Author: Diana Bensyl)

Answer [Line 18886]: No that's not on the reservation address . I just wanted to offer that as a courtesy for you .

Honestly you might still find some guests who do dfw deliveries "illegally" , this is my bread and butter so don't wanna take a chance with turo on this one (Author: Hasanath Mohammed)

---

Question 980: Thanks so much! Got our luggage, where should we go? (Author: Lynn Grombacher)

Answer [Line 18900]: What is the nearest gate to you (Author: Hasanath Mohammed)

---

Question 981: Will arrive a little bit before 12pm ETA 11:55. Can I have a picture of the parking spot and lockbox please? (Author: Jeny Lobatos)

Answer [Line 18925]: Hi Jenifer vehicle is being parked at the location 3901 West Northgate Drive, Irving, TX 75062 (Author: Hasanath Mohammed)

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Question 982: Hello, what kind of gas does it take? (Author: Jeny Lobatos)

Answer [Line 18929]: Go with unlead (Author: Hasanath Mohammed)

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Question 983: Great, thanks! Will the app just walk us through what to do next? (Author: Eric Ramirez)

Answer [Line 18947]: Yes I texted you the instructions on your phone (Author: Hasanath Mohammed)

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Question 984: I appreciate you Merry Christmas Hasanath! I am trying to extend the rental, however, it's not allowing because of the date block. Can you help me with this? (Author: Lakeshia Mallard)

Answer [Line 19005]: Hi Lakeshia this car is booked tomorrow at 12:30 pm so the latest you can book is 9:00 am tomorrow I can swap it with another vehicle tomorrow at 9 am if you would like (Author: Hasanath Mohammed)

---

Question 985: Hi Hasanath. I noticed when I completed the trip that I went over the miles. How much do you charge for unlimited miles? Or do you have a price for unlimited miles? (Author: Lakeshia Mallard)

Answer [Line 19028]: I don't do unlimited miles it's 200 miles per day and anything additional is charged cents per mile (Author: Hasanath Mohammed)

---

Question 986: That it totally fine! I know it is out of your control. I am happy to switch to your other car for the lower rate. What is the best way to go about it? (Author: Ann Elizabeth McCreight)

Answer [Line 19047]: I will call Turo and get all the ground work ready . They will call you to swap the vehicle . They require your confirmation to move ahead (Author: Hasanath Mohammed)

---

Question 987: Okay thank you- that'd be great! Tolls leaving the airport? (Author: Ann Elizabeth McCreight)

Answer [Line 19064]: Yes and anywhere in dfw (Author: Hasanath Mohammed)

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Question 988: Travelling to visit my daughter...first time using Turo...not sure what to expect. How exactly do we pick up the car and drop off the car? (Author: HARRY BUTLER)

Answer [Line 19067]: I will drop off the car for you in the airport and pick up the car from the airport when you leave (Author: Hasanath Mohammed)

---

Question 989: Hi Hasanath. I am coming to Dallas on July 16th but I won't be in until late. Can the pickup location be at the hotel I'm staying at please?

Days Inn by Wyndham Irving Grapevine DFW Airport North (Author: Shannon Jones)

Answer [Line 19090]: Hi Shannon, The location you have sent me is 10 mi back and forth while dropping off the vehicle and again, the same while picking it up.

However, I can park the vehicle at your desired location at an additional cost, which will be \$35. (Author: Hasanath Mohammed)

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Question 990: Hello, is it ok if I add the Driver? He will be the only driver. No extra charges right? (Author: Jose Rojas)

Answer [Line 19096]: I'm not sure about the extra charges . I don't charge but may be turo does (Author: Hasanath Mohammed)

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Question 991: Ok It is Gas fuel right? (Author: Jose Rojas)

Answer [Line 19128]: Yes (Author: Hasanath Mohammed)

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Question 992: Hello my flight number is f9 2134. With turo go(to unlock the car) is that a separate app or apart of this regular turo? Where do I go to view that? (Author: DeJa Landry)

Answer [Line 19153]: It's the same app (Author: Hasanath Mohammed)

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Question 993: Okay. How do I access that? (Author: DeJa Landry)

Answer [Line 19155]: When you checkin the app it will direct you to unlock the car within the app itself (Author: Hasanath Mohammed)

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Question 994: Okay will The check in appear when it's the day of the trip? (Author: DeJa Landry)

Answer [Line 19157]: Yup that's right (Author: Hasanath Mohammed)

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Question 995: Thank you Good morning do I need to do anything before I arrive? I don't see anything in the app regarding the check in yet. (Author: DeJa Landry)

Answer [Line 19160]: Turo is having issue with my Turo go (Author: Hasanath Mohammed)

---

Question 996: Okay I'm expected to arrive @1:30 Will you send me the video of the car now or later? (Author: DeJa Landry)

Answer [Line 19166]: Will send it around 1:15 PM. We usually park 15 min before the pick up time (Author: Hasanath Mohammed)

---

Question 997: I will be arriving in about 20 minutes I need to stop to put a couple more dollars to fill the tank. Unless a 3/4 tank okay? (Author: DeJa Landry)

Answer [Line 19175]: I can refuel the tank . It will be just \$10 extra besides the cost of fuel from gas station. (Author: Hasanath Mohammed)

---

Question 998: Hi-do you need my license now? (Author: Jhenarri Smith)

Answer [Line 19237]: Anytime before tomorrow is fine (Author: Hasanath Mohammed)

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Question 999: We just picked up the car. Thank you Hasanath,

I spoke with the mechanic who said my car will not be ready today. I was hoping to extend for another full day, but Turo would not let me request to extend the Rio beyond 3 pm. Any solutions?

Greg Gates

(214) 686-8358 (Author: greg gates)

Answer [Line 19269]: The car is booked this evening . You can bring this car and I can swap it with another car (Author: Hasanath Mohammed)

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Question 1000: I'm here Do I just leave the keys in the car or wait for you? (Author: Terrence Walker Jr)

Answer [Line 19286]: Just called you (Author: Hasanath Mohammed)

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Question 1001: Oh ok so don't put the key in that box and back on the window again? (Author: Dindi Bradley)

Answer [Line 19324]: No just put it in the glovebox (Author: Hasanath Mohammed)

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Question 1002: Ok I'm here at the vehicle Hello we wanted to see if we can extend our trip and keep the car longer? (Author: Trina Kyle)

Answer [Line 19343]: Unfortunately not as it's booked for tomorrow . You can pick up another vehicle when you drop this off . How many days are you looking to rent (Author: Hasanath Mohammed)

---

Question 1003: 2 days Is that okay? What other vehicles do you have? (Author: Trina Kyle)

Answer [Line 19346]: We hope your rental experience with us has been thoroughly enjoyable!

As a reminder, your vehicle drop-off will be at the 4425 Airport Freeway, Irving, TX 75062. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:

For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon!  
(Author: Hasanath Mohammed)

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Question 1004: I got it thank you so much. After I drop off this car will the other one be there to drive off with? (Author: Trina Kyle)

Answer [Line 19355]: Yup (Author: Hasanath Mohammed)

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Question 1005: Hey I was wondering if I could extend the trip until tomorrow? Hey i was able to extend until 8am tomorrow would that be ok? (Author: Miesha G.)

Answer [Line 19372]: Did you already park the car ? (Author: Hasanath Mohammed)

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Question 1006: Good morning Hasanath, looking forward to renting your car. Im scheduled to arrive in Dallas Fort Worth at 12:19am. Where do I go to get the vehicle? (Author: Chris Case)

Answer [Line 19440]: i will meet you in person (Author: Hasanath Mohammed)

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Question 1007: What's your ETA? (Author: Chris Case)

Answer [Line 19455]: Hi Christopher , Hope you had a good trip so far. Let me know what time you will be at the airport today to drop off the car (Author: Hasanath Mohammed)

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Question 1008: Hey how are you? (Author: Thomas Jackson)

Answer [Line 19468]: I am doing great , excited to host you . Would you be able to pick up the car like at 7 am instead of 6:30 am no worries if it has to be 6:30 am I will make it happen.  
(Author: Hasanath Mohammed)

-----  
Question 1009: Is this contactless pickup? The car isn't ready? (Author: Thomas Jackson)

Answer [Line 19471]: I am planning to start tomorrow at 6:30 am it normally takes 30 min for me to get the car ready . But I can push it to 6 am and have it ready by 6:30 if that's the best you can do . (Author: Hasanath Mohammed)

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Question 1010: Thank you!! Hey could I have the address? (Author: Rahma Gotiya)

Answer [Line 19493]: 4443 zahir ct Irving tx 75061 (Author: Hasanath Mohammed)

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Question 1011: Hey! Our flight is at 7:10 am on Monday so would it be okay for us to drop it off the night before? Is that not possible? (Author: Rahma Gotiya)

Answer [Line 19497]: Sure you can do that (Author: Hasanath Mohammed)

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Question 1012: Is 11pm okay? Or is that too late? (Author: Rahma Gotiya)

Answer [Line 19500]: 11 pm is late but no worries just park the car and leave the keys inside and text me (Author: Hasanath Mohammed)

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Question 1013: As agreed, we would like to change the trip as our return flight is earlier than expected. Thank you for your understanding. Hello. We have a problem with the car. Since yesterday it has been displaying a message informing us that the right rear tire is underinflated. What is the easiest way to fix this? (Author: Damien GUYODO)

Answer [Line 19522]: You can take it to any tire shop nearby and inflate the tire . (Author: Hasanath Mohammed)

---

Question 1014: OK. We are here : 816 Ashwood Pl, Denton, TX 76210, États-Unis In France it is often a free service. What about here in the USA? (Author: Damien GUYODO)

Answer [Line 19526]: It's free as well here in most places (Author: Hasanath Mohammed)

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Question 1015: We went to do the tire pressure. Everything is OK now. Thank you for your help. Bonjour, notre départ approche (samedi). Nous serons à l'aéroport entre 13h et 13h30 samedi 2 Décembre. Comment se passe la restitution de la voiture ? Est ce que nous vous retrouvons sur place ou sommes nous autonomes ? Damien (Author: Damien GUYODO)

Answer [Line 19536]: Pour le retour, vous pouvez garer la voiture dans le parking à côté de votre terminal de départ. Laissez les clés dans la boîte à gants, puis verrouillez-la à l'aide de l'application. N'oubliez pas de prendre des photos de l'endroit où vous vous garerez et de me les envoyer ici. J'aurais surtout besoin de connaître le terminal, le niveau, et la rangée ou la porte (Author: Hasanath Mohammed)

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Question 1016: Hello Hasanath, my flight arrive DFW at 7am is it possible I pick up earlier than 12pm? Also which shuttle bus will take me to your location. Thank you (Author: Olu Isi)

Answer [Line 19620]: Hi Olufisayo, I can try to give you the car an hour early on the day of your trip but not that early. (Author: Hasanath Mohammed)

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Question 1017: Hello. How can I extend the return time? I tried and won't allow me. (Author: David Ortega)

Answer [Line 19631]: We close at 8 pm (Author: Hasanath Mohammed)

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Question 1018: Which one is it? (Author: Christopher Lewis)

Answer [Line 19672]: Give me one sec (Author: Hasanath Mohammed)

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Question 1019: So the car and instructions will be at the airport correct? (Author: Jason Bujan)

Answer [Line 19678]: The pick up is at 4425 w airport fwy Irving tx 75061. It's close to the airport but not inside airport (Author: Hasanath Mohammed)

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Question 1020: Ok.. would you happen to know the customer service number? (Author: Ronald Overton)

Answer [Line 19777]: yes (Author: Hasanath Mohammed)

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Question 1021: Thank you Good morning, how can I extend til Tuesday afternoon? (Author: Ronald Overton)

Answer [Line 19787]: The max you can extend is Tuesday 7 am as it has another reservation (Author: Hasanath Mohammed)

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Question 1022: Ok.. how much for Tuesday til 7am? (Author: Ronald Overton)

Answer [Line 19789]: Turo charges a full day rental after 2 hours I believe (Author: Hasanath Mohammed)

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Question 1023: So if I just keep it til tue at 7 they will just charge me another day? (Author: Ronald Overton)

Answer [Line 19793]: We hope your rental experience with us has been thoroughly enjoyable!

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For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon! (Author: Hasanath Mohammed)

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Question 1024: I was needing it til 7am.. should I call turo? (Author: Ronald Overton)

Answer [Line 19796]: yes (Author: Hasanath Mohammed)

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Question 1025: So 8:30 tonight? (Author: Ronald Overton)

Answer [Line 19801]: yes (Author: Hasanath Mohammed)

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Question 1026: I sent you a reply. I meant to pay later but hit pay now. Can you delay payment? appreciate it. (Author: Debbie Nelson)

Answer [Line 19809]: Can you call turo and check with them . Turo handles all the payments I don't have the ability to control payments (Author: Hasanath Mohammed)

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Question 1027: Went to app and didn't see where to download license and selfie. Tried to get help on Turo app and the chat keeps saying persona and location. I put guest DFW and same message. Can I just sent the photos to you? (Author: Debbie Nelson)

Answer [Line 19817]: Before that can you please check your email (Author: Hasanath Mohammed)

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Question 1028: Hasnath, I got help from Turo calling but for some reason I can't upload things from the app on my phone. Reloaded app etc. It doesn't show my trip at all. The only way I was able to access it was on my computer. I want to make sure I don't run into problems on the trip. Can I upload the car photo info by texting you? Did you receive my check-in photos? (Author: Debbie Nelson)

Answer [Line 19821]: Did you send me text (Author: Hasanath Mohammed)

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Question 1029: Thank you Hasnath. Can you text me the lock code? I plan to get to the airport between 10-10:30 and will send the photos. It was a pleasure working with you and the car was terrific. I appreciate your patience with the communication issues. (Author: Debbie Nelson)

Answer [Line 19831]: 0923 (Author: Hasanath Mohammed)

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Question 1030: Wwhat is that ? (Author: Joseph Zamor)

Answer [Line 19842]: Estimated Time of Arrival (Author: Hasanath Mohammed)

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Question 1031: If possible am I able to get it now? (Author: Kaysha Hawkins)

Answer [Line 19856]: Just have to Vaccum it . Need just 30 min you can come at 10:30 pm that will work best (Author: Hasanath Mohammed)

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Question 1032: Hello. The lock box is closed shut. How do I open it to return the keys please? Hello what would be the code to the lockbox please? (Author: Kaysha Hawkins)

Answer [Line 19871]: 0923 (Author: Hasanath Mohammed)

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Question 1033: No problem! But I'm deaf can I text you? (Author: Sierra Hardy)

Answer [Line 19892]: ok (Author: Hasanath Mohammed)

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Question 1034: I'm sorry I missed that. So how does this work now? Do I take an UBER to your vehicle? (Author: Barry Coleman)

Answer [Line 19948]: Yes Uber is your best bet (Author: Hasanath Mohammed)

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Question 1035: Maybe another time Hmm after looking at rental car prices I'm possibly reconsidering. Do you have an idea what an Uber would cost to get to your car? (Author: Barry Coleman)

Answer [Line 19954]: Uber will cost you around \$20 (Author: Hasanath Mohammed)

---

Question 1036: Okay. Now I went thru the cancellation already. It's not going to cause an issue if I go ahead and do a new reservation today? (Author: Barry Coleman)

Answer [Line 19956]: I don't think I am not really sure (Author: Hasanath Mohammed)

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Question 1037: Where will the car be parked? (Author: Devonte Taylor)

Answer [Line 19969]: I'm the terminal A garage will send you the instructions once I park tomorrow (Author: Hasanath Mohammed)

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Question 1038: Ok I'll send flight info Is that enough info? (Author: Ryan Ferguson)

Answer [Line 19983]: This is good enough (Author: Hasanath Mohammed)

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Question 1039: Where is the lockbox? (Author: Ryan Ferguson)

Answer [Line 19993]: My bet sorry for the confusion this is turo go so you just lock using turo go (Author: Hasanath Mohammed)

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Question 1040: So I just lock it with the keys inside right? (Author: Ryan Ferguson)

Answer [Line 19996]: Yup . If you aren't able to lock using the app let me know I can do it remotely (Author: Hasanath Mohammed)

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Question 1041: Hello! We're looking forward to our trip. Here is our arrival flight information: San Francisco to Dallas – AA 1623

Apr 4, 2024, 11:50 AM–5:18 PM Hi, Hasanath! Our trip, including renting your car, is rapidly approaching! We just wanted to make sure that everything looks good on your end. I understand you'll send us a video letting us know where to pick up the car. I'm a little unclear on the bit about the code. How will that code be provided to us?

Thank you!

Mark Rubin (and Marni Rubin) (Author: Mark Rubin)

Answer [Line 20020]: The code will be provided 15 min before the pick up time . You will use the code to unlock the lockbox and access the car keys (Author: Hasanath Mohammed)

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Question 1042: Thank you! I just landed! We arrived earlier 😊. So I have to use the app to get into the car? (Author: Nadia Ayouni)

Answer [Line 20046]: Assalamualaikum were you planning to pick up the car earlier than 6 pm (Author: Hasanath Mohammed)

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Question 1043: Ok sounds good! Hi do I have to return the car cleaannn (the car is clean but I used it) ? Thank you :) (Author: Nadia Ayouni)

Answer [Line 20054]: Don't have to clean (Author: Hasanath Mohammed)

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Question 1044: How do you typically hand off and receive keys? (Author: Arie Toporovsky)  
Answer [Line 20086]: Im trying to make it a turo go . If I am able to convert it into turo go then you can use the app . If I am unsuccessful then I will have the key in the lockbox (Author: Hasanath Mohammed)  
-----

Question 1045: Hi Hasanath - just landed. Where is the car located? Cant find on app. Thanks (Author: Arie Toporovsky)  
Answer [Line 20088]: We are heading your way should be there by 11:05 do you think you will be out by then . If you are out we can hand it over to you in person (Author: Hasanath Mohammed)  
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Question 1046: OK great. Assuming generally in a parking lot near terminal? (Author: Arie Toporovsky)  
Answer [Line 20094]: Yup right across few steps away (Author: Hasanath Mohammed)  
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Question 1047: Hello, my trip just got cancelled to Dallas, is this refundable? (Author: Drew Bailey)  
Answer [Line 20113]: Yes of course (Author: Hasanath Mohammed)  
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Question 1048: Hi Hasanath, just wanted to confirm my rental for this afternoon? Are there any pick up instructions or will you be there to drop the keys off to me? (Author: Chris Vargas)  
Answer [Line 20121]: Hi Chris, we will park the car close to your arrival gate in the parking garage . We will send you a video walkthrough of how to get to the car from the arrival gate . The car wil have a lockbox to access the car keys once you send me the license I will send you the lockbox code . (Author: Hasanath Mohammed)  
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Question 1049: Hi Hasanath, I'm just checking out now. I have parked the car in garage for terminal E 1-10. Gate 1 level b. I do not see a lockbox in the car where can I locate that? (Author: Chris Vargas)  
Answer [Line 20140]: If you don't see a lockbox (Author: Hasanath Mohammed)  
-----

Question 1050: Jazak Allah brother Do you live close by the DFW Airport? (Author: ahmad keichour)  
Answer [Line 20162]: Yes very close (Author: Hasanath Mohammed)  
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Question 1051: Salam Brother Can I call you? (Author: ahmad keichour)  
Answer [Line 20194]: Sure brother (Author: Hasanath Mohammed)  
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Question 1052: What are the instructions To find car? (Author: Miguel Gonzalez)  
Answer [Line 20213]: Heading your way . Let me know your gate should be able to hand over in person (Author: Hasanath Mohammed)  
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Question 1053: Apologies on confusion Would it be possible to extend to Thursday? (Author: Miguel Gonzalez)

Answer [Line 20223]: Have a another booking early morning Thursday (Author: Hasanath Mohammed)

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Question 1054: Good morning!

Would it be possible to meet you guys or drop off in frisco? (Author: Miguel Gonzalez)

Answer [Line 20227]: Good morning Meeting somewhere in Irving is possible but not in Frisco . What time are you planning to drop off (Author: Hasanath Mohammed)

---

Question 1055: Possibly sooner Can I drop off anywhere, as long as it is in Irving? (Author: Miguel Gonzalez)

Answer [Line 20231]: You just have to give me the Irving address you are dropping off and the time (Author: Hasanath Mohammed)

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Question 1056: Hey, is it possible I can extend this until tomorrow at 8pm? (Author: Michael Anderson)

Answer [Line 20254]: It's going on rental tomorrow morning (Author: Hasanath Mohammed)

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Question 1057: My phone isn't working at the moment I can only do FaceTime calls. Good morning I would like to extend my trip for until tomorrow if that's possible? (Author: Mari Kappel)

Answer [Line 20302]: Sure go ahead and do that before it's booked (Author: Hasanath Mohammed)

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Question 1058: I saw the RAV4 was already reserved. If that changes and you want to move us to the RAV4, that's fine. Hasanath, do you have a cell phone holder that attaches to the windshield? Since we will be using Waze to get around, I want to be able to see the phone without looking down. If you don't, I'll bring one. Thanks.

I just resent the invitation to our son Mark to complete the needed information to make him an approved driver. (Author: Susan Bouchillon)

Answer [Line 20312]: I can move you to RAV4 if you would like . It is blocked but I can unblock it for you .

I don't have a cell phone holder , would be great if you can bring your own (Author: Hasanath Mohammed)

---

Question 1059: Yes, the rav4 would be great. Much easier getting bags in the back than in a trunk.

Can you make that happen or do I need to do something? (Author: Susan Bouchillon)

Answer [Line 20314]: This info is enough for me I will talk to turo tomorrow and make that happen . Just check back tomorrow same time to make sure the swap is done . (Author: Hasanath Mohammed)

---

Question 1060: Were you able to change to rav4?

Mark updated his info. Is he approved? Were you able to change us to the RAV4? Has Mark been approved as a driver? He doesn't get to Dallas until Monday while we arrive Sunday. If you remember, we will get the car from the Car Rental center at DFW. That way you won't have to pay a toll and we won't have to look through a huge lot for it. Is that still going to work? (Author: Susan Bouchillon)

Answer [Line 20317]: Talking to turo now (Author: Hasanath Mohammed)

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Question 1061: I thought it was at 10. What time do you need me to come? (Author: Markee Taylor)

Answer [Line 20326]: 10 is fine some like to pick up a little bit early some couple of hours later . So just asking so I can plan accordingly. (Author: Hasanath Mohammed)

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Question 1062: Can I come at 9? (Author: Markee Taylor)

Answer [Line 20328]: 1 hour earlier is a little bit too early . 9:30 will work better for me . Can you come 9:30 instead (Author: Hasanath Mohammed)

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Question 1063: Hi Hasanath. My name is Keziah and I'll be renting your car for a week. I might only need the car until Thursday. If I need to return the car 1 day early, will you refund the difference in payment? (Author: Keziah Liburd)

Answer [Line 20349]: Yeah I am fine with that just make sure Turo will also refund you. I think if you do it within 24 hours it should be free refund. Just confirm with Turo to be on the safer side (Author: Hasanath Mohammed)

---

Question 1064: Will do! Do you know where the gas tank release is? (Author: Keziah Liburd)

Answer [Line 20360]: [https://youtu.be/6Wbl\\_dU1q0g](https://youtu.be/6Wbl_dU1q0g) (Author: Hasanath Mohammed)

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Question 1065: Very. Thank you Hi again! I'm returning the car today but am wondering if you have availability to extend it for a week? (Author: Keziah Liburd)

Answer [Line 20364]: I would love to extend but Unfortunately the car is going for rental tomorrow . (Author: Hasanath Mohammed)

---

Question 1066: Hi, I am here. Apologies for not saying i was pnr my way What time would you be here and do you need me to wait? (Author: Keziah Liburd)

Answer [Line 20368]: Sorry sometime these messages don't show up but heard that you were able to handover the key to my brother (Author: Hasanath Mohammed)

---

Question 1067: Sounds good. Just arrived Hey man! We're good to drop off the car around 330 actually. Do we need to wait for somebody? (Author: Sean Daniel Curtis)

Answer [Line 20382]: No just leave the keys hidden somewhere and send me a picture of where you hide the keys .. please don't lock the car I don't have spare keys . I will pick up the car in a few minutes (Author: Hasanath Mohammed)

---

Question 1068: Awesome. Thanks. Can I get the information as to where I'll be picking up the car from? (Author: Juan Treviño)

Answer [Line 20395]: Based on your flight info AA 955 your flight will be landing at dfw at 11:03 am in gate C7 . I will be parking the car close to C7 gate and send you a video walkthrough of how to get to the car (Author: Hasanath Mohammed)

---

Question 1069: Hello so tomorrow we will sort out the car details?

Sorry this is my first time doing this so I'm a little nervous (Author: Hemjot Mahal)

Answer [Line 20421]: No worries you will be landing in terminal E as per the below flight status . We will be sending you instructions of how to get to the car from your Arrival gate to the parking spot . Shouldn't take you more than a min or two to get to the parking spot from your arrival gate . Once you reach the parking spot you will see a lockbox on the window of the car . You will punch in the lockbox code and get the keys and you are good to go from there (Author: Hasanath Mohammed)

---

Question 1070: 🙌 Is that clear for you? (Author: Hemjot Mahal)

Answer [Line 20429]: This is good (Author: Hasanath Mohammed)

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Question 1071: 🕒 Good morning, I was curious how to to know when the car needs gas. I drove it to Plano from the airport last night and the needle is still on full

I think it's broken ? (Author: Hemjot Mahal)

Answer [Line 20432]: We gave it full to you having said that from airport to Plano the needle should have gone down a little bit . With a full tank it can go almost 350 to 400 miles . If you drive another 100 miles or so and the needle is still in full then I think something is wrong with it . (Author: Hasanath Mohammed)

---

Question 1072: Ok lol I'll keep an eye on it Good evening ! I might have to leave Sunday in of Wednesday. I'm getting a partial refund for my accommodations and was wondering if I can get my money back for the days that I do not need the car anymore? Like a partial refund for those days.

I am looking to leave on Sunday Nov 19th instead of the 22nd now

Please let me know if this is good for you I would really appreciate it 🙏 (Author: Hemjot Mahal)

Answer [Line 20436]: I don't mind you cutting short your reservation . I think turo gives you a refund if it's 24 hours advance notice . Try to modify the trip and see how much refund it gives you (Author: Hasanath Mohammed)

---

Question 1073: Okay I will check but I don't want to cancel until I book the flight. I still need to car Saturday and part of Sunday

Once I book the flight I can tell you what time I can drop the car off at the terminal

Thank you for your help in this situation! Is a drop of say 8am okay with you? This Sunday?  
(Author: Hemjot Mahal)

Answer [Line 20439]: Sure that works (Author: Hasanath Mohammed)

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Question 1074: Thank you! 🙏😊 Hey! I am trying to rebook but for drop off it won't let me do 7am drop off

Earliest is 10am but the flight leave around 10:30

I will look at other flights and maybe move the dates around but is 7am drop off too early ?  
(Author: Hemjot Mahal)

Answer [Line 20468]: Just let me know which day and the car I will move around my time to make it work (Author: Hasanath Mohammed)

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Question 1075: My clients budget changed and the dates have changed to April so I'm gonna cancel the car rental for now till they raise their budget

But we are now talking about April

Can I still use that discount code you gave me? (Author: Hemjot Mahal)

Answer [Line 20472]: I think you should still be able to use the discount code let me know if you aren't (Author: Hasanath Mohammed)

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Question 1076: Hi Hasanath! I just wanted to double check, do you have any SUVs available from 3/3-3/9? Thank you (Author: Latisha Whitely)

Answer [Line 20483]: This one is available

<https://turo.com/us/en/suv-rental/united-states/irving-tx/ford/escape/1910322> (Author: Hasanath Mohammed)

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Question 1077: Hi Hassanath. Just confirming all is good for March 3rd. When should I expect to receive the details on retrieving the car? Thank you (Author: Latisha Whitely)

Answer [Line 20487]: Just need your flight info so I can park the car closer to your arrival gate . We usually park 15 min prior to the pickup time so expect to receive instructions on how to retrieve the car at 11:45 am (Author: Hasanath Mohammed)

---

Question 1078: Sun, 03MAR

DEPART :

DELTA 534

NYC-LAGUARDIA

8:30am

ARRIVE:

DALLAS-FT WORTH

11:50am Is that good? (Author: Latisha Whitely)

Answer [Line 20490]: Yup this is good (Author: Hasanath Mohammed)

---

Question 1079: Thank you It's not opening. Is there a star or pound needed somewhere?  
(Author: Latisha Whitely)

Answer [Line 20515]: Hi Latisha, I sent you an invoice through Turo for expenses from your trip.  
(Author: Hasanath Mohammed)

---

Question 1080: Hi there! Is it ok to pick up the vehicle at 1pm today? (Author: Natassia Mattoon)

Answer [Line 20517]: Yes sure just call/sms me at 5025921994 when you reach (Author: Hasanath Mohammed)

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Question 1081: The address in the listing? (Author: Natassia Mattoon)

Answer [Line 20519]: Yup (Author: Hasanath Mohammed)

---

Question 1082: Hi is it fine to bring back at 1pm? I'm stuck in some work meetings (Author: Natassia Mattoon)

Answer [Line 20521]: Sure you can . You can drop of the car keys in front of my house . Most likely I won't be home at 1 pm . (Author: Hasanath Mohammed)

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Question 1083: You are the man! Thank you! Details? (Author: Travis Croy)

Answer [Line 20549]: I sent you a message from the other reservation (Author: Hasanath Mohammed)

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Question 1084: Hi Hasanath! This is Isaac again. Do you remember me? I had a positive experience renting from you before I wanted to rent from you again! Pick up and drop off is the same correct?

Looking forward to it! (Author: Charlton Lee)

Answer [Line 20562]: Hi Isaac!

Welcome to Dallas!

We try to provide our services as hassle-free as possible.

Please read the instructions on how to start your trip with us.

We would need your flight information to look up what gate you will be arriving to.

Also, before you start your trip, we require a Driver's License or State ID to check you in.

The way it works is, the DFW airport has 5 terminals. Each terminal has a parking garage right across.

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.

Once you locate the car, to unlock it you use the code that we provide you with to unlock the lockbox on the window of the car. You punch the code in and twist the knob to the right to retrieve the key.

Please note - All our cars have a strict no-smoking policy enforced.

If you have any questions regarding the drop off, refueling, using tolls etc.. you can check out the FAQ section for answers to these questions.

Thank you for choosing to rent with us. (Author: Hasanath Mohammed)

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Question 1085: I'm flying America Airlines #2767

I also uploaded some photos with the flight information. Looking forward to using your car again tomorrow Hi did you get my message? (Author: Charlton Lee)

Answer [Line 20567]: Yup got it thanks (Author: Hasanath Mohammed)

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Question 1086: Do you have pictures of the location of your car? What is the Lockbox code? (Author: Charlton Lee)

Answer [Line 20571]: Calling you (Author: Hasanath Mohammed)

---

Question 1087: How do I do that? (Author: Candis Blair)

Answer [Line 20586]: I think you should be able to click on modify trip and do that . If you are not sure turo customer support is your best bet (Author: Hasanath Mohammed)

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Question 1088: Hello, I wanted to extend my trip until January 1st. Is that ok? (Author: Candis Blair)

Answer [Line 20593]: Sure try to do that if it's available then it's fine (Author: Hasanath Mohammed)

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Question 1089: Can you tell if its available? (Author: Candis Blair)

Answer [Line 20595]: Let me check (Author: Hasanath Mohammed)

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Question 1090: Also Turo sent me a promotion code to get a discount but I would have to cancel then rebook with the promo code. Is that ok with you? (Author: Candis Blair)

Answer [Line 20597]: Looks like you can only book for one additional day . It's booked after that . Go ahead and cancel and rebook if you would like (Author: Hasanath Mohammed)

---

Question 1091: Hello? I'm behind the building in the back. Are you coming? (Author: Charles Ware)

Answer [Line 20605]: sir on the way give me 2min (Author: Hasanath Mohammed)

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Question 1092: Hi i am coming Friday!

I have the turo app

My credit card was charged

What else di I need to do? (Author: Ronald Park)

Answer [Line 20619]: Nothing else (Author: Hasanath Mohammed)

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Question 1093: Ok thank you! Are you watching the eclipse? (Author: Ronald Park)



Answer [Line 20624]: Between picking up and delivering the cars if I find time I will . How about you (Author: Hasanath Mohammed)

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Question 1094: I'm on my way and on time American Airlines flight 1382 gate a17 What is the plan for pickup? (Author: Ronald Park)

Answer [Line 20632]: Hi Ronald, I will park the car in the parking garage nearest to your arrival gate and send you parking instructions with photos. (Author: Hasanath Mohammed)

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Question 1095: Gate B9 level D right by valet parking and stairwell Hi i lost my air pods in a blue case did you find them in the ford escape? (Author: Ronald Park)

Answer [Line 20644]: Hi Ronald, I sent you an invoice for expenses from your trip. Please accept and pay through Turo as quickly as possible. Thank you! (Author: Hasanath Mohammed)

---

Question 1096: Cool, where do I do when si get in, where do I pick up the car Do I just call you when I arrive? (Author: Christopher Sutherland)

Answer [Line 20662]: Will send you all that info just when you land (Author: Hasanath Mohammed)

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Question 1097: hello hasanath, what would be the cost to add another driver? it would be my son, he will turn 22 next week. thanks, sabine (Author: Sabine Traxler)

Answer [Line 20729]: I'm not sure it is turo which charges for additional driver . Let me see if I can find anything on this (Author: Hasanath Mohammed)

---

Question 1098: hello Hasanath, our travel plans have changed 😞, is it possible to turn the car back tomorrow? evtl. drive it to your house ? (Author: Sabine Traxler)

Answer [Line 20737]: Sure go ahead and drop it off at 4425 w airport fwy Irving tx 75062 . Do modify the trip in the turo app (Author: Hasanath Mohammed)

---

Question 1099: will i get a refund, do you know? (Author: Sabine Traxler)

Answer [Line 20739]: I'm not really sure it's turo which does the refund (Author: Hasanath Mohammed)

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Question 1100: Hello Hasanath, as already communicated, i need to change my travelplan, will contact you again to get further instructions. thank you, sabine hello hasanath, just modified the trip in the app, but forgot to change the time. would it be ok to drop off the car around 11am at the address according to your instruction above? (Author: Sabine Traxler)

Answer [Line 20742]: 11 am tomorrow is fine (Author: Hasanath Mohammed)

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Question 1101: 👍 hi hasanath, just to be 100% sure, this car is to be filled with unleaded and NOT diesel, correct? (Author: Sabine Traxler)

Answer [Line 20745]: yes not diesel (Author: Hasanath Mohammed)

---

Question 1102: I need to call them ? 😞 Can you call turo? Or do I need to? (Author: Estera Brown)

Answer [Line 20761]: Hello from Turo Customer Support. We are cancelling this trip for the requested vehicle swap. Thank you! (Author: Hasanath Mohammed)

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Question 1103: Originally I thought I selected the correct times, but something must've changed from time selection to booking. Thank you. What is the protocol for picking up vehicle? I have to take

Uber to get it as I've already arrived in town (Author: Zachary Travis)

Answer [Line 20769]: You can pick up the car from here 4443 zahir ct Irving tx 75061 (Author: Hasanath Mohammed)

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Question 1104: Good morning Hasanath, what location would you like car to be returned? (Author: Zachary Travis)

Answer [Line 20771]: You can drop it at dfw airport . What time are you going to be at the airport (Author: Hasanath Mohammed)

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Question 1105: No problem! Will update then, thank you again so much! I took it through the car wash yesterday but then it rained. Should I refuel it as well? I think it has about 1/2 tank currently. (Author: Zachary Travis)

Answer [Line 20776]: Thanks for washing the car appreciate that. It's better if you can refuel the car , turo charges a\$10 convenience fee on top of gas refuel cost . (Author: Hasanath Mohammed)

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Question 1106: Hey! Can you please tell me how to connect apple car play ? Is it connected by cord ? (Author: Hatim Lokhandwala)

Answer [Line 20791]: Yeah you need to connect via the cable (Author: Hasanath Mohammed)

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Question 1107: I will leave car at this location Can you please send me instructions ? (Author: Hatim Lokhandwala)

Answer [Line 20798]: Ok will do (Author: Hasanath Mohammed)

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Question 1108: Good afternoon i look forward to booking your car but I had a question it shows I am picking up the car around Irving Texas but your text says it will be picked up in the airport I was just confused on that can you clarify? (Author: Durun W)

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Question 1109: I am not comfortable booking with this account Am I able to book on another account and cancel? (Author: Durun W)

Answer [Line 20832]: Sure you might wanna let Turo know about this (Author: Hasanath Mohammed)

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Question 1110: Hi there! I just wanted to get my flight info over to you....our flight is scheduled to arrive at 4:41 PM on Thursday. We're arriving on American flight #AA2767

Do you need my license info or is the information I originally uploaded to Turo sufficient?

Thanks for your help, have a good one! (Author: Mackenzie Freed)

Answer [Line 20836]: Hello there , I don't need your license now but 24 hours prior to the pick up turo will ask you to upload your license and a selfie with the license . This is needed for every single reservation . (Author: Hasanath Mohammed)

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Question 1111: Is it ok to park in the one hour parking? (Author: Mackenzie Freed)

Answer [Line 20852]: yes (Author: Hasanath Mohammed)

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Question 1112: I'm standing in the drive through area. Good morning...I have a family emergency that I need to take care of. Ken Hill, who is an authorized driver, will bring you the vehicle on the 4th. I'll give him the address of the hotel so that he can drop the key off to you. Is there a good phone number where he can contact you at when he's dropping it off? (Author: Melissa Wycoff)

Answer [Line 20870]: Yeah this is my phone number 5025921994 (Author: Hasanath Mohammed)

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Question 1113: Hi can I return at 9:30? (Author: Trenise Tellis)

Answer [Line 20882]: Sure, Request confirmed. (Author: Hasanath Mohammed)

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Question 1114: Hello my flight got delayed so I should be arriving around 4:30pm What spot is the car? (Author: Giuliana Monterroza)

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Question 1115: Oh sorry so do you need me to send you my dl? (Author: Hank Z)

Answer [Line 20927]: Yeah that would be great so I can check you in (Author: Hasanath Mohammed)

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Question 1116: Hi can I use your tag to drive through the toll roads? I can pay you the amount later (Author: Hank Z)

Answer [Line 20930]: Yes you can pay me later (Author: Hasanath Mohammed)

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Question 1117: need 2 more days Hi may i ask how to return the car? Will we meet or just park the car in on place and i can leave it (Author: Hank Z)

Answer [Line 20934]: You will park the car in the garage next to your departure terminal (Author: Hasanath Mohammed)

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Question 1118: And i put the key inside the car and lock it using the app just like you did? (Author: Hank Z)

Answer [Line 20937]: Yup that's right (Author: Hasanath Mohammed)

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Question 1119: Oh no What do you mean? Picking an address by myself and told you the address? (Author: Hank Z)

Answer [Line 20953]: This is my address 4443 zahir ct Irving tx 75061 it's 3 miles away from airport . You can drop the car here anytime (Author: Hasanath Mohammed)

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Question 1120: Thanks! Where do I find the key? (Author: Adrian Hernandez)

Answer [Line 20980]: When you drop off. Just let me know and I will lock it remotely again.  
(Author: Hasanath Mohammed)

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Question 1121: Good morning, I just wanted to check on dropoff instructions. We will be flying American Airlines and will arrive at the airport at 5:30 PM. Is there a specific place I should park? I assume I will take photos of the parking spot and send via SMS. And leave the key in the dash plus lock with the app? (Author: tracey edwards)

Answer [Line 21038]: Yes you have it right . We just need pictures of where you parked (Author: Hasanath Mohammed)

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Question 1122: Is it OK if I drop the car off early? (Author: tracey edwards)

Answer [Line 21040]: Yeah, no problem. (Author: Hasanath Mohammed)

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Question 1123: Thank you! Should I do one hour parking or no? (Author: tracey edwards)

Answer [Line 21043]: 1 hr is fine (Author: Hasanath Mohammed)

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Question 1124: Thank you hey can you provide the picture of the parking lot ? im on the way and i can access it through my app as well (Author: Darius Butler)

Answer [Line 21079]: Sure in a bit (Author: Hasanath Mohammed)

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Question 1125: hey can i extend the car ? (Author: Darius Butler)

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Question 1126: Hi, would it be possible to pick up the car at the airport? (Author: Paul R Kempton)

Answer [Line 21128]: "Due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport. I recommend taking an Uber there for a seamless pickup experience." (Author: Hasanath Mohammed)

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Question 1127: Hi Hasanath, I would like to drop off this car today by 9 pm? Can you please help me with this? Thanks in advance. (Author: Paul R Kempton)

Answer [Line 21132]: No problem, Thanks! (Author: Hasanath Mohammed)

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Question 1128: Already dropped off. Can you lock it before I leave? Thanks (Author: Paul R Kempton)

Answer [Line 21134]: Done (Author: Hasanath Mohammed)

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Question 1129: Hello, any info on where I can get my car? I arrived early. Is the car already parked, or will I need to wait until 11? Thank you. (Author: Jenna Johnston)

Answer [Line 21147]: Hi, The car will be available 15 mins earlier prior to starting your trip. In your case, we can do 30 mins earlier. (Author: Hasanath Mohammed)

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Question 1130: Okay thank you, I appreciate it. I must've booked the time thinking closer to my time zone. I'm not sure how I missed that. So I should get info about how to find the car at 10:30 then? I appreciate anything you can do. Thank you. (Author: Jenna Johnston)

Answer [Line 21149]: I will send you the parking instructions once parked. (Author: Hasanath Mohammed)

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Question 1131: How long does it take to get the receipt for the tolls? Just trying to finalize my budget. (Author: Jenna Johnston)

Answer [Line 21157]: May be two weeks (Author: Hasanath Mohammed)

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Question 1132: Is the plate number Minnesota 31709D? I will drive my son to his high school, and need to register plate number in advance (subject to change at anytime). (Author: Jeff Chao)

Answer [Line 21195]: The number plate will change this week which will be the permanent number plate . The one I have now is a temporary plate (Author: Hasanath Mohammed)

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Question 1133: No doubt you are five star host! Hi, I will be in Dallas from Nov. 8 to Dec. 7, plan to rent the black Chevy I used for my previous stay, may I have a discount for this trip? Thanks. Jeff (Author: Jeff Chao)

Answer [Line 21220]: When you book see if the discount is applied if not let me know (Author: Hasanath Mohammed)

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Question 1134: Flight number ? (Author: Alexandra Watkins)

Answer [Line 21254]: Flight details. (Author: Hasanath Mohammed)

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Question 1135: Where is the lock box ? (Author: Alexandra Watkins)

Answer [Line 21263]: In the glovebox (Author: Hasanath Mohammed)

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Question 1136: Hello! Is it possible I can check in early? (Author: Shani Schexnayder)

Answer [Line 21274]: How early would you like to check in (Author: Hasanath Mohammed)

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Question 1137: Ok. No change in address? (Author: Brad Bailey)

Answer [Line 21380]: It's the same address 4425 W Airport fwy, Irving, Tx (Author: Hasanath Mohammed)

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Question 1138: Will be dropping off car tomorrow at same location? Will get there at about 6:30 to 7am (Author: Brad Bailey)

Answer [Line 21391]: Yes same location see you tomorrow (Author: Hasanath Mohammed)

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Question 1139: Ok, you'll be there that early? (Author: Brad Bailey)

Answer [Line 21393]: I'm sorry I meant just drop off (Author: Hasanath Mohammed)

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Question 1140: Great. Thank you, and I'll put the kick back on in the rear window like I got it? Thank you. (Author: Brad Bailey)

Answer [Line 21395]: Yes that's right (Author: Hasanath Mohammed)

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Question 1141: Okay, terminal E is typically the right place we fly out of so let's do that and I can send you a photo of the gate level and row. Will the \$35 be charged on the same card the \$160 was charged? (Author: Melissa Heil)

Answer [Line 21414]: Just drop cash in to the handrest. I can't charge you on the card since this change is happening in this short time. (Author: Hasanath Mohammed)

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Question 1142: I am planning on 3 PM. I don't see any facts about the refueling. What should I do? (Author: Solana Wenzel)

Answer [Line 21449]: You just refuel the car to where it was when you checked in . Do you wanna know how to refuel ? (Author: Hasanath Mohammed)

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Question 1143: Hello there Hasanath. Excited to use the vehicle. My Uncle and Aunt live in Southlake, so they'll pick us up from airport and drive us to the free pickup spot. Once we are closer to the trip, please send address location for us to find vehicle.

Many thanks! And wishing you a Ramadan Mubarak. Oh, I just saw this: is this the pickup location? 4443 Zahir Court, Irving, TX 75061 (Author: Ryan Johnson)

Answer [Line 21456]: Thanks Ryan for your Ramadan wishes. Really appreciate that. Yes you got it right the pick up location is 4443 zahir ct Irving tx (Author: Hasanath Mohammed)

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Question 1144: Hello, how are you? What do you recommend we do if the check engine light comes on? (Author: Ryan Johnson)

Answer [Line 21464]: Hi Ryan I'm doing great how are you doing (Author: Hasanath Mohammed)

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Question 1145: Hello I am scheduled to drop off tomorrow afternoon I believe. My flight doesn't leave until Saturday at 5:00am. Do you have it rented for Saturday already? If not can I extend until 3:30 am on Saturday morning? (Author: Pamela Giles)

Answer [Line 21493]: We don't start our work until 9.30am on saturday so you can extend till 9.30am tomorrow. Or You can park at 3.30am if you want and just send me the picture where you parked the car, gate and terminal (Author: Hasanath Mohammed)

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Question 1146: My contact number is 8607092360 and we already interacted at ICI masjid Can we please have a call? (Author: jaffer Alikhan)

Answer [Line 21504]: Oh ok sure let me call you (Author: Hasanath Mohammed)

---

Question 1147: Hi Hasanath This trip is a little abnormal for me as I fly into DFW but I fly out of DAL. Is it possible to drop off the vehicle at the Lovefield airport? (Author: Yves Vazquez)

Answer [Line 21523]: If you are going to drop off at livefield then I will have to charge you a delivery fee of \$30 (Author: Hasanath Mohammed)

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Question 1148: That's fine, thanks! Where will pickup be at DFW? (Author: Yves Vazquez)

Answer [Line 21526]: I will message you on the day of your flight (Author: Hasanath Mohammed)

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Question 1149: Hi Hasanath - I'm sorry for this last minute booking. I have to last minute return the car I booked yesterday from another host because it was dirty and smelled like smoke. I hope your car is clean and will be ready by 1:30pm? Let me know if there will be any issues with the pickup time (Author: Amy Kahng)

Answer [Line 21553]: No issues car is clean and ready for the trip (Author: Hasanath Mohammed)

---

Question 1150: I didn't even ask about the toll tag. Does what we use just get added on? I usually use my in-laws car when I'm here so I've always had their toll tag. Haha (Author: Hillary Johnson)

Answer [Line 21566]: there is toll sticker in the windshield you can use when you're getting exit from the airport on the toll lane and you can use on highway too after the trip was finish we will figure out the invoice and send you a message for toll charges (Author: Hasanath Mohammed)

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Question 1151: It shouldn't be more than 10 minutes Where exactly do I meet you/pick up the car? (Author: Reinhard Balogun)

Answer [Line 21591]: 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 1152: Hi Hassanath. Our flight out of the airport is confirmed for 9am so I will leave the car at the airport by 8am. Is there a specific parking spot you would like me to leave the car in? (Author: Reinhard Balogun)

Answer [Line 21605]: The pick up & delivery is at 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

---

Question 1153: Yes, I was wondering if I could drop it off at the airport? (Author: Reinhard Balogun)

Answer [Line 21609]: I charge a fee for airport delivery . As I have to get an Uber from my location to the airport . Would it be possible to drop off the car at airport rental car center . Let me know if it's doable (Author: Hasanath Mohammed)

---

Question 1154: We have our luggage. And our flight, of course was early... Where do you want us to meet you? (Author: Dana Anderson)

Answer [Line 21635]: We will come outside of gate E14 around 12:15 . (Author: Hasanath Mohammed)

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Question 1155: Can we park in the one hour parking zone at the terminal garage? (Author: Dana Anderson)

Answer [Line 21646]: yeah (Author: Hasanath Mohammed)

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Question 1156: Hello! I am flying into DFW and arrive at 12:00pm on 3/18.

How would I coordinate pick up of the vehicle? Is there a possibility of delivery to the airport?  
Hello- can you provide information on where to access the car? Is it near the airport?

Any instructions would be appreciated (Author: Taylor Racek)

Answer [Line 21672]: The pickup is at 4425 w airport fwy Irving tx 75062 . We will send you where we parked once you reach the parking spot you will find a lockbox on the window of the car . You will use the code which I send you once I park to open the lockbox and access the key (Author: Hasanath Mohammed)

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Question 1157: Hello what's your cancellation policy? (Author: Braden Stutz)

Answer [Line 21682]: <https://turo.com/us/en/policies/cancellation> (Author: Hasanath Mohammed)

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Question 1158: Hello. Thank you for offering your car on Turo. I am flying into DFW on 4/4 is it possible to pick up vehicle at this location perhaps?

This is my first Turo rental so forgive my ignorance.

I appreciate your help.

Tiffany (Author: Tiffany Marche')

Answer [Line 21698]: Hi Tiffany unfortunately Turo has banned us hosts from picking up or dropping off at the dfw airport . (Author: Hasanath Mohammed)

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Question 1159: Hello, I'm here Can I check in now or do I have to wait until 3 on the dot? (Author: Tiffany Marche')

Answer [Line 21703]: Lock box code - 0923 (Author: Hasanath Mohammed)

---

Question 1160: Hello. Is it possible by chance to keep the vehicle until Monday early morning? My flight leaves at 9:15am and I could drop at 7:00am? (Author: Tiffany Marche')

Answer [Line 21705]: Sure please go ahead and extend the trip that way no one else books it . (Author: Hasanath Mohammed)

---

Question 1161: Awesome friend; I will take good care of it. Might extend as well. 🙏 Good afternoon; we were looking to extend the rental; are we able to extend? I got an email just now. (Author: Anderson Wallace)

Answer [Line 21723]: This car is booked right after . But you can exchange with this

<https://turo.com/us/en/car-rental/united-states/irving-tx/subaru/legacy/2068960>

This car is available till Saturday morning (Author: Hasanath Mohammed)

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Question 1162: Good evening; do you happen to have any vehicles for rent like the Rouge? (Author: Anderson Wallace)

Answer [Line 21730]: I have a ford escape (Author: Hasanath Mohammed)

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Question 1163: Perfect; can we pick it up now? (Author: Anderson Wallace)

Answer [Line 21732]: Will let you know in a min (Author: Hasanath Mohammed)



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Question 1164: Ok How far? (Author: Brii Safaye)

Answer [Line 21792]: In the parking lot facing airport fwy (Author: Hasanath Mohammed)

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Question 1165: Hi Hasanath!!

This is Aditi. I have booked one of your vehicles from May 8th to May 12th, 2024. I was wondering if you could help me out with any other information that I need to provide when I come to pick it up.

Also, I have a late evening flight scheduled, landing by 7 pm on May 8th and a late departure from DFW at 5 pm. Do you think I need to edit my trip, or can it be modified through email??

I appreciate your response and time for my prior travel preparation.

Thank you

Regards,

Aditi Kale

+1 (682) 318-6042

aditikale818@gmail.com (Author: Aditi Kale)

Answer [Line 21816]: Hi Aditi thanks for booking (Author: Hasanath Mohammed)

---

Question 1166: We just landed Will we have instructions for the car? (Author: Samantha Peschel)

Answer [Line 21828]: Hi Samantha !

Hope you had a great experience renting with us!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car, check your belongings, roll the driver side window down half way to hang the lockbox on the window and then roll it back up, lock the car and put the key in the lockbox and lock it using the code we texted to you. Feel free to text us for the code if you can't find it.

Thank you for choosing to rent with us! (Author: Hasanath Mohammed)

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Question 1167: Just landed Where do I need to go to pick up the car? (Author: Tyler Thurman)

Answer [Line 21844]: I am just parking the car. I am going to send you a video in a few minutes (Author: Hasanath Mohammed)

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Question 1168: There's just a lock box that was on it when I took it off You want me to put it back in there? (Author: Jen Austin)

Answer [Line 21941]: I want you to roll the windows down and hang the lockbox facing outside (Author: Hasanath Mohammed)

---

Question 1169: Hi I was needing to rent another car from you from December 22nd at 1:00 until probably about the same time on January 2nd so I noticed that all I could find was the white Altima available which is fine, but it says that you're only available to get the car to me between certain hours so it wouldn't let me rent it. I was wondering if we could do something with the lock box like we did last time? Let me know how to do that if so cuz it's not letting me rent the car.

Thank you so much! (Author: Jen Austin)

Answer [Line 21958]: Ok let me know the start and the end time and I will change at my end to make sure I'm available (Author: Hasanath Mohammed)

---

Question 1170: Hi Hasanath! To confirm, will the car be left in a parking area near my arrival terminal or do I need to come to you?

In the description prior to booking it mentions it will be left in the parking area, however in the message above it states I need to come to you (adding an Uber cost)

Thanks for any clarity! (Author: Christopher Bradley)

Answer [Line 21964]: Hi christopher, You need to come to this location where the car will be parked in the parking lot. (Author: Hasanath Mohammed)

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Question 1171: Hello! Glad to borrow your car for the week. We are flying in on American flight 1835 and scheduled to arrive at 10:50am into C4 baggage claim Do you have any prior instructions? (Author: Sydney Munson)

Answer [Line 21972]: I will bring the car to you in person to gate C4 at around 11:20 am , I think it will take you approximately about 30 min to get out. Let me know if anything changes with regards to your flight (Author: Hasanath Mohammed)

---

Question 1172: Do I need to download another app to unlock the car? Or does that happen through this app?? Just to be clear, the vehicle is not at the airport correct? I need to go to 4425, W Airport Fwy, Irving, TX, 75062 to pick it up? (Author: Danielle Jones)

Answer [Line 22007]: You are right that's the pick up address (Author: Hasanath Mohammed)

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Question 1173: Thank you Goodmorning Sir, I hope you are well. I know that I have set this for 10am. Would there be any chance I can retrieve the vehicle early? I only ask because I wanted to get to a meeting early on Fort Worth. If it cost extra that is fine. (Author: Nelson Martir)

Answer [Line 22045]: yes (Author: Hasanath Mohammed)

---

Question 1174: I don't see a lock box. There was never a lock box. What would you like me to do with the key? (Author: Nelson Martir)

Answer [Line 22066]: We spoke already. I got the vehicle, thanks! (Author: Hasanath Mohammed)

---

Question 1175: I know before you said you would snooze it are you able to undo that? I will be returning the car tomorrow is that okay? (Author: Trina Kyle)

Answer [Line 22084]: now you can extend until tomorrow (Author: Hasanath Mohammed)

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Question 1176: About the license, what is it you wanted me to do? (Author: Kristin Higgins)

Answer [Line 22104]: I will have a lockbox in the window which has the keys to the car. I will send you the lockbox code once I receive an image of your license here. You can send that to me before you board the flight that way you have all the info needed before you land . (Author: Hasanath Mohammed)

---

Question 1177: I just uploaded a photo, can you see it now? (Author: Kristin Higgins)

Answer [Line 22106]: I will be able to see it once I start the checkin process (Author: Hasanath Mohammed)

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Question 1178: Can I park in 1 hour parking? or should I move (Author: Kristin Higgins)

Answer [Line 22119]: Sure (Author: Hasanath Mohammed)

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Question 1179: I can still complete checkout but if I need to go take pictures I can, I am in security line just don't want to get in trouble if that's something I need to prove that there's no problems with the car? (Author: Kristin Higgins)

Answer [Line 22133]: As I promised don't worry as soon as I reach the car I will take a video at the same spot and send it to you for your records (Author: Hasanath Mohammed)

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Question 1180: Hola Hasanath, puedes llevar el carro al estacionamiento de DFW ? Mi decisión por usar su carro fue porque en las "FAQS" decía que pueden llevar el carro al estacionamiento del DFW Airport y que necesitan mi información de vuelo!....es correcto? (Author: Nery Carcamo)

Answer [Line 22143]: Turo nos ha prohibido a los anfitriones recoger o entregar en el aeropuerto DFW. Así que no podremos recoger o dejar en el aeropuerto DFW. (Author: Hasanath Mohammed)

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Question 1181: Dear Hasanath. I hope this message finds you well. Thank you for considering me to rent your car. I have a question for you. Can I add my partner as an additional driver ? Thank you

Antonio (Author: Antonio Belfort)

Answer [Line 22172]: Hi Antonio excited to host you (Author: Hasanath Mohammed)

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Question 1182: Hi, it's my first time using the app. Do I need to do anything before picking up the car? (Author: Izaiah Lucero)

Answer [Line 22186]: Thank you for selecting our service for your travel needs!

We're excited to be part of your journey and want to ensure everything goes smoothly. Here's important information to keep in mind:

**Pre-Trip Checklist:** Please upload a photo of your driver's license and a selfie to Turo at least 24 hours before your trip starts. Instructions for this were sent to your email by Turo. If you encounter any issues, refer to that email for guidance.

**Arrival Information:** We aim to have your vehicle ready 15 minutes before your scheduled pick-up time, though we cannot guarantee availability before then. Ensure you verify your pick-up time before arrival.

**Vehicle Pickup Details:** The vehicle can be collected from 3901 West Northgate Drive, Irving, TX 75062, which is conveniently located near DFW airport. Please note, due to Turo's updated policies, we're unable to offer pick-ups or drop-offs directly at DFW airport terminals. You will need to arrange a short Uber ride from the airport to our location. To access the car, we will provide you with a picture of the parking spot and the code to the lockbox 15 minutes prior to your pickup time 7:00 PM. If your rental uses Turo Go, you can ignore the lockbox code and access the car directly through the app.

**Tolls:** The car comes equipped with a toll sticker. We will bill you for any tolls incurred during your trip afterwards.

**Extension Policy:** Should your plans change and you wish to extend your trip, kindly inform us in advance. If the vehicle is available, we're more than happy to reserve it exclusively for you, ensuring no other bookings take precedence. We prioritize the convenience of our existing customers, aiming to accommodate your needs whenever possible.

**Policies & FAQs:** Please remember, smoking in the cars is strictly prohibited. For more information on drop-offs, refueling, tolls, and other queries, please check our FAQ section.

We're grateful you've chosen to travel with us and look forward to serving you! (Author: Hasanath Mohammed)

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Question 1183: Hello Hasanath,

While driving on the highway to return the car, a pebble hit the windshield, causing a minor crack. I wanted to inform you about the damage and apologize for any inconvenience it may have caused. Please when you get a chance contact me in regards to this issue. Once again I apologize for about this. Also should I report this through Turo? (Author: Kiera Monet)

Answer [Line 22212]: yes (Author: Hasanath Mohammed)

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Question 1184: Is this normal for the back windshield wiper? We stopped for a bathroom break, and the wiper was like this. It's also rubbing on the paint. (Author: Jennifer Helmcamp)

Answer [Line 22232]: Hi Jennifer!

Hope you had a great experience renting with us!  
Please let us know at what time you have planned to get to the airport to drop the car off.  
To drop off the vehicle, the process is similar to the pickup.  
You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking spot. We especially need to know the terminal, level and row of the parking spot.  
Please don't forget to send us the pictures of the parking spot.

To lock the car using Turo GO, check your belongings, check the windows, leave the key in the glovebox and then proceed to lock the car within the Turo app.  
IF THE TURO GO DOESN'T WORK, YOU CAN LEAVE THE CAR UNLOCKED WITH THE KEY IN THE GLOVEBOX AND LET US KNOW.

For any information on refueling, tolls or drop off, you can also refer to our FAQ section.

Thank you for choosing to rent with us! (Author: Hasanath Mohammed)

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Question 1185: Getting on my flight now. Just wanted to be sure I am good to go? (Author: Matthew Dunn)

Answer [Line 22248]: When you land please send me your drivers license picture (Author: Hasanath Mohammed)

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Question 1186: Just parked the car gate a28 level three row b Do I leave the keys inside and lock it? (Author: douglas cevallos)

Answer [Line 22273]: Yes, thank you. (Author: Hasanath Mohammed)

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Question 1187: Yes. Where are the keys? (Author: maliyah white)

Answer [Line 22287]: Glovebox or middle compartment (Author: Hasanath Mohammed)

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Question 1188: Good afternoon, we would like to pick up at the airport but needing to drop off another location. We are flying there to buy a semi truck and would like to drop off car at the MHC KENWORTH 4040 Irving Blvd, Dallas Tx 75247, will this be possible? Thank you (Author: diana aponte)

Answer [Line 22294]: Would you be able to deliver the car at 4425 W airport fwy Irving tx (Author: Hasanath Mohammed)

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Question 1189: We are driving a semi truck. Is the pick address not doable? (Author: diana aponte)

Answer [Line 22298]: No I don't think it's possible (Author: Hasanath Mohammed)

---

Question 1190: We should know when we check in next week for sure I would love pick up is it extra ? (Author: staci mcelrath)

Answer [Line 22330]: We can monitor the flight and figure out the arrival gate on the day of. I will pick you up for free as this is your first time here (Author: Hasanath Mohammed)

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Question 1191: This is a mess Hi just checking do you require vaccum? (Author: staci mcelrath)  
Answer [Line 22346]: No its fine (Author: Hasanath Mohammed)

---

Question 1192: Correct. AA2544 arrival 3:54 on Wednesday, August 30. Where is the car?  
(Author: Mary Cawley)  
Answer [Line 22355]: Hi Mary we were planning to bring the car to you at 4 pm in person  
outside of your arrival gate (Author: Hasanath Mohammed)

---

Question 1193: I tried to send pictures So I park car near gate, b6, take a picture where it's at,  
then lock key in car? (Author: Mary Cawley)  
Answer [Line 22368]: The car should have a lockbox you should put the key in the lockbox and  
lock the lockbox using code 0923. Leave the lockbox in the glovebox and the car unlocked  
(Author: Hasanath Mohammed)

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Question 1194: Any word on your bumper? (Author: Mary Cawley)  
Answer [Line 22375]: Attached is the invoice for fixing the bumper damage to Subaru (Author:  
Hasanath Mohammed)

---

Question 1195: Ok sounds good does sometime next week sound good maybe Wednesday?  
(Author: Don Campbell)  
Answer [Line 22413]: Sure that will work (Author: Hasanath Mohammed)

---

Question 1196: I come to work at 7:a.m so you can come at 8? (Author: Don Campbell)  
Answer [Line 22416]: Are you going to extend for one more week? (Author: Hasanath  
Mohammed)

---

Question 1197: Good morning... Our last day is Tuesday.. Do you have another vehicle I can  
rent for two days or extend this one until Tuesday? (Author: Don Campbell)  
Answer [Line 22423]: Hey (Author: Hasanath Mohammed)

---

Question 1198: I'll be there in 16 min it was a little traffic..., Do you want me to leave the key or  
you are there ? (Author: Don Campbell)  
Answer [Line 22442]: Just leave the keys in the glovebox and the door unlocked (Author:  
Hasanath Mohammed)

---

Question 1199: What car? I am so confused. Can I not just re-book yours? (Author: Chloe  
Singleton)  
Answer [Line 22502]: Let me know if I can call and explain to you (Author: Hasanath  
Mohammed)

---

Question 1200: Thank you so much! Looking forward to the rental. I have a quick question  
about the toll leaving the airport, am I responsible to pay that fee after the trip is over? (Author:  
Bailey Tate)

Answer [Line 22508]: yep (Author: Hasanath Mohammed)

---

Question 1201: How much is it? (Author: Bailey Tate)

Answer [Line 22510]: its a regular price. like \$3 (Author: Hasanath Mohammed)

---

Question 1202: It's all good, I will stick with the original time. But I am not familiar with the Turo GO, can you explain where that is in the app, please? (Author: Bailey Tate)

Answer [Line 22530]: Looks like turo go isn't working (Author: Hasanath Mohammed)

---

Question 1203: Hello, is pickup and dropoff done in person? I may end up being later, but if the hand off is done in person I can move my schedule around to make sure I am there (Author: James Shaw)

Answer [Line 22540]: No it's remote it's fine to pick up later (Author: Hasanath Mohammed)

---

Question 1204: Hi Hasanath,

Hope you are doing good.

I will need to co-ordinate the car pick up with you at DFW airport on May 30th by 12.30pm.

Hope that is possible.

Thanks,  
Amrita Hi Hasanath,

I have an earlier flight and would have to ask the approved second driver to drop off the car. Is that okay with you? Please let me know. Thanks. (Author: Amrita Marathe)

Answer [Line 22596]: Hi Amrita, Excited to host you. Just send me your flight details and I will park the car next to your arrival gate and send you instructions to get to the car. (Author: Hasanath Mohammed)

---

Question 1205: Hi Hasanath, Thanks for your warm welcome.

Can you please help me with my question posted above? Thanks. (Author: Amrita Marathe)

Answer [Line 22598]: yup approved second driver is fine (Author: Hasanath Mohammed)

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Question 1206: Parked where? (Author: Patrick Durkin)

---

Question 1207: What? So I have to take an Uber there? (Author: Patrick Durkin)

Answer [Line 22657]: Yes unfortunately starting Feb 15th Turo banned us hosts from delivering or picking up from the airport (Author: Hasanath Mohammed)

---

Question 1208: My flight is out of Love Field, do u mind if I drop off at Love field Wednesday? Lockbox code?? (Author: Patrick Durkin)

Answer [Line 22662]: 0923 - lock box code. (Author: Hasanath Mohammed)

---

Question 1209: It is my husband Are you at the airport ? (Author: Valentina Vladic)

Answer [Line 22713]: Picture should match this and date of birth doesn't match both the date and month don't match the year matches (Author: Hasanath Mohammed)

---

Question 1210: Yes this is my husband's account that is why is not matching How long until you arrive to the airport ? (Author: Valentina Vladic)

Answer [Line 22718]: You can also use this link to verify (Author: Hasanath Mohammed)

---

Question 1211: Good morning!

Do you want me drop off the car at the same location that I picked up? (Author: Alexandra De Brito)

---

Question 1212: Looking forward to the rental tomorrow Hi Hasanath, I haven't heard back from you, are we all set for the rental? Please confirm.

Thanks again. (Author: Lucas Lovejoy)

Answer [Line 22792]: Yes we are (Author: Hasanath Mohammed)

---

Question 1213: Ok great Hi sir where do we pick up the car? Just got off at Delta (Author: Lucas Lovejoy)

Answer [Line 22796]: Hi Lucas, we usually park 15 minutes before the trip starts. We will park the car mostly 12 :35 - 12:45 (Author: Hasanath Mohammed)

---

Question 1214: Ok I see. Where will it be parked? Thank you. (Author: Lucas Lovejoy)

Answer [Line 22798]: Please let me know your nearest gate, and I will park the car nearest to that gate in the parking garage. I will send you instructions as well. (Author: Hasanath Mohammed)

---

Question 1215: Hey Hasanath 🙌

How do we get to your cars location tomorrow? (Author: Sandra Jamieson)

Answer [Line 22820]: Are you flying in tomorrow ? (Author: Hasanath Mohammed)

---

Question 1216: Awesome 🙌

How do we pick up the car? Getting ready to take off - will someone pick us up at the airport? (Author: Sandra Jamieson)

Answer [Line 22826]: The car will be in the rental car center . You have to take rental car shuttle from your arrival terminal and we will have a lockbox attached to the window for you to access the key . Will send you pictures (Author: Hasanath Mohammed)

---

Question 1217: Thanks! Do we park in the parking garages of the terminal? (Author: Giciny Mathai)

Answer [Line 22847]: That's right (Author: Hasanath Mohammed)

---

Question 1218: Is this where the car is? (Author: Tonika Nealon)



Answer [Line 22863]: 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

---

Question 1219: Sorry I need to go so I left the car. Please lock when you can Hi! We're you able to find the car? (Author: Jaklina Mitovski)

Answer [Line 22889]: Yes (Author: Hasanath Mohammed)

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Question 1220: Hi! Looking forward to enjoying your vehicle. How can I add my husband as an authorized driver? (Author: Andrea Scace)

Answer [Line 22896]: Hi Andrea , Excited to host you. You should be able to do that on Turo app. If you are not able to then you might wanna call Turo and ask them to do it (Author: Hasanath Mohammed)

---

Question 1221: Hi, Hasanath, I was able to get my husband added as an authorized user. He is currently in TX and we will be flying to meet him. He wants to pick us up at the airport with the vehicle. Is he able to meet you to pick up the vehicle? (Author: Andrea Scace)

Answer [Line 22898]: I need your license to check you in. On the day of arrival can you please send me your license (Author: Hasanath Mohammed)

---

Question 1222: Yes, I can send you a photo of my drivers license. Yes, he can meet you outside of the airport. Where at exactly? (Author: Andrea Scace)

Answer [Line 22901]: Can he meet at 4443 zahir ct Irving tx 75061 (Author: Hasanath Mohammed)

---

Question 1223: Can you extend until 5:30pm? My flight is leaving in the evening. (Author: Sharona Moorer)

Answer [Line 22930]: I can only do till 3 pm because I have another booking at 4 pm (Author: Hasanath Mohammed)

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Question 1224: Hi! I've landed. I'm we are deboarding the plane now. I'm off the plane. Where should I head towards? (Author: Sharona Moorer)

Answer [Line 22941]: Where is your baggage claim (Author: Hasanath Mohammed)

---

Question 1225: Hi, Ill pick up the car on Jan 20, please let me know the address or if you have any questions.

Thanks,

Scott Mcleod Hi, I reserved your car to pick up Sat morning at 10. I am new to this app. What is the process to pickup and drop-off the car/keys? Thanks, Scott (Author: Scott M)

Answer [Line 22969]: Hi Scott, I hope you are doing well. (Author: Hasanath Mohammed)

---

Question 1226: I'm staying right next to the candle wood suites, the Marriott is it alright to just meet there? (Author: Francis Bernard)

Answer [Line 22982]: Sure just give me a call once you reach Marriott I will come and drop the car (Author: Hasanath Mohammed)

---

Question 1227: Arrive Gate 26 3:38 pm I just realized I booked your car from tomorrow at 3:30 and I'm arriving today. It won't allow me to adjust the rental period to today. What's the earliest you can have the vehicle there tomorrow? Could you have it there by 11:30 AM? (Author: Dan Hodson)

Answer [Line 22989]: This car is on a reservation and it's coming back just prior to your reservation start . So you won't be able to reserve it earlier (Author: Hasanath Mohammed)

---

Question 1228: Thanks for the info! Would it be possible to change our car return time on the 13th to 2pm? Delta changed our flight time. Thank you for letting me know. Merry Christmas! (Author: Steve Swanson)

Answer [Line 22998]: Sure go ahead and change it (Author: Hasanath Mohammed)

---

Question 1229: Hello. I'm flying frontier on Thursday. Where will the car be parked Hello. Can you please tell me where to pick up the car tomorrow? I'm flying frontier. I sent a message yesterday but haven't heard back from you (Author: Mari Lee Redmon)

Answer [Line 23028]: Hi Mari this message was already sent to you (Author: Hasanath Mohammed)

---

Question 1230: Should I go where the rental cars are, on lower level? I'm on upper level now (Author: Mari Lee Redmon)

Answer [Line 23039]: Upper level is fine Stay where you are I'm on my way . Should be there in just a few minutes (Author: Hasanath Mohammed)

---

Question 1231: Any resolutions! \*? (Author: Mari Lee Redmon)

Answer [Line 23054]: Yes I spoke to turo and I am working with them to give you a gift card . Apparently refund is very complex . On the vehicle swap the Kia Sorento is ending reservation at 4 pm today . I can bring the car to you post 5 pm and replace wherever you are . (Author: Hasanath Mohammed)

---

Question 1232: It's Spirit Where will we pick up the car? (Author: Warren Joiner)

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Question 1233: We are at terminal E. What is the code? (Author: Warren Joiner)

Answer [Line 23095]: 0923 (Author: Hasanath Mohammed)

---

Question 1234: So do I need to select photos of current condition? (Author: Jeffery Marshall)

Answer [Line 23114]: Yes (Author: Hasanath Mohammed)

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Question 1235: hello! so i work for the airlines & delta only flies in & out of terminal E. & did you want me to send a pic of my driver's license? (Author: Losaline Otukolo)

Answer [Line 23132]: Yes please (Author: Hasanath Mohammed)

---

Question 1236: sorry quick question, my time starts @1030 but will it be okay if i land like an hour later? (Author: Losaline Otukolo)

Answer [Line 23137]: That's fine so far as I am aware I can plan things accordingly (Author: Hasanath Mohammed)

---

Question 1237: We are landing in Dallas at 9:06 am 11/29 it's a Wednesday.

It's American Airlines flight number 1281 And do u need a copy of my liscense or do I show it to u when we get the car? (Author: Ryan McAllister)

Answer [Line 23170]: Yes I do need it but I can get that closer to your arrival . We will do remote key exchange (Author: Hasanath Mohammed)

---

Question 1238: Remote? Sry this will be my first time using this service (Author: Ryan McAllister)

Answer [Line 23172]: I will have a lockbox on the car window you will use a lockbox code to open the lockbox and access the key (Author: Hasanath Mohammed)

---

Question 1239: Ok thank you Do I need to send u a pic of my id? (Author: Ryan McAllister)

Answer [Line 23178]: Nope (Author: Hasanath Mohammed)

---

Question 1240: Are u gonna be in the parking garage Are u here? (Author: Ryan McAllister)

Answer [Line 23193]: Entering terminal A (Author: Hasanath Mohammed)

---

Question 1241: Hello Hasanath 🙌

Your page had mentioned delivery to the airport, but I didn't see that in the options. Is that a service you might provide? (Author: Matthew Jolly)

Answer [Line 23254]: Turo very recently stopped us from delivering to the dfw airport . I haven't changed the description ever since . (Author: Hasanath Mohammed)

---

Question 1242: Well I suppose that I'll probably have to Uber out of the airport, so may as well come to your pick up location I guess..? (Author: Matthew Jolly)

Answer [Line 23257]: Yes the location is 4.9 miles from the airport . You can Uber from airport (Author: Hasanath Mohammed)

---

Question 1243: Hey just touching base with you.

I'm gonna take off soon. Land at 545 in DFW.

Probably will make it to the car by 630 give or take.

All good on your end? 4425 W Airport Fwy

Is this the correct pickup location? (Author: Matthew Jolly)

Answer [Line 23260]: Yes, thats right! (Author: Hasanath Mohammed)

---

Question 1244: So how does the pickup work?

I'm waiting for an Uber to take me to that adress currently (Author: Matthew Jolly)

Answer [Line 23262]: There is a lock box stuck to the window. (Author: Hasanath Mohammed)

---

Question 1245: Can I drop it off at 4:50? (Author: Jessie Browning)

Answer [Line 23316]: Okay, but make sure you dont do more than half n hour. Otherwise, Turo will charge you a late fee. (Author: Hasanath Mohammed)

---

Question 1246: Let me know if you need anything else. Hi Hasanath, would you be able to provide pick up instructions for the car tomorrow? (Author: Fernando Granadino)

Answer [Line 23326]: Hi Fernando the generic pickup instructions are already sent in my first message . Specific pick up instructions will be sent only tomorrow once we park the car . (Author: Hasanath Mohammed)

---

Question 1247: Hi Hasanath. Understood. I never got a code though. Would you share it with me please? (Author: Fernando Granadino)

Answer [Line 23336]: Sure it's 0923 (Author: Hasanath Mohammed)

---

Question 1248: Hi, thanks for letting me use your car this week. We're flying in to visit family. I'm wondering how it works if I need the car at the airport. We're flying in to Dallas-Fort Worth airport Thursday morning. Is it possible to have the car there? (Author: Brianna Serratos)

Answer [Line 23370]: Thank you for selecting our service for your travel needs!

We're excited to be part of your journey and want to ensure everything goes smoothly. Here's important information to keep in mind:

Pre-Trip Checklist: Please upload a photo of your driver's license and a selfie to Turo at least 24 hours before your trip starts. Instructions for this were sent to your email by Turo. If you encounter any issues, refer to that email for guidance.

Arrival Information: We aim to have your vehicle ready 15 minutes before your scheduled pick-up time, though we cannot guarantee availability before then. Ensure you verify your pick-up time before arrival.

Vehicle Pickup Details: The vehicle can be collected from 3901 West Northgate Drive, Irving, TX 75062, which is conveniently located near DFW airport. Please note, due to Turo's updated policies, we're unable to offer pick-ups or drop-offs directly at DFW airport terminals. You will need to arrange a short Uber ride from the airport to our location. To access the car, we will provide you with a picture of the parking spot and the code to the lockbox 15 minutes prior to your pickup time 11:30 AM. If your rental uses Turo Go, you can ignore the lockbox code and access the car directly through the app.

Tolls: The car comes equipped with a toll sticker. We will bill you for any tolls incurred during your trip afterwards.

Extension Policy: Should your plans change and you wish to extend your trip, kindly inform us in advance. If the vehicle is available, we're more than happy to reserve it exclusively for you, ensuring no other bookings take precedence. We prioritize the convenience of our existing customers, aiming to accommodate your needs whenever possible.

Policies & FAQs: Please remember, smoking in the cars is strictly prohibited. For more information on drop-offs, refueling, tolls, and other queries, please check our FAQ section.

We're grateful you've chosen to travel with us and look forward to serving you! (Author: Hasanath Mohammed)

---

Question 1249: Is there any way you can drop the car off as close and convenient as you can to the Dallas-Fort Worth airport. We're flying in front here and I have twin 1-year-olds so I'm trying to just make this as convenient and release bit hard as I can? (Author: Brianna Serratos)

Answer [Line 23372]: yes, the picking address is near to the airport you can take a Uber from airport to pickup location probably like 10-12 min 3miles (Author: Hasanath Mohammed)

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Question 1250: There's not. Any chance that you can go a little closer? I know it's close but it's just really hard because I have my two 1-year-old twins and getting them in an Uber with all our stuff and then getting out and back into a car. I'm sure you can imagine it's just a hassle. I understand if you can't, but is there just any way you can get it? Maybe outside the gates or it's just something like that? I know you guys aren't allowed to bring them in there for anymore but is there any possible way to do that? (Author: Brianna Serratos)

Answer [Line 23374]: Ok will let you know in a bit (Author: Hasanath Mohammed)

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Question 1251: So if I can pay the daily fee would that work? (Author: Brianna Serratos)

Answer [Line 23399]: Yup that will work . I can give you 50% discount of my daily rate . Turo charges I don't have control over . (Author: Hasanath Mohammed)

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Question 1252: Ok. How do I do that do I pay half of what it is or what it says for day ? (Author: Brianna Serratos)

Answer [Line 23401]: Give me a sec (Author: Hasanath Mohammed)

---

Question 1253: If you see one wearing an orange checkered shirt, I just took that today. I suppose Uber or left is the easiest to take from the airport? (Author: Gregory Stryker)

---

Question 1254: Just send the pics My flight got canceled. I had to reschedule to a Southwest flight. Now I'm arriving at Love Field around 3ish and will take the Uber to your car from there. Will it be available at 4:00 p.m. probably should get there about 4:15? The app wouldn't let me change the time (Author: Gregory Stryker)

Answer [Line 23457]: That's because the previous reservation ends at 2 pm and turo mandates a 3 hr buffer (Author: Hasanath Mohammed)

---

Question 1255: Just landed. Have to deplane and make my way over. Probably around 415 ETA is 4:37. Am I able to pick up the car? (Author: Gregory Stryker)

Answer [Line 23464]: Hi Gregory. I can drop the car at 4:50 pm hopefully. (Author: Hasanath Mohammed)

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Question 1256: I'm gonna be on my way here soon Is it booked for tomorrow? (Author: Kenosh Lewis)

Answer [Line 23494]: its booked for this evening (Author: Hasanath Mohammed)

---

Question 1257: Flight is delayed . Will arrive at 8:40 PM What is the location of the rental ? (Author: Manuel Molina)

Answer [Line 23522]: Request confirmed. (Author: Hasanath Mohammed)

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Question 1258: I am currently charging the vehicle, I am 25 minutes away from the location. I do not think it will have 93% by the time I get there . Will I be charged a fee for this? (Author: Manuel Molina)

Answer [Line 23535]: I will not charge you a fee. (Author: Hasanath Mohammed)

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Question 1259: How much will I be charged? (Author: Manuel Molina)

Answer [Line 23542]: I will let you know. (Author: Hasanath Mohammed)

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Question 1260: Hi, Hasanath's I'm on my way to the airport Where I'm going to drop off the car?? (Author: Jose Monegro)

Answer [Line 23560]: Hey (Author: Hasanath Mohammed)

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Question 1261: Hi there! I had no trouble getting in the car. Just wanted to ask if it's free for me to take the tollway? (Author: Bridget Gill)

Answer [Line 23600]: I have a tolltag but it's not free. (Author: Hasanath Mohammed)

---

Question 1262: Hello,

We are arriving at DFW airport. Is it best to rideshare to the address provided?

Kim 😊 (Author: Kim Slown Benton)

Answer [Line 23618]: Uber is the best bet . If you want I can drop off the vehicle at the rental car center too and you can take the shuttle from the terminal (Author: Hasanath Mohammed)

---

Question 1263: The rental center would be fantastic! Is that easy for you to do? (Author: Kim Slown Benton)

Answer [Line 23620]: Yeah we can make it work . Please coordinate with me here on the day of arrival when you land . I just need a message from you when you land so I can bring the car there to the rental car center (Author: Hasanath Mohammed)

---

Question 1264: Hello, flight departure time changed. Thank you!! Do we drop back off at the rental car center and leave the keys in the lockbox? (Author: Kim Slown Benton)

Answer [Line 23639]: Can you drop off to 4425 W airport fwy, Irving, if it is convenient for you? (Author: Hasanath Mohammed)

---

Question 1265: Will the pickup be the same in Irving off airport as before? That's close to my job so that was perfect. (Author: Macks Vision)

Answer [Line 23750]: Thank you for giving us a chance to serve you again. (Author: Hasanath Mohammed)

---

Question 1266: Good afternoon is there anyway I can pick up at 2:30pm 2morr? I work at the Hello Fresh that is right around the corner and I get off at that time? Good afternoon just making sure we are still all set for this afternoon. Will you unlock the car like before? (Author: Macks Vision)

Answer [Line 23756]: Hi Nykia!

Hope you've had a pleasant experience renting with us!

Just to confirm, your drop-off location is 4425, W Airport Fwy, Irving, TX, 75062. (This is the address of our office and not the airport.)

When you get to the location and park the car, you can lock the car using Turo GO.

Check your belongings, check the windows, leave the key in the glovebox and then proceed to lock the car within the Turo app. (Author: Hasanath Mohammed)

---

Question 1267: Fill

Up to same level? (Author: Joshua Gleich)

Answer [Line 23778]: Yes the same level (Author: Hasanath Mohammed)

---

Question 1268: Good Morning,

Can I extend the dates of this rental? Hi Hasanath,

I'm canceling my trip because I'm going out of town and will not get back until possibly the 9th of July. Is there a way for me to receive the full refund? My family needs to get away to worship and see family. I apologize for any inconvenience I have caused you. With much appreciation, Colette (Author: Colette Bowers)

Answer [Line 23795]: To receive full refund talk to turo support (Author: Hasanath Mohammed)

---

Question 1269: Great, thank you! Since I didn't use Turo go, or a lockbox, should I just leave the key in the glove box and lock the door from the inside? (Author: Tianna Francis)

Answer [Line 23805]: Yes. (Author: Hasanath Mohammed)

---

Question 1270: If I need to extend the rental for another day will I be able to? My car isn't going to be ready until 9 or 10 AM tomorrow, I'm sorry, if not I can find a different rental. (Author: Lacy Bean)

Answer [Line 23817]: Go ahead and extend it (Author: Hasanath Mohammed)

---

Question 1271: Afternoon whats the earliest I can pickup vehicle? (Author: Katoma Jones)

Answer [Line 23823]: Hi Katoma, Unfortunately, the previous customer didn't return the vehicle, and it was towed. I dont have the vehicle for your trip, but I have this option that I am willing to swap the car (Author: Hasanath Mohammed)

---

Question 1272: Hello! I'll be arriving on American Airlines flight, I'll be staying at the Candlewood suites hotel on 5000 plaza dr Irving Tx, and I was wondering g if you could drop it there? I can take an Uber from the airport to the hotel (Author: Carlos Lazo)

Answer [Line 23860]: We charge delivery fee for pick up and delivery (Author: Hasanath Mohammed)

---

Question 1273: Where should we go to meet? (Author: Michael Ekemezie)

Answer [Line 23870]: I can come right where you are (Author: Hasanath Mohammed)

---

Question 1274: Call me 7634429526 Hey where do you want us to drop the car off tomorrow morning? (Author: Michael Ekemezie)

Answer [Line 23884]: You can park the car near your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox. Just take the pictures of where you parked and send it to my phone 5025921994. I especially need to know the terminal, Row & Level. Try not to park in 1 hour parking spots so it gives me sometime to pick up the car (Author: Hasanath Mohammed)

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Question 1275: What's the lock code? (Author: Twanda Grey)

Answer [Line 23927]: 0923 (Author: Hasanath Mohammed)

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Question 1276: Hello Hassan, it seems the price is \$44/day instead of the saving at \$37. Is there a way to get the \$37/day. Also, I need ro add my wife as a second driver. How do I do that? Thanks (Author: Didier Oliver)

Answer [Line 23931]: Hi DIDIER!

Welcome to Dallas!

We try to provide our services as hassle-free as possible.

Please read the instructions on how to start your trip with us.

We would need your flight information to look up what gate you will be arriving to.

Also, before you start your trip, we require a Driver's License or State ID to check you in.

The way it works is, the DFW airport has 5 terminals. Each terminal has a parking garage right across.

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.

Once you locate the car, to unlock it you use the code that we provide you with to unlock the lockbox on the window of the car. You punch the code in and twist the knob to the right to retrieve the key.

Please note - All our cars have a strict no-smoking policy enforced.

If you have any questions regarding the drop off, refueling, using tolls etc.. you can check out the FAQ section for answers to these questions.



Thank you for choosing to rent with us. (Author: Hasanath Mohammed)

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Question 1277: Hi Hasanath, I booked your car based on the description that the car can be picked up at the airport itself, for a small cost

We are senior citizens and would like to arrange this.

Thanks, Pradeep Hi Hasanath, does the car have a GPS?

Does it have a cigarette lighter socket to charge my portable GPS? (Author: Pradeep Mathur)

Answer [Line 23945]: Hi Pradeep, Do you mean apple/android car play? (Author: Hasanath Mohammed)

---

Question 1278: Do you provide child car seat service?

Also car has toll pay service? (Author: Naveen Bandi)

Answer [Line 23973]: Yes I have child car at \$10 per day and the tolls I will charge you after the trip (Author: Hasanath Mohammed)

---

Question 1279: I need to leave keys inside the car right? (Author: Naveen Bandi)

Answer [Line 23993]: That's right and before you leave just call me at 5025921994 and I will lock it remotely (Author: Hasanath Mohammed)

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Question 1280: Hello will the car be there at exactly 10am? (Author: Serenity Dollard)

Answer [Line 24038]: 4425 w airport fwy Irving tx (Author: Hasanath Mohammed)

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Question 1281: I won't be extending, I'm on my way back Is there a way you guys can drop the price? (Author: Dannise Kelley)

Answer [Line 24137]: you can extend right now (Author: Hasanath Mohammed)

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Question 1282: Okay , it's still same price it looks like ? Or no ? (Author: Dannise Kelley)

Answer [Line 24140]: No (Author: Hasanath Mohammed)

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Question 1283: Hello I had a question Do u need me to send a picture holding my dl or the one that I sent is fine ? (Author: Maria Coronado)

Answer [Line 24205]: You should have gotten a message from turo asking to upload your license and your selfie with license (Author: Hasanath Mohammed)

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Question 1284: Is that ok? (Author: Maria Coronado)

Answer [Line 24251]: Sure (Author: Hasanath Mohammed)

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Question 1285: If I were to cancel, is there a full refund? (Author: Jordan Haumschild)

Answer [Line 24263]: I believe so provided you do 24 hours before the start I think (Author: Hasanath Mohammed)

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Question 1286: Between 3:30-4:00 Where should I meet you? (Author: DeWayne Johnson)

Answer [Line 24269]: I won't be able to meet you in person at the airport. (Author: Hasanath Mohammed)

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Question 1287: My name is Rachelle Reaume. My coworkers are paying for me to come see my mom in Texas so the card that's paying for this is not mine. Will that be an issue? If so please let me know ahead of time. Thank you so much (Author: Rachelle Reaume)

Answer [Line 24274]: Hi RACHELLE!

Thank you for choosing our service!

We're thrilled to facilitate your journey. Please note the following for a seamless experience:

Terminal Arrival: Share your flight information so we can park your car near your arrival terminal at DFW Airport, ready 15 minutes before pick-up.

Car Location & Access: A video guide for finding and accessing the car will be sent to you just before landing. Unlock the car using the code provided for the window lockbox, or the Turo Go app if applicable.

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

Policies & FAQs: Our cars are strictly non-smoking. For any inquiries regarding drop-off, refueling, tolls, and more, refer to our FAQ section.

We appreciate your choice to travel with us!

. (Author: Hasanath Mohammed)

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Question 1288: Hi Hasanath, I am about to land at DFW Airport. Which parking lot do I go for the car pick-up? (Author: Hendra Suhartanto)

Answer [Line 24327]: Hi Hendra, your flight is land at Termjnal B12. I will park the car near to it and send you parking instructions and photos. (Author: Hasanath Mohammed)

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Question 1289: Hello, I am wondering if you can accommodate a change to our booking. I discovered today that we are apparently flying in to DFW but flying out of DAL. Can we change the drop off location to DAL? We also only need the car Sun-Tues not all week but that I can change on the app. If you can't accommodate the drop off at DAL I will simply cancel and find another vehicle that we can drop off there. Please let me know. Thanks. (Author: Miriam Fallon)

Answer [Line 24359]: Hi Mariam unfortunately we don't have the capacity to do drop offs at DAL . Please go ahead and book another car (Author: Hasanath Mohammed)

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Question 1290: Awesome! I sent you the flight info right? (Author: Ann Elizabeth McCreight)

Answer [Line 24374]: Delta flight DL31 right ? (Author: Hasanath Mohammed)

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Question 1291: Yes! Should I just meet you outside of terminal E? (Author: Ann Elizabeth McCreight)

Answer [Line 24377]: E17 (Author: Hasanath Mohammed)

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Question 1292: I am at E14 What car should I be looking for? (Author: Ann Elizabeth McCreight)

Answer [Line 24386]:

<https://turo.com/us/en/car-rental/united-states/irving-tx/nissan/altima/2009739> (Author: Hasanath Mohammed)

---

Question 1293: Great thank you. Do I need to do anything? (Author: Ann Elizabeth McCreight)

Answer [Line 24390]: I should be able to find the keys in the next few days if not I will get new keys for the car and swap the vehicle back (Author: Hasanath Mohammed)

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Question 1294: Hello, I know this is late and it's fine if not, but is it possible to have a different dropoff location? Just found out our hotel has an airport shuttle so it would be super convenient to use that. Can we leave the car at (or closer to) this hotel? It's at 1150 Northpoint Dr, Coppell 75019 (Author: Jennifer Sieber)

Answer [Line 24409]: Unfortunately, no. You need to drop off at the location where you picked it up. We are flexible within 5 miles.

and your hotel is 12 mi from the original location. (Author: Hasanath Mohammed)

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Question 1295: Can we do an earlier pick up? (Author: Chris Micu)

Answer [Line 24435]: What time do you wanna pick up (Author: Hasanath Mohammed)

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Question 1296: Ok i changed to 230 Where is the video guide going to be sent? (Author: Chris Micu)

Answer [Line 24444]: Around 2:30 (Author: Hasanath Mohammed)

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Question 1297: Through the app? (Author: Chris Micu)

Answer [Line 24446]: +16142099188 (Author: Hasanath Mohammed)

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Question 1298: Did you locate oka? Okay and everything good with car? (Author: Chris Micu)

Answer [Line 24477]: I have located it. Thank you. (Author: Hasanath Mohammed)

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Question 1299: Of course! :) Where is the parking spot? I just arrived to the address. (Author: Ky U)

Answer [Line 24525]: Give me 5 min I'm on my way (Author: Hasanath Mohammed)

---

Question 1300: Thank you! Hello! Am I able to rent the car an extra day and drop off on friday morning/afternoon? (Author: Ky U)

Answer [Line 24528]: The max is till 7:30 am Friday cus it's going on another rental on Friday morning (Author: Hasanath Mohammed)

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Question 1301: Where can i find the keys ? Or will you be there ? (Author: Labertha Johnson)

Answer [Line 24548]: Its in the glove box (Author: Hasanath Mohammed)

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Question 1302: O ok so I should be good with it right? (Author: Roderick Williams)

Answer [Line 24587]: yes sir (Author: Hasanath Mohammed)

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Question 1303: Ok How do i extend it? (Author: Roderick Williams)

Answer [Line 24595]: From the app (Author: Hasanath Mohammed)

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Question 1304: I thought I requested option #2 for pick up and drop off? My flight number is 1038. (Author: Leana Wu)

Answer [Line 24644]: Did not realize this is Dallas love field airport (Author: Hasanath Mohammed)

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Question 1305: That's fine. How did you want me to return the car then on the 29th? (Author: Leana Wu)

Answer [Line 24651]: You will leave it in the airport parking (Author: Hasanath Mohammed)

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Question 1306: I thought I put this time in originally. Our flight isn't until 5:20 Monday. Omgosh...i just realized I'm meeting you at the wrong airport. I'm flying into Dallas Love Field. Does that work or do we need to cancel? (Author: Erica McFarland)

Answer [Line 24673]: I charge for delivery to the southwest airport as it's pretty expensive for me to Uber my way back from the airport and to the airport . I am fine if you have to cancel and find something else . (Author: Hasanath Mohammed)

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Question 1307: Hi, do you have my drivers license on record? Also, here is our flight information, spirit airlines

Nov. 5, Flight #985

Nov 12, flight #810

Thank you! (Author: Sarah Rahrig)

Answer [Line 24684]: Thanks for the flight info (Author: Hasanath Mohammed)

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Question 1308: Do I add myself as an additional driver or is there another place to add my drivers license? It says I'm 'approved' to drive the cars I book on turo? (Author: Sarah Rahrig)

Answer [Line 24688]: You can just send the drivers license here (Author: Hasanath Mohammed)

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Question 1309: Is this sufficient for drivers license? (Author: Sarah Rahrig)

Answer [Line 24691]: Yup this is good (Author: Hasanath Mohammed)

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Question 1310: I called them, I think it's set for me to have the equinox 5th-7th and Rav4 7-12th..and I don't have to do anything else? (Author: Sarah Rahrig)

Answer [Line 24698]: I'm going to call Turo and confirm (Author: Hasanath Mohammed)

---

Question 1311: No. I have tried but according to calendar 7-12 is not available. I do not want to pay extra for this. Is it just easier to keep same car for entire time?? (Author: Sarah Rahrig)

Answer [Line 24703]: You shouldn't be paying more . Let me know if it's asking more payment

Try one last time to book it , Turo had blocked the calendar so you can book it and just unblocked the dates (Author: Hasanath Mohammed)

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Question 1312: It's asking me to pay \$272.14? (Author: Sarah Rahrig)

Answer [Line 24705]: Ok let me call Turo (Author: Hasanath Mohammed)

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Question 1313: Sounds good! Thank you! Hi, just wanted to check on the additional drivers, I don't see them listed on the new reservation? My flight is in time so far, btw. (Author: Sarah Rahrig)

Answer [Line 24712]: Ok I will check with Turo and get back to you . (Author: Hasanath Mohammed)

---

Question 1314: Yes What happen next? (Author: Easleey Villanueva)

Answer [Line 24744]: Nothing just confirming that you are landing at 6 pm and your trip start time is 10 am . No problem as far as we are in sync . I will park the car around 5 pm and send you the instructions to get to the car from your arrival gate (Author: Hasanath Mohammed)

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Question 1315: Oh my goodness we made a mistake! We thought we had this rented through December 13th! We are on our way to the hockey game tonight, is there any way to rent it through tomorrow at 4pm??? (Author: Dylan Latham)

Answer [Line 24774]: Tomorrow is 12th you mean day after tomorrow right ? (Author: Hasanath Mohammed)

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Question 1316: Hi what's the code to the lockbox? (Author: Dylan Latham)

Answer [Line 24778]: 0923 (Author: Hasanath Mohammed)

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Question 1317: Also, thank you for the super clean car! Hello Hassan,

I would like to inquire if it's possible to extend my car rental until February 9th ?

Bara (Author: Bara Bataineh)

Answer [Line 24805]: Assalamualaikum Sr Bara you are not responsible for anything you did not do. We are aware of all the damages you posted so be rest assured you won't be charged for anything . (Author: Hasanath Mohammed)

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Question 1318: Is it possible to rent the car at my existing rate of \$1,162.22 for 28 days? The car you mentioned is priced at \$1,265.32 for 28 days from February 9 to March 8 ? Thank you! (Author: Bara Bataineh)

Answer [Line 24809]: Ok i will apply additional discounts (Author: Hasanath Mohammed)

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Question 1319: It works! Thak you. Assalamualaikum Hassan! I'm looking to rent an SUV for a period of 8 weeks and 4 days, from March 24 to May 23. Could you please let me know if you have any available SUVs at an affordable price? My budget is around \$2200 for this.

Thank you! (Author: Bara Bataineh)

Answer [Line 24813]: Walaikumislam let me know when you are ready to book I will change the prices and send you my most affordable SUV (Author: Hasanath Mohammed)

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Question 1320: Thank you! And yes the same place please Good morning Hasanath! I am ready to make a booking from March 24 to May 23. Could you please send me the options for the most affordable SUV you have available? (Author: Bara Bataineh)

Answer [Line 24820]: Can you try extending this car and see if it matches your budget . I added some additional discount to it .

<https://turo.com/us/en/suv-rental/united-states/irving-tx/ford/escape/2207229> (Author: Hasanath Mohammed)

---

Question 1321: Hi Sorry can i pick up in the airport? (Author: Jessica Betancourt)

Answer [Line 24836]: Yes you can pick up and drop off at the airport (Author: Hasanath Mohammed)

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Question 1322: That sounds good! Is this a business parking lot? (Author: Kim Harrell)

Answer [Line 24882]: Yes it's a office building parking lot (Author: Hasanath Mohammed)

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Question 1323: Is there a lockbox on the car? How do I get into the car? (Author: Kim Harrell)

Answer [Line 24885]: Yes I will have a lockbox on the car (Author: Hasanath Mohammed)

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Question 1324: My flight is coming in later than I thought Hi! I was wondering if I could adjust the hours for my trip? My flight is landing after 12pm and I was trying to adjust my current rental where I am now but I can't extend the time unless I adjust the time for this reservation. I was wondering if I can adjust to start at 12pm or 1pm instead? (Author: Anne Thomas)

Answer [Line 24922]: I am not exactly sure if I am following you. If you are trying to adjust the pick up time to 12 or 1 pm and you are not able to dont worry I will have the car delivered to you around that time with no additional hassle. Pardon me if I got this wrong (Author: Hasanath Mohammed)

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Question 1325: I'm about to get my bags then head to the car, I'll let you know when I find it!

Thanks! Got the car! Is there no parking voucher to leave the garage? (Author: Anne Thomas)

Answer [Line 24949]: No there isn't. Sorry i just saw your text (Author: Hasanath Mohammed)

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Question 1326: So the Turo app will help unlock the door ? Or is there another Turo app I have to download other than the im currently messaging you on ? Also we are flying stand by don't have a flight number yet . I do know we are flying United airlines though . I will message to. First thing in the morning when I have a flight number (Author: derek picaso)

Answer [Line 24970]: Just need turo app nothing else (Author: Hasanath Mohammed)

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Question 1327: Brett here. I wanted to book this now. I don't think I'll have to cancel but wanted to nail this down. It will be me, my wife and 2 children (age 3 & 1 1/2. We plan to bring car seats. But out of curiosity do you provide any car seat option?

Plenty of luggage space in back I presume? (Author: Brett Marshall)

Answer [Line 25034]: Yeah plenty of luggage space . As for car seat can I let you know by tomorrow . (Author: Hasanath Mohammed)

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Question 1328: Ok great. Thank you! Did I set this up correctly to do pickup at the airport? (Author: Brett Marshall)

Answer [Line 25037]: Yes you are good (Author: Hasanath Mohammed)

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Question 1329: Coming in on Flight AA 3411 Any chance of a car seat ? If not all good. Just wanted to confirm with you. (Author: Brett Marshall)

Answer [Line 25041]: Couldn't find one I'm really sorry . (Author: Hasanath Mohammed)

-----  
Question 1330: Or does this 4425 drop off have a shuttle bus to airport? as in shuttle to our terminal? (Author: Brett Marshall)

Answer [Line 25048]: Sorry about the confusion the drop off is Infact dfw airport (Author: Hasanath Mohammed)

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Question 1331: we're coming from mexico and we do not have checked bags confirming the car will be parked in a lot just outside the terminal as in option 1? (Author: Teresa Foglia)

Answer [Line 25077]: That's right (Author: Hasanath Mohammed)

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Question 1332: Sorry I just saw your message! I'm flying with Frontier and my flight number is F9 504. Let me know if you need anymore information. Thanks! Hi! Just wanted to check in and make sure we are all set for today? (Author: Casey Lewandowski)

Answer [Line 25092]: Hi Casey, we will park the car close to your arrival gate in the parking garage . We will send you a video walkthrough of how to get to the car from the arrival gate . The car wil have a lockbox to access the car keys once you send me the license I will send you the lockbox code . (Author: Hasanath Mohammed)

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Question 1333: Okay that is fine ? Is it the same price? (Author: Daishon Hubbard)

Answer [Line 25113]: It's the same price (Author: Hasanath Mohammed)

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Question 1334: Hi Hasanath, I hope this email finds you well. What is the process of picking up the car at the Airport? We fly in on American Airlines. Our plane arrives at 5:00 p.m. Thank you so much. (Author: sherri Horve)

Answer [Line 25122]: Once you send me your flight info I will park the car closer to the arrival gate in the parking garage . We will send you a video walkthrough of how to get to the car from your arrival gate (Author: Hasanath Mohammed)

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Question 1335: Good evening, I'll be flying in at 9am on 11/3. Looking forward to a good trip. How far is the car from the airport? (Author: Thomas Kniezewski)

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Question 1336: Thank you. Waiting for my ride to go over to the car now What do you need me to do for the code? (Author: Thomas Kniezewski)

Answer [Line 25149]: can you upload the license pic (Author: Hasanath Mohammed)

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Question 1337: Aa504 arriving 1130 am Hi. I just want to make sure everything is still good for my trip tomorrow. I may change to a later flight if I'm able to. Will that be a problem ? (Author: Brooke Sheridan)

Answer [Line 25168]: Yup we are all good . And it won't be a problem to shift your flight unless it lands after 9:30 pm (Author: Hasanath Mohammed)

---

Question 1338: Spirit airline  
Los Angeles to Dallas – NK 2456  
Mar 28, 9:00 AM–2:03 PM  
Take-off  
Tomorrow, 9:00 AM  
Landing  
Tomorrow, 2:03 PM  
Flight duration  
3 hr, 3 min  
Passenger name  
Jerry Le

I reserved the car start from 4pm. is it possible to get it at 230? Hello. is it possible if I can pick up the car at 230pm? (Author: Jerry Le)

Answer [Line 25184]: The car previous reservation ends at 1 pm and turo requires 3 hr buffer between trips . But I will have the car parked an hour early like around 3 pm and you can pick it up the car 1 hr prior to your pick up time . Just make sure you check in when you pick up (Author: Hasanath Mohammed)

---

Question 1339: Ok ty So I'm am flying home tomorrow. I will drop the car off before 5pm. You were so gracious and going out of your way to accommodate me. How do we keep the car paid till Friday? I don't want you to lose any money. (Author: Antonio Ramos)

Answer [Line 25271]: Hi Antonio no problem I'm completely fine if you wanna change your reservation end to today 5 pm . I do understand things change (Author: Hasanath Mohammed)

---

Question 1340: Ok cool. Do you have an eta when the vehicle will be dropped off? Also, were you able to get my house key? (Author: Manuel Aaron Rubianes)

Answer [Line 25305]: 2:00 -2:30 pm. Yes, I will keep the key in the cup holders. (Author: Hasanath Mohammed)

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Question 1341: Hi,



I am getting this car for my brother in law who is coming from Canada.

I will add him as a secondary driver.

Do you want pictures and license for both of us? (Author: Muhammad Arien)

Answer [Line 25339]: Hi Need pictures of your license and your selfie of the primary driver .

Turo will send you a message to upload 24 hours prior to the trip (Author: Hasanath Mohammed)

---

Question 1342: My brother flight will be landing at 5:37 pm

Can I pickup the car that time? (Author: Muhammad Arien)

Answer [Line 25343]: That's fine (Author: Hasanath Mohammed)

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Question 1343: Thanks Can you please tell be how can I add Secondary driver ? (Author: Muhammad Arien)

Answer [Line 25346]:

<https://help.turo.com/adding-a-driver-to-a-trip-HksENgV5#howtoaddadrivertoatrip> (Author: Hasanath Mohammed)

---

Question 1344: Hi can you please advise can we drive on tolls ? How does this works (Author: Muhammad Arien)

Answer [Line 25348]: Yes you can I will invouce you after your trip (Author: Hasanath Mohammed)

---

Question 1345: The flight is comming around 5:30 pm when will you drop the car how will I find the car ? (Author: Muhammad Arien)

Answer [Line 25359]: Hi, we usually drop the car 20 mins early before the trip starts. Be rest assured that I will keep track of your flight. (Author: Hasanath Mohammed)

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Question 1346: Hey Hasanath can i pick it up early? (Author: Govinda Kc)

Answer [Line 25392]: How early do you wanna pick up (Author: Hasanath Mohammed)

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Question 1347: Im here Where should i park? (Author: Govinda Kc)

Answer [Line 25411]: You just have to pay 14.58 extra for the extra distance (Author: Hasanath Mohammed)

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Question 1348: I couldnt add the miles while checking out So that part is yours to add miles and make final receipt? (Author: Govinda Kc)

Answer [Line 25416]: Don't worry about that I will send you an invoice for the extra miles (Author: Hasanath Mohammed)

---

Question 1349: Hey hasan do you have car available for turo rental today? (Author: Govinda Kc)

Answer [Line 25422]: Not this car (Author: Hasanath Mohammed)

---

Question 1350: Landing at 9:55am Do you need me send the driver license on here ? (Author: Fatuma Asker)

Answer [Line 25452]: Yes send it here (Author: Hasanath Mohammed)

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Question 1351: Thank you. Do I need to pay for parking when exiting and returning the car? (Author: Fatuma Asker)

Answer [Line 25457]: Yup if you need the car inside the airport there is no way around (Author: Hasanath Mohammed)

---

Question 1352: No problem are we able to meet in beford then ? (Author: Fatuma Asker)

Answer [Line 25486]: We don't pick up or deliver outside of dfw airport . Can you deliver the car to rental car center . This is right outside the airport so you don't have to pay for tolls or anything (Author: Hasanath Mohammed)

---

Question 1353: Sounds good, I've asked her to go downstairs and gave her your number Thank you Hansanth! I appreciate your help on everything today. The car just had the check engine light turn on. What do you recommend we do? (Author: Emanuel Torres)

Answer [Line 25542]: Can you send me a picture of check engine light (Author: Hasanath Mohammed)

---

Question 1354: I will asap! Any gas is okay in this car? (Author: Emanuel Torres)

Answer [Line 25547]: Only premium gas (Author: Hasanath Mohammed)

---

Question 1355: I believe that's the cause of the check engine light What should we do? (Author: Emanuel Torres)

Answer [Line 25553]: Yeah that may be the cause. Let me come and check tomorrow morning . If it seems more than that issue then I will swap the vehicle for you (Author: Hasanath Mohammed)

---

Question 1356: What's the earliest? We need to be on the road for work around 830am or so (Author: Emanuel Torres)

Answer [Line 25556]: I can get there earlier than that. Where are you located (Author: Hasanath Mohammed)

---

Question 1357: Thank you Hasanath! Thank you for everything this week. Tomorrow morning we will look to have the car picked up by 9am if that's okay? What's the policy on gas for the car? (Author: Emanuel Torres)

Answer [Line 25573]: Your welcome (Author: Hasanath Mohammed)

---

Question 1358: Hi there good morning. My name is Damaris i will be traveling to Dallas/Irving for work purposes and they have allowed me to bring my 4 month old baby. Would you like for me to put a mat or cover on the seat where the carseat will be at? Also my flight arrives at 130 i will take the shuttle to my hotel and settle down after that i can uber over to pick up location around 2 if thats okay. Thank you Hasanath 😊 (Author: Damaris Lopez)

Answer [Line 25585]: yep sure we can provide car seat for the trip but we didn't add the option so you can call for the turo customer support and let them know so they will charge a few bucks for the car seat option (Author: Hasanath Mohammed)

---

Question 1359: Hello, I'm excited to rent your vehicle while I travel to Dallas, you have great reviews! Hello, I saw my trip was cancelled but now it's saying it's available? (Author: Marco Ayon)

Answer [Line 25616]: Yes Turo unlisted my vehicle and cancelled the trip without my permission (Author: Hasanath Mohammed)

---

Question 1360: Is there anyway I can get my reservation back? If I try to book it, it says it's going to cost me \$50 more than I originally paid (Author: Marco Ayon)

Answer [Line 25619]: you should be able to .. Call Turo and let them know .. They should be able to book you at the same price (Author: Hasanath Mohammed)

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Question 1361: Is the car at the airport parking? (Author: Folasade Adeyemo)

Answer [Line 25634]: No (Author: Hasanath Mohammed)

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Question 1362: Hi. Am I dropping the car at the same place? Where I picked it from? (Author: Folasade Adeyemo)

Answer [Line 25661]: Yup that's right (Author: Hasanath Mohammed)

---

Question 1363: Hasanath,

I am Gary Arseneau. My wife and I are planning a trip to the Metroplex to visit family for a week. We are originally from FW. Where at the airport do you drop off the vehicle and where do we return it?

Thanks,

Gary (Author: Gary Arseneau)

Answer [Line 25675]: Hi Gary!

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Welcome to Dallas!

We try to provide our services as hassle-free as possible.

Please read the instructions on how to start your trip with us.

We would need your flight information to look up what gate you will be arriving to.

Also, before you start your trip, we require a Driver's License or State ID to check you in.

The way it works is, the DFW airport has 5 terminals. Each terminal has a parking garage right across.

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.

Once you locate the car, to unlock it you use the code that we provide you with to unlock the lockbox on the window of the car. You punch the code in and twist the knob to the right to retrieve the key.

Please note - All our cars have a strict no-smoking policy enforced.

Thank you for choosing to rent with us. (Author: Hasanath Mohammed)

-----  
Question 1364: hi hasanth! when/where should i add flight details? (Author: erika clark)

Answer [Line 25733]: You just send it to me here (Author: Hasanath Mohammed)

-----  
Question 1365: i'm in! do i take the lock box off the window? can i just keep it inside the car?  
(Author: erika clark)

Answer [Line 25746]: Sorry just saw your message now yeah you can leave it in the glovebox  
(Author: Hasanath Mohammed)

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Question 1366: Hi, it'll be my first time using turo, is there anything I should be aware of for this rental? Thanks! (Author: Brian Dickhaut)

Answer [Line 25760]: Hi Brian excited to host you (Author: Hasanath Mohammed)

-----  
Question 1367: Hey, can you confirm that we can pick up tomorrow? (Author: Kevin Eastwood)

Answer [Line 25767]: Thank you for selecting our service for your travel needs!

We're excited to be part of your journey and want to ensure everything goes smoothly. Here's important information to keep in mind:

Pre-Trip Checklist: Please upload a photo of your driver's license and a selfie to Turo at least 24 hours before your trip starts. Instructions for this were sent to your email by Turo. If you encounter any issues, refer to that email for guidance.

Arrival Information: We aim to have your vehicle ready 15 minutes before your scheduled pick-up time, though we cannot guarantee availability before then. Ensure you verify your pick-up time before arrival.

Vehicle Pickup Details: The vehicle can be collected from 4425 Airport Freeway, Irving, TX 75062, which is conveniently located near DFW airport. Please note, due to Turo's updated policies, we're unable to offer pick-ups or drop-offs directly at DFW airport terminals. You will need to arrange a short Uber ride from the airport to our location. To access the car, we will provide you with a picture of the parking spot and the code to the lockbox 15 minutes prior to your pickup time 10:00 AM. If your rental uses Turo Go, you can ignore the lockbox code and access the car directly through the app.

Tolls: The car comes equipped with a toll sticker. We will bill you for any tolls incurred during your trip afterwards.

Extension Policy: Should your plans change and you wish to extend your trip, kindly inform us in advance. If the vehicle is available, we're more than happy to reserve it exclusively for you,

ensuring no other bookings take precedence. We prioritize the convenience of our existing customers, aiming to accommodate your needs whenever possible.

Policies & FAQs: Please remember, smoking in the cars is strictly prohibited. For more information on drop-offs, refueling, tolls, and other queries, please check our FAQ section.

We're grateful you've chosen to travel with us and look forward to serving you! (Author: Hasanath Mohammed)

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Question 1368: I'm good to go. Thank you. Do I still need to upload DL pics? I uploaded them when signing up on the app. (Author: Tamara Finley)

Answer [Line 25836]: Yes we need that as checkin process you can send it later when you are settled don't need it now (Author: Hasanath Mohammed)

---

Question 1369: Ok where do I upload it to? (Author: Tamara Finley)

Answer [Line 25838]: Right here (Author: Hasanath Mohammed)

---

Question 1370: How do I pay the tolls? (Author: Deidre Dehls)

Answer [Line 25869]: Looks like you already paid (Author: Hasanath Mohammed)

---

Question 1371: Hi! Can you bring the car to the airport? (Author: Kerrie Boettner)

Answer [Line 25909]: Yes I plan to bring the car to the airport (Author: Hasanath Mohammed)

---

Question 1372: Thank you! My flight landed early. Any chance the car is here? (Author: Kerrie Boettner)

Answer [Line 25914]: We are planning to bring it to you around 12:40 am (Author: Hasanath Mohammed)

---

Question 1373: My trip got changed, is the vehicle available next week? Tuesday or wed until Friday night? (Author: William Zannoni)

Answer [Line 25984]: This vehicle isn't available but I have this other vehicle which is available those days

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<https://turo.com/us/en/suv-rental/united-states/irving-tx/chevrolet/equinox/2025070> (Author: Hasanath Mohammed)

---

Question 1374: Hi! I am flying into DFW on flight AA 3879. It is scheduled to arrive at 8:49am but I will be checking a bag. Please let me know if you have any questions or need anything else in the meantime. Thanks! Hi. I know it's a bit early but I am here in terminal B, bag claim B5 and I am ready. Where do I go to get the car? Thanks. (Author: Melissa Faris)

Answer [Line 25994]: Hi Melisa good morning (Author: Hasanath Mohammed)

---

Question 1375: Hello Sir!

Just wanted to ask about where I can pick up the vehicle. If possible can it be parked somewhere close to baggage claim? I have an injured right leg and walking with luggage is already going to be a challenge :)

Just let me know (Author: Justin Jacoby)

Answer [Line 26018]: Sure we can park very close to your bagggae gate . Can you please let me know your arrival flight info so we can check where the flight lands and park accordingly (Author: Hasanath Mohammed)

---

Question 1376: Okay. I will contact you when our plane is leaving so you can check its arrival time and bring the car over at the right time. Given the heat and the sun, do you have a sun shield in the car? If so, I will be happy to use it. Thanks. (Author: Steven Borick)

Answer [Line 26050]: I don't have it but might consider buying one now that you told me about it (Author: Hasanath Mohammed)

---

Question 1377: Hello Hasanath. I will return the car tomorrow according to instructions, What is the code to the lockbox in the Mitsubishi? Thanks. (Author: Steven Borick)

Answer [Line 26069]: Lockbox code is 09237 (Author: Hasanath Mohammed)

---

Question 1378: I have never unlocked by the app before. Do I just need to hold my phone close to the vehicle? (Author: Cortney Mangas)

Answer [Line 26089]: Text at 2245299663, and my co-host will unlock the vehicle for you remotely. (Author: Hasanath Mohammed)

---

Question 1379: Is drop off at the same location? (Author: Cortney Mangas)

Answer [Line 26101]: Yes same location (Author: Hasanath Mohammed)

---

Question 1380: We are in terminal E At passenger pickup entry 5 Hi Hasanath, we are about to head to the airport. Where do I drop the car? (Author: Natasha Vasquez)

Answer [Line 26118]: You can drop off the car near your departure gate. There is a parking garage right opposite to every terminal . Once you park the car lock the car using Turo go (if you are unable to no worries leave the keys in the glovebox and the door unlocked).

Most importantly take pictures of where you park the car . I especially need to know the terminal, level & row/gate. Send me some pictures of the parking . (Author: Hasanath Mohammed)

---

Question 1381: Hi Hasanath, I m sorry I didn't see this message until today. I don't see an invoice. Can you please resend? (Author: Natasha Vasquez)

Answer [Line 26123]: Turo sends it to your email (Author: Hasanath Mohammed)

---

Question 1382: So when I pick it up would you like me to text you in a 10 min advance Hello sir is their anyway I can pick up the car sooner at around 2:30 or 3:00? If not 3:30 will be fine (Author: Michael Lemus)

Answer [Line 26140]: Hi (Author: Hasanath Mohammed)

---

Question 1383: I'm a non-Turo go user. Is the lock box in the glove box?! (Author: Courtney Miller)

Answer [Line 26181]: Just leave the keys in the glovebox and I will lock the car remotely (Author: Hasanath Mohammed)

---

Question 1384: Hi! Just confirming my trip tomorrow! You will drop the car off to the Dallas love feild airport? When will u let me know where it is? (Author: Amber Spoon)

Answer [Line 26188]: Hi Amber I will deliver the car to you in person at the love field airport outside of Door 1 . You just have to let me know when you land I am 20 min away and should be outside by the time you come out, if you let me know when you land (Author: Hasanath Mohammed)

---

Question 1385: You had just said it wouldn't be ready till 1? That the car can only start at 1 What do I need to do then? Do I need to call Turo or are you going to take care of it? (Author: Amber Spoon)

Answer [Line 26196]: I have a previous rental on this car till 10 am , turo requires 3 hour buffer so technically the checkin time will be 1 pm. But I could bring the car to you by 12 pm and you can checkin at 1 pm (Author: Hasanath Mohammed)

---

Question 1386: Hi there,

We're gonna stay an extra day in the end. Would it be ok to extend it? (Author: Philippe Feynerol)

Answer [Line 26221]: Sure (Author: Hasanath Mohammed)

---

Question 1387: Why? (Author: Philippe Feynerol)

Answer [Line 26225]: The name is under Alexander phillipe which dob is 1964 (Author: Hasanath Mohammed)

---

Question 1388: Ok, worst case can we do it when we are there in person? (Author: Philippe Feynerol)

Answer [Line 26233]: Ok when he is landed can you ask him to upload the license and selfie (Author: Hasanath Mohammed)

---

Question 1389: But I can't upload again the pictures because they are still under review Hello? (Author: Philippe Feynerol)

Answer [Line 26238]: Ok please use the following link

[https://help.turo.com/en\\_us/chat-with-turo-verification-support-HyagNVx4c](https://help.turo.com/en_us/chat-with-turo-verification-support-HyagNVx4c) (Author: Hasanath Mohammed)

---

Question 1390: Can I please have the code? (Author: Taylor Carmone)

Answer [Line 26280]: 0923 (Author: Hasanath Mohammed)

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Question 1391: Do you want me to leave the key in the lock box? (Author: Taylor Carmone)  
Answer [Line 26286]: yes (Author: Hasanath Mohammed)

---

Question 1392: Do you need Barry's photo and license too? Or just mine. (Author: Susan Bouchillon)

Answer [Line 26302]: Just yours (Author: Hasanath Mohammed)

---

Question 1393: Sent but is it ok? Crazy me, trying to take pics on a bumpy bus. (Author: Susan Bouchillon)

Answer [Line 26304]: You are all set (Author: Hasanath Mohammed)

---

Question 1394: All good. Again our thanks. We're going to use toll roads. Is that ok? You will bill us later? (Author: Susan Bouchillon)

Answer [Line 26312]: Yup that's fine (Author: Hasanath Mohammed)

---

Question 1395: Still scheduled to leave tomorrow about noon.

Can we leave car at car rental center again? That works be about 10 am. Are we good to leave car at car rental

Center? Guess we would leave keys in glove compartment and then have you do the remote lock. (Author: Susan Bouchillon)

Answer [Line 26316]: Yes that's right (Author: Hasanath Mohammed)

---

Question 1396: So do I need to make another res? Or will the new one show up? (Author: Austin Nguyen)

Answer [Line 26361]: No (Author: Hasanath Mohammed)

---

Question 1397: The social Security card you found if it can be sent to me? (Author: Deborah Mcallister)

Answer [Line 26371]: Ok my guys found it in the car did you respond back immediately if that was your ssn card if not we destroy the cards in 24 hours after the trip . (Author: Hasanath Mohammed)

---

Question 1398: Hiya,

My wife comes from DFW but we live in England. So I just wanted to check a few things, does the car have a toll tag ? How does that work if we use tolls ?

When leaving the airport as it's tolled, is that already taken care of ?

We are flying from Chicago on flight number - F92999 due to land at 3:04pm.

On departure we are flying from DFW on flight number AY5782 from Terminal 0



I've already uploaded both my drivers license and my wife's

Looking forward to our booking with you,

Thanks

Ed (Author: Ed Guest)

Answer [Line 26376]: There is a toll tag in the car I will charge you the tolls after your trip including the one when you leave the airport . (Author: Hasanath Mohammed)

---

Question 1399: Hiya, when I return the car and park up at DFW i will let you know where it is roughly but do you want me to manually lock all the doors and leave the key in the glove box ? (Author: Ed Guest)

Answer [Line 26385]: No you can just leave the door unlocked I can lock it remotely (Author: Hasanath Mohammed)

---

Question 1400: We are arriving 9/27 @ 12:59pm on American Airlines flight 2066 Any update on my reservation? (Author: Ashly Buffington)

Answer [Line 26439]: I'm sorry what update are you looking for the reservation (Author: Hasanath Mohammed)

---

Question 1401: Did you get my message with my flight info? (Author: Ashly Buffington)

Answer [Line 26445]: Yes I did (Author: Hasanath Mohammed)

---

Question 1402: We noticed there is a toll pass on your vehicle. Are we able to use it? If so how much is it? (Author: Ashly Buffington)

Answer [Line 26453]: Yes you can use it . Tolls vary based on the toll road . We charge you after the end of the trip and no extra cost (Author: Hasanath Mohammed)

---

Question 1403: Where is good for you? Sorry I'm not familiar with the area (Author: Ashly Buffington)

Answer [Line 26464]: Ok let me know if you can meet here 4425 w airport fwy Irving tx 75062 (Author: Hasanath Mohammed)

---

Question 1404: I'll let you know when we leave Wylie headed that direction How does the exchange work? Gas? (Author: Ashly Buffington)

Answer [Line 26469]: Ok I'm going to call Turo now and do the exchange . Try to fill the gas when you return and I will have the Kia sorento full tank when you pick up. (Author: Hasanath Mohammed)

---

Question 1405: Hello Can I extend the car for an extra day? (Author: Angela Marin)

Answer [Line 26494]: Sorry for this message the vehicle is already got booked for today evening trip (Author: Hasanath Mohammed)

---

Question 1406: No problem I'll pay that. What can we do about the card I left is there a way you can send it in the mail? (Author: Deborah Mcallister)

Answer [Line 26528]: Hi DEBORAH, I sent you an invoice through Turo for expenses from your trip. (Author: Hasanath Mohammed)

---

Question 1407: Hello! My name is Robert. My wife and I will be visiting our former home of DFW in a few weeks. Looking forward to experiencing your vehicle while in town. Our flight arrives at DFW tomorrow. What are the logistics of picking up the vehicle/keys? (Author: Robert Duffy)

Answer [Line 26549]: Give me just a few min will send you (Author: Hasanath Mohammed)

---

Question 1408: I forgot to tell you I'm not a fan of cleaners, fragrance, or air fresheners. I'm hoping you're not either? (Author: Paul Sampeck)

Answer [Line 26571]: yep,we didn't apply any fragrance and air freshener on the car (Author: Hasanath Mohammed)

---

Question 1409: Is this the information you need for my flight information? (Author: Sarai Landeros)

Answer [Line 26631]: Yup that's all I need (Author: Hasanath Mohammed)

---

Question 1410: Ok thank you Hello. Did you need anything else from me before tomorrow? (Author: Sarai Landeros)

Answer [Line 26634]: I will just need your drivers license at some point before checkin (Author: Hasanath Mohammed)

---

Question 1411: Can I go ahead and send it to you or do I need to wait? (Author: Sarai Landeros)

Answer [Line 26636]: Yes send it here (Author: Hasanath Mohammed)

---

Question 1412: Hi Hasanath,

Thank you for renting your car to us.

Below is our flight information.

Tuesday, March 19, 2024

MDT

Harrisburg

6:01 AM

AA 977

DFW

Dallas/Fort Worth

8:42 AM

Tuesday, March 26, 2024

DFW  
Dallas/Fort Worth  
6:30 PM

AA 2469

We will keep you posted as we get closer to the date.

Have a great weekend.

Daryl Good Morning Hasanath

We would like to return the car at 6pm on the 26th instead of 5 pm. Does this work for you?

Our flight leaves at 7:30 pm

Thank you

Daryl (Author: Shari witmer)

Answer [Line 26663]: Sure (Author: Hasanath Mohammed)

---

Question 1413: Thank you. I just want to confirm that we should drop off the car at the rental car center tomorrow and leave the keys in the glove box? Is the somewhere in particular at the rental car center? (Author: Shari witmer)

Answer [Line 26678]: Same place as you found the car . Make sure you drop the car off at the rental car center not in rental car returns . And yes leave the keys in the glovebox (Author: Hasanath Mohammed)

---

Question 1414: Hello... I will be renting your vehicle for my upcoming conference stay in Dallas. Is the vehicle pick up at DFW airport or some other location? Thank you! (Author: Jacqueline Carter)

Answer [Line 26702]: Hi Jacqueline, I am excited to host you. The address is not airport but nearby to it. It is my office location. (Author: Hasanath Mohammed)

---

Question 1415: We are going to be dropping off the vehicle and arriving at DAL airport at 5pm How will we connect? We are flying Alaska airlines (Author: Daniel Gagnon)

Answer [Line 26714]: You can park the car near the airport terminal and send me pictures of where you parked the car . Once you park let me know I will remote lock the car and pick it up later . Please don't forget to leave the keys inside (Author: Hasanath Mohammed)

---

Question 1416: Goodmorning. Do you have anyone renting after me ? I wouldn't be able to extend would I ?... (Author: Jasmine Dowell)

Answer [Line 26744]: Good morning . Someone is renting the vehicle the next day at 6:30 pm so max you can extend is 3:30 pm the next day . I can swap another vehicle for you if you like . Let me know how long will you like to extend (Author: Hasanath Mohammed)

---

Question 1417: Is there a code for the lock box? Do i need to come into the building? (Author: Lacie Carr)

Answer [Line 26768]: Sorry just saw your message also please send me your license so I can check you in (Author: Hasanath Mohammed)

---

Question 1418: Ok its done- the agent updated everything Would it be possible to pick up the car earlier than 10?

Since my flight is an early flight? (Author: Gerald Amofa)

Answer [Line 26778]: Awesome great (Author: Hasanath Mohammed)

---

Question 1419: Hi Hasanath, do I have an option of having this car dropped off and picked up from me in Irving? Thank you.

Irene (Author: Irene Nsubuga)

Answer [Line 26852]: Can you give me the address (Author: Hasanath Mohammed)

---

Question 1420: How would I find out where the vehicle is parked at? (Author: Jasmine Carandang)

Answer [Line 26884]: Hi Jasmine what time are you planning to drop off the car at the airport (Author: Hasanath Mohammed)

---

Question 1421: How do i find the car? (Author: Robert Roehm)

Answer [Line 26892]: My ETA is 3 min. Meeting you at A28 (Author: Hasanath Mohammed)

---

Question 1422: Everything good to go for tomorrow ? (Author: Michael Maynard)

Answer [Line 26906]: Have everything but you license (Author: Hasanath Mohammed)

---

Question 1423: Hi - your post says that you can meet at the airport? (Author: Syed Bukhari)

Answer [Line 26951]: Yes meeting at the airport will have a delivery charge of \$35 (Author: Hasanath Mohammed)

---

Question 1424: I'm here Did you see my wallet by chance yesterday? (Author: Syed Bukhari)

Answer [Line 26961]: Nope did you leave it in the car or is it been missing since you came to pick up the car (Author: Hasanath Mohammed)

---

Question 1425: Hi I was wondering am I able to add unlimited miles? (Author: Tori Culberson)

Answer [Line 27042]: Hello Tori,

Excited to host you in my car! Please provide your flight details so we can arrange the delivery/drop-off. Here are the options:

Option 1: We'll park near your arrival terminal, and I'll send you the location. Once you arrive, take a selfie with the car and your driver's license, and I'll remotely unlock the car for you. For drop-off, park near the departure terminal, take a photo of the location, and I'll lock the car

remotely. Please note that airport parking charges (\$2-\$10) will apply for both drop-off and pickup.

Option 2: We'll park at the rental car center. You can take any rental car shuttle from the terminal to reach the car. Upon arrival, take a selfie with the car and your driver's license, and I'll remotely unlock the car. For drop-off, park in one of the 2 hour spots in the rental car drive, take a photo, and I'll lock the car remotely. There are no tolls associated with this option.

Option 3: I'll pick you up right outside your gate of arrival and drop myself at the airport car rental center. You can then check-in there. For drop-off, park near the departure terminal, take a photo of the location, and I'll lock the car remotely. In case of flight delay or baggage delay, you'll be automatically switched to Option 1, unless you specifically request for Option 2. Please note that airport toll/parking charges (\$2-\$10) will apply for both drop-off and pickup.

Please note I only charge for tolls/parking based on your usage I don't add commission/fee it it. And you will be charged post trip. The car has a toll transponder, so you won't need to pay for tolls at the toll booths.

Let me know your preferred option. (Author: Hasanath Mohammed)

---

Question 1426: Hello can you cancel the trip? I was still deciding on cars to go with and I was trying to ask you about extra mileage first before booking (Author: Tori Culberson)

Answer [Line 27044]: You can cancel the trip yourself free of cost (Author: Hasanath Mohammed)

---

Question 1427: Can I please extend it Good morning! Thank you being so flexible. Is there an extended rental discount you can add? Possibly dropping it from 45 a day to 41?

Right now this is my only form of transportation (Author: Jorge Ortega)

Answer [Line 27079]: Ok I will drop it (Author: Hasanath Mohammed)

---

Question 1428: Thank you, would that give me a refund? (Author: Jorge Ortega)

Answer [Line 27081]: Going forwards when you extend it will be cheaper . How long do you think you will extend (Author: Hasanath Mohammed)

---

Question 1429: If I extended the car until next Monday, what kind of deal would I get? (Author: Jorge Ortega)

Answer [Line 27083]: Actually, It would be a higher price if you extended the vehicle. Just end the trip tomorrow and book again at 7:30 pm. So that way I will send you 15% discount coupon for your next trip. How's that sound? (Author: Hasanath Mohammed)

---

Question 1430: Ended trip Could I get the new link? (Author: Jorge Ortega)

Answer [Line 27093]: Book it again (Author: Hasanath Mohammed)

---

Question 1431: Ok How do I do the promo code? (Author: Jorge Ortega)

Answer [Line 27114]: I have already sent you the %15 discount voucher it will be an option to use promo cose at the time of your check out payment. (Author: Hasanath Mohammed)

---

Question 1432: Will I also get a 15% refund from the previous trip? (Author: Jorge Ortega)

Answer [Line 27127]: Yes. (Author: Hasanath Mohammed)

---

Question 1433: Ok thank you, is there anything else I need to do? (Author: Nelly Sekyere)

Answer [Line 27142]: Nope that's all (Author: Hasanath Mohammed)

---

Question 1434: It's. Ok? (Author: Marian Andrade)

Answer [Line 27170]: This is fine but you might still receive an email from turo asking you to do this again. I can work with this (Author: Hasanath Mohammed)

---

Question 1435: im un the car No parking ticket? (Author: Marian Andrade)

Answer [Line 27190]: no parking ticket it's included in toll (Author: Hasanath Mohammed)

---

Question 1436: Hasanath, we will be in Dallas this coming Saturday. Are we still on to use your Rav4? (Author: Susan Bouchillon)

Answer [Line 27214]: Absolutely (Author: Hasanath Mohammed)

---

Question 1437: Hello! We should be boarding our flight in about an hour. Will I receive directions for where the car is located when we land? (Author: Megan Kornowski)

Answer [Line 27249]: Yup (Author: Hasanath Mohammed)

---

Question 1438: Hello! Where would you like us to drop off the car tomorrow? (Author: Megan Kornowski)

Answer [Line 27254]: For drop off, You can park the car in the parking garage next to your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

---

Question 1439: Yes, all is good. I return to this same address? (Author: Brent Delzer)

Answer [Line 27279]: yes sir (Author: Hasanath Mohammed)

---

Question 1440: Can I change my drop off to 1pm on Monday? (Author: Darek Pugh)

Answer [Line 27289]: Sure (Author: Hasanath Mohammed)

---

Question 1441: I would like to ask you about the notice in Turo: Delivery to the airport free of charge (my trip is longer than one week) is valid, right? (Author: Michal Vit)

Answer [Line 27317]: We used to offer that until turo banned us hosts from delivering or picking up at the dfw airport (Author: Hasanath Mohammed)

---

Question 1442: Your FAQ'S Also not valid? (Author: Michal Vit)

Answer [Line 27328]: Yup will have to change that too . By the ways a simple way to find out is to check what the delivery location is when you book the car . If the delivery location says explicitly dfw airport then its airport if not then you go by the address in the delivery location . You can't go wrong there . (Author: Hasanath Mohammed)

---

Question 1443: Hello! Yes option 2 is fine with me. However there are 4 of us traveling together, but since it's close by we can squeeze 3 in the back for the short ride. Also, what do we do as far as toll? Do you have a tag for us to use and then we can pay you or how does that work? (Author: Jessica Reyes)

Answer [Line 27363]: Do you have kids if it's all 4 adults I will do remote checkin as the middle seat in the back is pretty tight.

As for the tolls I have a toll tag and I will bill you after 7-10 days if the trip (Author: Hasanath Mohammed)

---

Question 1444: Hello! Where do you meet you? At the ticketing gate? (Author: Jessica Reyes)

Answer [Line 27376]: What time are you gouvkg to be at the airport (Author: Hasanath Mohammed)

---

Question 1445: Hi, what information you need from my trip? (Author: Juan Torres)

Answer [Line 27410]: Hi Juan thanks for renting with us (Author: Hasanath Mohammed)

---

Question 1446: No, I will get to you address Where's the car? (Author: Juan Torres)

Answer [Line 27425]: I am meeting you in a minute. (Author: Hasanath Mohammed)

---

Question 1447: Hello we are 5 mn away how is the return process ??? (Author: Juan Torres)

Answer [Line 27431]: For drop off, You can park the car anywhere in the parking lot, hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob (Author: Hasanath Mohammed)

---

Question 1448: Hi Hasanath, thank you for the reply.

I actually have a question - I am in Dallas area Monday to Monday but only need the car Monday to Friday. Is there a way to change my drop off location? I don't wanna have to travel to the airport to drop the car off to then uber...I'm staying at a hotel about 40 minutes away from the airport....

is this possible to arrange at all?? (Author: Brant Sennett)

Answer [Line 27458]: Hi Brant I'm very close to the airport , I can arrange for a drop off outside of airport but won't be able to pick up the car from 40 min away from airport . We just don't have the resources for that kinda pickup I'm sorry (Author: Hasanath Mohammed)

---

Question 1449: Hotel Details

Comfort Suites Grand Prairie - Arlington North

702 Paddock Way Drive  
Grand Prairie Texas 75050

US Hello? (Author: Barbara Leach)

Answer [Line 27464]: hi sir i am at the location (Author: Hasanath Mohammed)

---

Question 1450: what is address for car pickup? (Author: Jauwad A)

Answer [Line 27486]: Work, 4425 Airport Fwy, Irving, TX 75062, USA (Author: Hasanath Mohammed)

---

Question 1451: Ok What is total cost? Unable to find info. (Author: Kimberly Ulrich)

Answer [Line 27503]: Turo is your best bet . They handle all the charges (Author: Hasanath Mohammed)

---

Question 1452: I am parked at gate 35

Level 4

Row c Do I give you the key or leave it in the car? (Author: Gretchen Yurovsky)

Answer [Line 27545]: Can I call you (Author: Hasanath Mohammed)

---

Question 1453: It won't let us modify the dates. Only end date which is the 29th still Can you assist? (Author: Edwin Valenzuela)

Answer [Line 27563]: Please Contact turo support. (Author: Hasanath Mohammed)

---

Question 1454: Am I going to get back the money for the first day we didn't use? (Author: Edwin Valenzuela)

Answer [Line 27584]: You should call turo customer support and ask them if they can reimburse you for one day . (Author: Hasanath Mohammed)

---

Question 1455: Hi! Anytime before 10am tomorrow at 555 Elm St. Fort Worth would be great. Will that work for you? (Author: Ann Elizabeth McCreight)

Answer [Line 27599]: Sure that will work I will let you know when and what time (Author: Hasanath Mohammed)

---

Question 1456: Great! Do we need to fill car up with gas? (Author: Ann Elizabeth McCreight)

Answer [Line 27602]: Yes or I can fill it up for you . But Turo charges a \$10 convenience fee (Author: Hasanath Mohammed)

---

Question 1457: Sorry need it for today Can you change it to today instead please? (Author: Herbert Falemalama)

Answer [Line 27625]: The car is in rental now (Author: Hasanath Mohammed)

---

Question 1458: Are you there please Yes no? (Author: Herbert Falemalama)

Answer [Line 27647]: I am driving right now (Author: Hasanath Mohammed)

---



Question 1459: Hi Hasanath, I'm sorry but I just realized that we are flying into the Love Field Airport, not Dallas International. I'm sorry about the confusion. I just caught the mistake. Is there a way we can continue with the rental but have the dropoff be at Love Field? (Author: Gilberto Barrios)

Answer [Line 27656]: Hi Gilberto Good morning

I an sorry to say this we don't have the ability to drop the car in love field airport the better way is taking a uber is the best i can give you the address where you can pick the car out of dfw airport (Author: Hasanath Mohammed)

---

Question 1460: Hi Hasanath,

Since we are flying out of Love Field, do we drop off the car in the same location as the pick up location (4425 Airport Freeway, Irving, TX 75062)? We plan to drop off the car between 7pm-8pm. (Author: Gilberto Barrios)

Answer [Line 27677]: Hi Gilberto. Yes, please drop the car at the same location where you picked it up. Thanks! (Author: Hasanath Mohammed)

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Question 1461: Oh oh. What does that mean? Does Dallas love farther away? That's weird I don't think I've ever not landed at DFW. (Author: Nan Spier)

Answer [Line 27697]: DAL is Dallas love field and DFW is Dallas Forth worth (Author: Hasanath Mohammed)

---

Question 1462: And which one are you closer to? Lol. (Author: Nan Spier)

Answer [Line 27700]: DFW (Author: Hasanath Mohammed)

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Question 1463: Hi Hasanath, hope you've been well!

If we could please do option 1.

My flight number is AA2521 for March 16. So far says I should arrive at 11:24 am.

I did want to ask as well, is it possible to do a different drop off location? I am staying at the La Quinta by the airport

Thanks again for all your help! (Author: Nour Zrein)

Answer [Line 27709]: Can you send me the address I can may be drop off the car there (Author: Hasanath Mohammed)

---

Question 1464: I'd like to pick up the car at the airport gate, my fiancé won't be able to pick me up. But I'd like to drop off the car on the 22nd at 4850 W John Carpenter Fwy. Would this be possible? (Author: Nour Zrein)

Answer [Line 27711]: I might be able to pick it up from there but let's reconnect the day before drop-off to see if it will work (Author: Hasanath Mohammed)

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Question 1465: No problem at all , thanks! Hey! Hope you're well. Is there a possibility we can do a little earlier than 1:00 pm? My flight arrives at 11:30 instead of 12:30 (Author: Nour Zrein)  
Answer [Line 27714]: Sure just message me when you land (Author: Hasanath Mohammed)

---

Question 1466: Is it possible if I could pick up before 8? (Author: Kiera Quinn)  
Answer [Line 27774]: Sure how early do you wanna pick up (Author: Hasanath Mohammed)

---

Question 1467: Hello from Turo Customer Support. We are booking this trip for Vicki Hi hasanath;  
Here are the details of my trip. Can you tell me where I will find the car once I get to dfw?

Alaska Flight: 576  
Depart Seattle, WA on Fri, Sep 1, 2023 11:20 AM  
Arrive Dallas-Ft. Worth, TX on Fri, Sep 1, 2023 5:20 PM  
Duration: 4hrs 0min

Alaska Flight: 585  
Depart Dallas-Ft. Worth, TX on Sat, Sep 9, 2023 5:55 PM  
Arrive Seattle, WA on Sat, Sep 9, 2023 8:08 PM  
Duration: 4hrs 13min (Author: Vicki Gottlieb)  
Answer [Line 27827]: We park the car in the parking garage right next to your arrival gate (Author: Hasanath Mohammed)

---

Question 1468: hi - where do i take the car at dfw? (Author: Vicki Gottlieb)  
Answer [Line 27833]: You can park the car near your departure gate in the parking garage, hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. Please don't forget to send those pictures to me (Author: Hasanath Mohammed)

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Question 1469: so i park in the parking area for departures? (Author: Vicki Gottlieb)  
Answer [Line 27835]: Yup (Author: Hasanath Mohammed)

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Question 1470: Sounds Great. Very cool. I fly into DFW on Delta Flight 2460. I don't know what Terminal or gate yet. Do I send that to you when we arrive? (Author: John David Jensen)  
Answer [Line 27863]: Send me before you get on the flight if you can . If you don't have that info it's fine just keep me posted on the time of landing and the flight number I can track which gate it will land (Author: Hasanath Mohammed)

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Question 1471: My cell phone number is 801-836-1823 if texting is easier than being online for future contact with you. Will there be a code to get into the lockbox? my flight is Delta 2460 from Salt Lake City, arriving at 1:40 pm to DFW. (Author: John David Jensen)

Answer [Line 27866]: I will give you the instruction on the day of your arrival as I change the lockbox code everyday (Author: Hasanath Mohammed)

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Question 1472: Hello, sorry for the late response. Sure? (Author: Slow Keem)

Answer [Line 27922]: It says the flight is landing at 7:37 (Author: Hasanath Mohammed)

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Question 1473: What is the warning code? (Author: Slow Keem)

Answer [Line 27930]: Engine maintenance required (Author: Hasanath Mohammed)

---

Question 1474: Aa flight 2076 arrives at dfw at 9:29pm. We will have checked bags so add time accordingly Any update for where to get the car for tonight? Or will you send later? (Author: Caitlin Smith)

Answer [Line 27952]: Will park the car tonight and send you a video walkthrough of where I parked the car . Don't worry it will be less than a min walk outside of your gate . (Author: Hasanath Mohammed)

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Question 1475: Hello there! I'm looking forward in renting your car for the trip! Hi,

I'm wondering if it is possible to change the time to a bit early due to conflict schedule going on. Could I come around 8am and 8:30am? (Author: click click crop Tv show)

Answer [Line 27985]: 8:30 am should be ok (Author: Hasanath Mohammed)

---

Question 1476: Thank you for letting me know. I can pick it up from there. I will pick it up on time at 8:30am thank you for trying to make it work. Kids are asleep so thank you! How does this work? Will I meet you or will I go directly to the car and unlock it from my phone? This is my first (Author: click click crop Tv show)

Answer [Line 27992]: Yes you will unlock using your turo app (Author: Hasanath Mohammed)

---

Question 1477: I am here at the location Where do I find the lockbox? (Author: click click crop Tv show)

Answer [Line 28002]: In the middle box (Author: Hasanath Mohammed)

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Question 1478: Hi Hasanath! We're looking forward to our trip! Is there a way I can add additional drivers to the reservation? My sister and her boyfriend are arriving a few hours before me and would be picking up the car. Hi Hasanath, is there anyway I can transfer the reservation over to my sister so that she can pick the car up when she arrives to DFW at 10? I'm coming in on a later flight and I don't want her to have to wait for me (Author: Marcus Hughes)

Answer [Line 28044]: I'm not exactly sure if you can do that . Can you check with Turo on this (Author: Hasanath Mohammed)

---

Question 1479: Do I need to charge it before I return it this afternoon? (Author: Rodarrius Oliver)

Answer [Line 28075]: yes (Author: Hasanath Mohammed)

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Question 1480: I will add a picture of my Driver's License and my flight information today. What else do you need? Thanks

Wayne (Author: Wayne Smith)

Answer [Line 28119]: That is all I need (Author: Hasanath Mohammed)

---

Question 1481: Hello hasanath,

Just wanted to know the location for drop off would you be able to drop off at DFW? Hello do you have any updates? For the car? (Author: Camilo Rosas)

Answer [Line 28130]: Yes we will park the car close to your arrival gate in the parking garage (Author: Hasanath Mohammed)

---

Question 1482: Good morning. Can I extend the rental an additional day? (Author: Derek Townsend)

Answer [Line 28165]: It's going back on rental tomorrow morning at 10 am (Author: Hasanath Mohammed)

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Question 1483: Thank you so much for being patient! I now arrive tomorrow morning at 9:27am. Will that be a problem? (Author: Jerlin Martin)

Answer [Line 28180]: No it won't be a problem (Author: Hasanath Mohammed)

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Question 1484: How does the toll tag work! \*? (Author: Jerlin Martin)

Answer [Line 28192]: There is toll tag in the car (Author: Hasanath Mohammed)

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Question 1485: Huh? (Author: Nilofar Sediqi)

Answer [Line 28277]: Ignore that message (Author: Hasanath Mohammed)

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Question 1486: Hello Hasanath; it's been great, thank you! My flight is delayed till 8:55pm. I plan on dropping the car off 2 hours later then I picked it up. Will that be ok? (Author: Nilofar Sediqi)

Answer [Line 28281]: You mean 6:30 pm right ? (Author: Hasanath Mohammed)

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Question 1487: What's the code to the key lock? (Author: Nilofar Sediqi)

Answer [Line 28288]: 654 (Author: Hasanath Mohammed)

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Question 1488: Hello, I got charged \$329.53. Do you know why? (Author: Nilofar Sediqi)

Answer [Line 28298]: You were supposed get charged exactly what you should be been charged before swapping the vehicle. I am not able to see what your charge was prior to swap or after the swap. Turo charges you and it takes its commissions, taxes & fees etc and then sends us the remaining. How much incremental did turo charge you? I will try to fix it with Turo if not I will reimburse you the incremental. (Author: Hasanath Mohammed)

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Question 1489: Hi Hasanath,

The FAQ portion of the listing for the car showed information for picking up and dropping off at DFW. This message states otherwise. Is that option not available? (Author: Laurie Shaw)

Answer [Line 28304]: Hi Laurie, Due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport. I recommend taking an Uber there for a seamless pickup experience. (Author: Hasanath Mohammed)

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Question 1490: Hello! Looking forward to the car! I am in a company car and can come to pick up this afternoon at your location. Is there parking available I may leave my company car? (Author: Eli Moore)

Answer [Line 28350]: Hey Eli can I call you to discuss . Let me know a good time (Author: Hasanath Mohammed)

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Question 1491: Do I need to download turo go? I've never used it, most people just put a lockbox on the exterior of the car (Author: Heriberto Goertzen II)

Answer [Line 28380]: Don't worry I will lock the car remotely you just have to text me when you reach so I can unlock the car (Author: Hasanath Mohammed)

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Question 1492: Hello how are you? (Author: Kameka Stewart)

Answer [Line 28498]: Hi Kamala see you tomorrow (Author: Hasanath Mohammed)

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Question 1493: Thank you. I'm a little unclear on the Turo Go feature. Do you want me to just text when I'm dropping off the car so that you can lock it? (Author: Patty Jensen)

Answer [Line 28523]: Yes turo go isn't working so just leave the keys in glovebox and text me I will lock it remotely (Author: Hasanath Mohammed)

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Question 1494: Hasanath- I am running just a bit late. Is it okay if it is 8:30? (Author: Patty Jensen)

Answer [Line 28527]: Okay (Author: Hasanath Mohammed)

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Question 1495: Okay if I leave it now? (Author: Patty Jensen)

Answer [Line 28532]: Yes, Thank you! (Author: Hasanath Mohammed)

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Question 1496: What time today ? (Author: Sterling Hicks)

Answer [Line 28591]: I can give you an address and put it in my mailbox you can pick up anytime (Author: Hasanath Mohammed)

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Question 1497: Passcode? (Author: Angelo DeCesare)

Answer [Line 28654]: I am neeting in a minute. (Author: Hasanath Mohammed)

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Question 1498: Hey, is it possible that I can extend my trip for another day or two? (Author: K.J. Lewis)

Answer [Line 28670]: Yeah sure please go ahead and do that asap (Author: Hasanath Mohammed)

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Question 1499: Okay. I tried to modify my trip, but for some reason, it won't let me. Are you able to do it on your end? (Author: K.J. Lewis)

Answer [Line 28673]: No I can't do it at my end . Can you call turo and ask them to do it +1 (415) 965-4525 (Author: Hasanath Mohammed)

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Question 1500: Is there a kill switch or something on this car? I just filled it with gas but now it just keeps glitching and won't start. (Author: K.J. Lewis)

Answer [Line 28675]: No I don't have a kill switch (Author: Hasanath Mohammed)

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Question 1501: Hello? Could you please confirm that the car I'm reserving has air-conditioning? (Author: Jennifer Jupp)

Answer [Line 28696]: Very sorry I forgot to respond you (Author: Hasanath Mohammed)

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Question 1502: We are on flight AA2337, which is supposed to arrive at 8:52 at Terminal C at DFW. Could you please verify how I will pick up the vehicle? Thank you! (Author: Jennifer Jupp)

Answer [Line 28704]: Will park the car near your arrival terminal . Will send you a video of how to get to the car from your arrival gate . (Author: Hasanath Mohammed)

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Question 1503: I sent the selfie. Hi! How would you like me to return the car this afternoon? (Author: Jennifer Jupp)

Answer [Line 28708]: You can park the car near your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock it . Just take pictures of where you parked and send it to my phone 5025921994. I especially need to know the terminal, Row & Level. Try not to park in 1 hour parking spots so it gives me sometime to pick up the car (Author: Hasanath Mohammed)

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Question 1504: My flight is delayed an hour. Can I return the car at 4 pm instead of 3:30? (Author: Jennifer Jupp)

Answer [Line 28710]: Sure (Author: Hasanath Mohammed)

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Question 1505: Hi there! Any chance I can extend until Monday morning? (Author: Bella Colthurst)

Answer [Line 28727]: yes you can extend upto monday (Author: Hasanath Mohammed)

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Question 1506: Ok This vehicle available until Sat am? (Author: Sasha A.)

Answer [Line 28744]: yes (Author: Hasanath Mohammed)

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Question 1507: Thank you! Do you need to flight information now? Our flight isn't for another month or so (Author: Alex Fitchmun)

Answer [Line 28774]: Yeah if you can send it that would be great (Author: Hasanath Mohammed)

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Question 1508: I did park the car. So you didn't receive the picture? (Author: Patrick Kendrick)

Answer [Line 28824]: No not yet (Author: Hasanath Mohammed)

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Question 1509: I'm confused What is the incidental for this charge? (Author: Patrick Kendrick)  
Answer [Line 28832]: It is for the tolls you have used during your trip. (Author: Hasanath Mohammed)  
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Question 1510: Hi there, I'm new to using this app and I'd like to double check- I'm able to pick up and drop off this car at the airport correct?  
Thanks! (Author: Hannah Coniglio)  
Answer [Line 28839]: That's right (Author: Hasanath Mohammed)  
-----

Question 1511: I don't see that info yet. I'm flying with Delta if that helps? I can definitely let you know the gate once I know-I'm assuming once I "check in" it'll tell me. (Author: Hannah Coniglio)  
Answer [Line 28845]: No issues (Author: Hasanath Mohammed)  
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Question 1512: Just landed, and ok Are you meeting in the airport or is there at gate outside called E16? Sorry about all the questions (Author: Hannah Coniglio)  
Answer [Line 28853]: Hi Hannah meeting outside E16 but I have an issue need to discuss . Can you give me your number to call (Author: Hasanath Mohammed)  
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Question 1513: Thank you for all the information . Just to confirm we Are we still on for tomorrow to pick the car up ? Thanks, Kip (Author: Kip Dribnak)  
Answer [Line 28894]: Yes (Author: Hasanath Mohammed)  
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Question 1514: Anything else you need from me ? Are we ok to begin our travel? (Author: Kip Dribnak)  
Answer [Line 28905]: You good, Is all set ? (Author: Hasanath Mohammed)  
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Question 1515: Any special instructions for the car return? (Author: Kip Dribnak)  
Answer [Line 28914]: i will let you know before trip starts 30min (Author: Hasanath Mohammed)  
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Question 1516: Can other licinsed drivers drive the car? (Author: Lisa Reagins)  
Answer [Line 29012]: So far as the driver is added they can drive the car (Author: Hasanath Mohammed)  
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Question 1517: No additional fees? (Author: Lisa Reagins)  
Answer [Line 29014]: Contact support for those details (Author: Hasanath Mohammed)  
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Question 1518: How do I add a driver. Through support also? (Author: Lisa Reagins)  
Answer [Line 29016]: +1 (415) 965-4525 (Author: Hasanath Mohammed)  
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Question 1519: Hello is the car available for me to keep until tomorrow? (Author: Lisa Reagins)  
Answer [Line 29019]: Sorry just saw the message (Author: Hasanath Mohammed)  
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Question 1520: Hi Hasanath,

I've had my flight home changed so I will need to drop the car back on the 18th of August if that's ok? (Author: Joe Owen)

Answer [Line 29042]: Hi Owen!

Hope you had a great experience renting with Fairpy!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking lot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the Nissan Rogue, please check your belongings, the windows and everything else, lock the car and store the key somewhere safely and send us a picture of where you have stored it.

Thank you for choosing to rent with Fairpy! (Author: Hasanath Mohammed)

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Question 1521: Hi Hasanath,

My flight is out of terminal D so I'll park it closest to there around 5.30pm tomorrow. Where am I supposed to leave the key? as there is no lockbox on the outside of the car. (Author: Joe Owen)

Answer [Line 29044]: Just leave it in the glovebox (Author: Hasanath Mohammed)

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Question 1522: Noah's Phone - +1 (901) 302-7372 Hi there. I am going to be needing to drop the car off around 10:30 at DFW. What are the dropping off instructions? (Author: Hailey Parton)

Answer [Line 29077]: Here are the refueling and Toll Charges. Please let me know if you have any questions (Author: Hasanath Mohammed)

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Question 1523: Hello, Hasanath, Thank you for allowing my family and i to use your car. This is our 1st time coming to texas. I have question. How does the toll fee work ? (Author: Glenda Nelson)

Answer [Line 29080]: Toll is charged post your trip . I have a toll tag in the car and don't charge anything extra for tolls charges (Author: Hasanath Mohammed)

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Question 1524: I will be there between 1:45pm and 2:30pm Will you be meeting us there? Or do you want me to park the car and put the key in the lockbox? (Author: Joliana Gaines)

Answer [Line 29101]: wont be able to meet you in person. Just park the car and put the key in the lockbox (Author: Hasanath Mohammed)

-----  
Question 1525: Ok thank you! Where in the airport generally will we get to the car? (Author: Candace Jefferies)

Answer [Line 29124]: Right across your arrival gate (Author: Hasanath Mohammed)



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Question 1526: Hey there! I will be flying into DFW. Is that ok for pickup there? I didn't see it as an official option? Appreciate your help! (Author: Chris Lesner)

Answer [Line 29188]: Hey (Author: Hasanath Mohammed)

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Question 1527: Tomorrow when I drop the car off, should I do it at the airport parking lot? (Author: Chris Lesner)

Answer [Line 29195]: We hope your rental experience with us has been thoroughly enjoyable!

As a reminder, your vehicle drop-off will be at the 4425 Airport Freeway, Irving, TX 75062. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:

For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon! (Author: Hasanath Mohammed)

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Question 1528: Is there vehicle available until next Thursday? (Author: Tiffany Ford)

Answer [Line 29241]: Unfortunately this vehicle is going on rent starting Saturday but I just launched another 2020 Chevrolet Equinox in the Turo at the same price range. It's still available . To make it easy on you I can bring this vehicle to you and pick up the other vehicle . You just have to book the new vehicle till next Thursday . Here is the listing

<https://turo.com/us/en/suv-rental/united-states/irving-tx/chevrolet/equinox/2025070> (Author: Hasanath Mohammed)

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Question 1529: Hello...I am flying arriving at the DFW airport but flying out of Dallas love. Could we arrange for a different drop off? (Author: Krista F.)

Answer [Line 29278]: I don't do Love field pick up or delivery . It's very expensive for me to take a Uber from my home to Dallas love field to pick up the car. (Author: Hasanath Mohammed)

---

Question 1530: How much would you need to charge for car pick up from Dallas Love ? (Author: Krista F.)

Answer [Line 29281]: It will cost me \$25-\$30 for me to get to the love field airport from my place . Even if you could pay \$25 I could pick up from love field (Author: Hasanath Mohammed)

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Question 1531: So...pick up tomorrow July 17th at DFW airport and drop off at Dallas Love July 20th. Ok? (Author: Krista F.)

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Question 1532: And did you see that I am reducing the days now ? Only need it to July 20th now not July 22 (Author: Krista F.)

Answer [Line 29304]: Yes I did see that (Author: Hasanath Mohammed)

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Question 1533: July17-20 Where do I pick it up at DFW? (Author: Krista F.)

Answer [Line 29310]: Yes that's right (Author: Hasanath Mohammed)

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Question 1534: As you canceled the reservation can you please refund the money? Thank you (Author: Krista F.)

Answer [Line 29316]: I'm sorry the money doesn't go into my account until the reservation ends . Turo should have refunded you fully . Can you call Turo and ask them . And turo is the one which cancelled the reservation when I asked them to just do a swap (Author: Hasanath Mohammed)

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Question 1535: In regards to the additional \$96.34,, would you be able to decrease the price for those days for me ? I'm already getting killed with the young driver fee and stuff I cant afford to pay 100 dollars more for 1.5 hours Would that be something you are willing to do my man ? (Author: Joshua Kennedy)

Answer [Line 29328]: I'm saying you I can just pick up the car at 2:30 pm and I won't charge you for late (Author: Hasanath Mohammed)

---

Question 1536: Alrighty thank you my man ! I really appreciate it ! And just to confirm, Turo will not automatically charge a late return fee correct ? Thats all controlled on your end ? (Author: Joshua Kennedy)

Answer [Line 29337]: No no late return fee is directly charged by turo (Author: Hasanath Mohammed)

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Question 1537: 😊😂ok bet that up! I really appreciate you thats very generous of you! Hey good morning Hasanath ! For the trip on Monday,, is there any additional information you need to let me know in regards to picking up the car and everything ? (Author: Joshua Kennedy)

Answer [Line 29341]: I don't need any additional info I'm good (Author: Hasanath Mohammed)

---

Question 1538: Alrighty thank you,, the code will be what ? (Author: Joshua Kennedy)

Answer [Line 29349]: The code will be given to you after I check you in . (Author: Hasanath Mohammed)

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Question 1539: Sorry my man,, Frontier moved us back on the flight again,, I wish this was a joke but it's not so I'm forced to stay it another day. Is that ok ? Hey, if I were to switch the

pickup to the airport, where would the car be parked ? In the economy lots further away or right by the terminals ? (Author: Joshua Kennedy)

Answer [Line 29355]: I charge a delivery fee to deliver to the airport (Author: Hasanath Mohammed)

---

Question 1540: That works ? (Author: Joshua Kennedy)

Answer [Line 29380]: Sure (Author: Hasanath Mohammed)

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Question 1541: Hello Good Morning Hasanath, I wanted to inform you that unfortunately our flight got cancelled for today because of the tornado that happened earlier this week. Is it possible to have the vehicle available for us tomorrow same time or an earlier time since our flight arrives at around 9 AM tomorrow, please? (Author: Sumbo Soyemi)

Answer [Line 29392]: yes you can modify the trip on the app (Author: Hasanath Mohammed)

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Question 1542: Just got our bags, didn't see a video? Is your license plate MCN 8900? (Author: Gary Golley)

Answer [Line 29422]: i have message you in normal message (Author: Hasanath Mohammed)

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Question 1543: I see that what Incidental incurred? (Author: Amber Sneed)

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Question 1544: Yes sir, thank you Hello and good afternoon, is the car ready for the swipe? (Author: Latravan Walker)

Answer [Line 29469]: Unfortunately that car got booked but fortunately I have an even better car ready for you let me know what time you will pick up .

<https://turo.com/us/en/car-rental/united-states/irving-tx/nissan/versa/2562844> (Author: Hasanath Mohammed)

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Question 1545: Could I wait for my ride? They are on the way! (Author: Melissa Irek)

Answer [Line 29492]: Sure absolutely (Author: Hasanath Mohammed)

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Question 1546: I'm sorry, I've never used this app, am I heading to the E Glade address? (Author: Jeffrey Mays)

Answer [Line 29504]: 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 1547: Should we wait for your employee just in the passenger pick up/arrivals area or is there a specific location that works best? (Author: Jeffrey Mays)

Answer [Line 29521]: Just wait inside the airport and let me know the gate . He will come right outside the gate and hand over the car to you. He will call you once he reaches the gate (Author: Hasanath Mohammed)

---

Question 1548: Do you know roughly what time you'll be arriving? (Author: Jeffrey Mays)

Answer [Line 29529]: Around 1 pm (Author: Hasanath Mohammed)

---

Question 1549: Is there a charging adapter for the car? Do I drop the car off at the 4425 address? (Author: Jeffrey Mays)

Answer [Line 29533]: Yes (Author: Hasanath Mohammed)

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Question 1550: Ok. I will be there in about 20 minutes. Do I leave the key card in the car or are you there to drop it off with? (Author: Jeffrey Mays)

Answer [Line 29535]: Leave it in the car (Author: Hasanath Mohammed)

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Question 1551: Anywhere specifically to park? (Author: Jeffrey Mays)

Answer [Line 29540]: Anywhere is fine (Author: Hasanath Mohammed)

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Question 1552: Hasanath,

Yes, that works for me. Thank you Everything will remain the same correct? Pick up time and no extra charges correct? Please confirm. (Author: Yair Donayre)

Answer [Line 29549]: Yes (Author: Hasanath Mohammed)

---

Question 1553: Hasanath,

Why did you cancel the trip? I thought you said you would give me a different vehicle? (Author: Yair Donayre)

Answer [Line 29553]: Yep im giving a different vehicle there are swapping the vehicle (Author: Hasanath Mohammed)

---

Question 1554: Is there anything i need to do on my end? Or just show up to the address? (Author: Yair Donayre)

Answer [Line 29556]: No sir that's it, (Author: Hasanath Mohammed)

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Question 1555: I'm at the car, what's the code for the lock box? Does the car have Apple Carplay? (Author: Shelby Suits)

Answer [Line 29571]: I'm not sure (Author: Hasanath Mohammed)

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Question 1556: Hi Hasanath, is it possible to return the car to you today? The listing says the car has Apple CarPlay, but it does not. And unfortunately, I was specifically needing a car with Apple CarPlay (Author: Shelby Suits)

Answer [Line 29573]: I'm really sorry about that . I will change the listing . You can return anytime today (Author: Hasanath Mohammed)

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Question 1557: Should I leave the tape on the window ?? (Author: Tatteanyna Scott)

Answer [Line 29590]: yes (Author: Hasanath Mohammed)

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Question 1558: I did a police report and I also call your support team. I will send information on the police report once they call or email me back I do have the key so what do I do from here ?? (Author: Tatteanyna Scott)

Answer [Line 29598]: Call turo immediately +1 (415) 965-4525 (Author: Hasanath Mohammed)

---

Question 1559: I'm waiting for them to give me a call back so I can get a report number. Do you have a tracker on the car ? (Author: Tatteanyna Scott)

Answer [Line 29612]: Do you have any cameras in the building (Author: Hasanath Mohammed)

---

Question 1560: Ok great because I'm missing work because of this. It don't make sense. They have to do better with this Would I have to pay because someone else stole it and will I get the car back or some type of payment for not having the car? (Author: Tatteanyna Scott)

Answer [Line 29621]: You have to ask turo about that (Author: Hasanath Mohammed)

---

Question 1561: If you know where the car is, you can't go get it ?? Or we have to wait for the police ? I have the keys so probably not huh!! (Author: Tatteanyna Scott)

Answer [Line 29641]: Turo doesn't allow us to pick it up since it's stolen . I'm planning to head there in sometime and see if the car is there . If I find the car there I will take pics and let you know (Author: Hasanath Mohammed)

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Question 1562: No problem When you get to the car could you tell me if my son carseat, jacket and car charger in there if so could you get it and drop it off to me when you get the key? (Author: Tatteanyna Scott)

Answer [Line 29655]: Sure will do (Author: Hasanath Mohammed)

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Question 1563: Did you take pictures of the car? He told me it shouldn't be move until they look Was you still meeting to get keys ? (Author: Tatteanyna Scott)

Answer [Line 29674]: Do you have a Sargent name (Author: Hasanath Mohammed)

---

Question 1564: When will I know anything bout getting some of my money back since I have had it wed -Friday?? (Author: Tatteanyna Scott)

Answer [Line 29680]: We have no control over the refunds it's turo which manages everything (Author: Hasanath Mohammed)

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Question 1565: Ok Why is it saying I have to pay 500 for damage I didn't do ?? And Turo said they would take care of that. (Author: Tatteanyna Scott)

Answer [Line 29683]: Not sure what you are referring to (Author: Hasanath Mohammed)

---

Question 1566: We will probably be to the airport closer to 530. Is Turo go different than the normal Turo app? (Author: Charles Radebaugh)

Answer [Line 29701]: Once you park leave the keys in the glovebox and let me know I will lock it remotely (Author: Hasanath Mohammed)

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Question 1567: Hello thank you so much for letting me rent your car. I hope this early enough to inform you but I would like to rent out the car for about a month. And I'd like to pay weekly if that's okay. Sir? (Author: D'Andre Nutter)

Answer [Line 29721]: Yeah, sure, you can extend it weekly. (Author: Hasanath Mohammed)

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Question 1568: Perfect, thank you! Looking forward to renting from you Just want to confirm, will the car be there in about 10 min? I hadn't received a code for the key box yet and wanted to check before I get a ride there (Author: Sydney Grabosch)

Answer [Line 29784]: The car is parked at the location. The car key is in the lock box, and the code is 0923. Press the code and turn the switch, which is located above the keypad to the right to open the lock box. (Author: Hasanath Mohammed)

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Question 1569: If it's alright with you, I may drop the car off tonight instead of tomorrow morning. Would that be ok? (Author: Sydney Grabosch)

Answer [Line 29788]: We have ended the day and there is no one to pick up the car . Can you drop off tomorrow morning . Anytime in the morning is fine (Author: Hasanath Mohammed)

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Question 1570: No problem. Would it hurt to leave it in that parking lot overnight, or do they not like for people to do that? (Author: Sydney Grabosch)

Answer [Line 29790]: The property owner doesn't have a problem parking overnight it's just that it might not be safe to leave it overnight . If you find it very difficult to drop off the car tomorrow morning I can give you a different address just 5 min away from that location and you can drop it off tonight no issues (Author: Hasanath Mohammed)

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Question 1571: thanks! the car will be waiting in the parking lot for me ? turo go? (Author: Lovejit Kaur)

Answer [Line 29811]: Yes that's right (Author: Hasanath Mohammed)

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Question 1572: Hello - I am flying to Dallas now - looking forward to picking up the vehicle. Where do I go when I land? Thanks, (Author: Graham Patterson)

Answer [Line 29827]: Can you send me your flight details (Author: Hasanath Mohammed)

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Question 1573: Ok in the Audi? (Author: Graham Patterson)

Answer [Line 29835]: Yes (Author: Hasanath Mohammed)

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Question 1574: That works fine. Can we do 1215 there? (Author: Graham Patterson)

Answer [Line 29839]: 12:15 at the address I sent you right ? (Author: Hasanath Mohammed)

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Question 1575: For our bags Hello we're on our way to the airport just wanted to let you know that we're bringing the car back to terminal E where am I supposed to leave it? (Author: Jamaica Mobly)

Answer [Line 29914]: Hey Jamaica sorry was on the road for a while couldn't get back to you on time . You can drop the car in the terminal E parking garage . Give me a call once you park the car. I will lock the car remotely and pick it up later . Please make sure you leave the keys inside the car after you park the car. Also don't forget to take pictures of where you parked the car . I specially need to know which level and row you have parked . Please don't park in 1 hour or 2 hour parking spots. Let me know if you have any questions (Author: Hasanath Mohammed)

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Question 1576: Am I going to the parking garage on the same floor as the baggage claim or do I go downstairs? (Author: Cheryl McLelland)

Answer [Line 29943]: Yes (Author: Hasanath Mohammed)

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Question 1577: Hi Hasanath! Just checking on the status of this car: when I try and look at my upcoming Trip, it says "Reservations for this car are unavailable at this time." Customer service said it is no longer available for Turo Go and is being repaired. Do you have any more information? Thanks! (Author: Ryan Wieland)

Answer [Line 29954]: The car has some issues so it's being currently fixed . I am expecting another week or so it will be fixed and ready (Author: Hasanath Mohammed)

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Question 1578: Yeah, I should return it by 2 PM Do you by any chance have any other cars? (Author: Julie Nguyen)

Answer [Line 29972]: Alright 👍 (Author: Hasanath Mohammed)

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Question 1579: Is that fine if we pick up at 8 am? (Author: Angel Cao)

Answer [Line 30016]: Sure you can pick up at 8 am (Author: Hasanath Mohammed)

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Question 1580: Hi, yes this would be ok are you able to switch the reservation on your end? (Author: Taylor Carmone)

Answer [Line 30045]: Yes I can do it myself (Author: Hasanath Mohammed)

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Question 1581: Im sorry to hear that. Would you be able to drop the car off to me? The new car is fine for me (Author: Constance Fulks)

Answer [Line 30068]: Hi, what is the address? (Author: Hasanath Mohammed)

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Question 1582: Can you drop it any sooner around 6? (Author: Constance Fulks)

Answer [Line 30070]: Let me check (Author: Hasanath Mohammed)

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Question 1583: Can you meet me at Concord Church in Dallas Texas at 7pm? (Author: Constance Fulks)

Answer [Line 30075]: It looks like its a bit of a drive. It might take me 7:30 or more to bring it to you. (Author: Hasanath Mohammed)

---

Question 1584: Can you refund me a day? Okay, Nevermind the before message about Tuesday. Can you drop it off at Concord Church on Monday at 7:30? (Author: Constance Fulks)

Answer [Line 30079]: Yes absolutely (Author: Hasanath Mohammed)

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Question 1585: Im not sure I understand If I cancel what will happen with the money I've already spent? Will I be refunded immediately to book the other trip? (Author: Constance Fulks)

Answer [Line 30086]: Yes you should be refunded everything (Author: Hasanath Mohammed)

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Question 1586: AA 2600 Could I get your phone no.? So we can coordinate when I land tomorrow (Author: Anjas Kapur)

Answer [Line 30098]: 5025921994 (Author: Hasanath Mohammed)

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Question 1587: Hey. Would it be possible to extend by trip by 1 more day ? Also will you come and pick up the car ? (Author: Anjas Kapur)

Answer [Line 30106]: Go ahead and extend for a say (Author: Hasanath Mohammed)

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Question 1588: Hey I am planning to drop the car off by 4;30-5 PM. Which code ? (Author: Anjas Kapur)

Answer [Line 30112]: I don't have a code this is a new message I am sending my customer s (Author: Hasanath Mohammed)

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Question 1589: Ok thanks When I need post mi license drive? (Author: Anyerson Benitez)

Answer [Line 30150]: before trip starts turo will shows the options (Author: Hasanath Mohammed)

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Question 1590: Hey the car don't come with the registration car Hello? (Author: Anyerson Benitez)

Answer [Line 30163]: We hope your rental experience with us has been thoroughly enjoyable!

As a reminder, your vehicle drop-off will be at the 4425 Airport Freeway, Irving, TX 75062. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:

For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon! (Author: Hasanath Mohammed)

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Question 1591: DOB stands for what? (Author: Saif ◡)

Answer [Line 30177]: Date of Birth. (Author: Hasanath Mohammed)

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Question 1592: What to do about it ? (Author: Saif ◡)

Answer [Line 30246]: Hi Saif, I would like you to first report on Turo about the damage and reason it happened. In you case its a hail damage on the roof and windshield glass. Rest, I will



let you know afterward. Is the car driveable after the hail damage, or is it difficult to see through the windshield. (Author: Hasanath Mohammed)

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Question 1593: Good morning I did So my brother I have questions does this damage covered by the insurance? (Author: Saif ◌)

Answer [Line 30249]: i think so will call you back (Author: Hasanath Mohammed)

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Question 1594: Who will pay for it ? (Author: Saif ◌)

Answer [Line 30261]: You should ask Turo if they are insuring you with this damage. (Author: Hasanath Mohammed)

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Question 1595: Is it covered by the insurance? Or turo protection plan ? (Author: Saif ◌)

Answer [Line 30266]:

<https://help.turo.com/protection-plans-including-insurance-or-us-guests-HkwgBNgN9> (Author: Hasanath Mohammed)

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Question 1596: But don't if I bring it to you don't you have insurance for it ? (Author: Saif ◌)

Answer [Line 30273]: For the trips which are active on Turo. Turo and the customer are responsible for the repair cost based on what type of plan you have agreed to. (Author: Hasanath Mohammed)

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Question 1597: What kind of car ? Do you have (Author: Saif ◌)

Answer [Line 30290]:

<https://turo.com/us/en/car-rental/united-states/irving-tx/nissan/altima/2607191> (Author: Hasanath Mohammed)

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Question 1598: Okay Hi my friend I'll come over on Saturday morning! Is it okay with you? (Author: Saif ◌)

Answer [Line 30300]: yes (Author: Hasanath Mohammed)

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Question 1599: Don't you have any insurance For the car ? (Author: Saif ◌)

Answer [Line 30349]: My insurance doesn't cover when the car is rented on turo . (Author: Hasanath Mohammed)

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Question 1600: Thanks for reply. When will charges go through? I will need a copy of charges for business (Author: richard sims)

Answer [Line 30380]: You can ask that to turo support . I don't have control over the charges (Author: Hasanath Mohammed)

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Question 1601: Are you the one i have rental tomorrow 4/7/24? (Author: richard sims)

Answer [Line 30382]: Yes you have a rental for tomorrow (Author: Hasanath Mohammed)

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Question 1602: We will be leaving on Alaska Airlines Flight 575 from Terminal E. We plan to be at the airport approximately 3:30 pm. Do we need to return the car with a full tank of gas?

(Author: Don Henry)

Answer [Line 30401]: yes you need to full the gas when you're leaving the vehicle (Author: Hasanath Mohammed)

---

Question 1603: Gate E33 Terminal E Do you have the instructional video for access to the car?

(Author: Mika Gonzalez)

Answer [Line 30421]: I am on my way to the airport . Once I park the car will send you a video . Expect to receive a message in 15-20 min (Author: Hasanath Mohammed)

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Question 1604: Thank you, will send when we arrive Is gas included or are we expected to refill the tank? (Author: Mika Gonzalez)

Answer [Line 30432]: I don't see the pre fuel charges in the turo receipt . Did you already pay for the fuel ? (Author: Hasanath Mohammed)

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Question 1605: Hello, where can I pay the invoice? (Author: Mika Gonzalez)

Answer [Line 30443]: Can you Check your email (Author: Hasanath Mohammed)

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Question 1606: Already booked the car, you will leave the car in the parking lot of your company and I can unlock it with Turo app, right? (Author: Jeff Chao)

Answer [Line 30446]: This one will have a lockbox (Author: Hasanath Mohammed)

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Question 1607: Is this car turo lock or will you give me lock bucks? (Author: Jeff Chao)

Answer [Line 30466]: Lock box (Author: Hasanath Mohammed)

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Question 1608: Can show me a picture of where you parked the Can? (Author: Jeff Chao)

Answer [Line 30468]: You mean where I will be parking the car ? (Author: Hasanath Mohammed)

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Question 1609: Yes - it says on the advertisement that I can be picked up at airport included. Is that possible still? I will be arriving tomorrow 3:45pm but by the time I get my bags I think I will be out in the curb at 4:30pm. My phone i have with me is

+529671057695

The phone listed in my Turo I'm not traveling with. Let me know what other detail might need to be worked out about getting picked up to then get to the car! Thank you, Renee Terrell (Author: REnee Terrell)

Answer [Line 30477]: Sure I can pick you up but that will be from Rental car center . You can take any rental car shuttle from any terminal and it will drop you right outside of rental car center. Let me know if that will work for you (Author: Hasanath Mohammed)

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Question 1610: Hi Hasenath! I have a bit of a change of plans. I do not need you to pick me up tomorrow at the DFW airport. But when I return next week Monday 6th of March to turn the car back in at 4pm I would really need a ride to the airport. Could you drop me off then for \$20? Thank you and I really appreciate the service you give. Sincerely, Renee (Author: REnee Terrell)  
Answer [Line 30481]: Ok I understand the drop off part now (Author: Hasanath Mohammed)

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Question 1611: Yes, sorry for the confusion. I will pick up car tomorrow at 3333 zahir ct Irving at around 5pm.

My friends will pick me up tomorrow and bring me to your car.

But when I return the car next week I will need to be dropped off at DFW again since my friends can't drop me off. Could you supply that service on Monday 6th at 4pm? (Author: REnee Terrell)  
Answer [Line 30484]: Yes I can do that I will drop you off for departure outside of your departure gate (Author: Hasanath Mohammed)

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Question 1612: Hi Hasenath, when I do go to fill up your car with gas - what type of gas does it use, just normal or premium? (Author: REnee Terrell)  
Answer [Line 30493]: normal is fine (Author: Hasanath Mohammed)

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Question 1613: Hello Hasenath!  
Just to confirm, if I understood right, I will be at the car rental in the airport to meet your friend and give you the car at 4pm today. Is this still possible? Will there be any fee for this service? Car has been working great and it has been a very good experience. Also - I think I used a few tolls - probably 4-5 dollars. How do I pay you for those? (Author: REnee Terrell)  
Answer [Line 30496]: I can charge you after your trip (Author: Hasanath Mohammed)

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Question 1614: Very good.

Could you confirm if you will meet me to pick up the car at the car rental place? Will there be a charge for the pick up? Could you confirm if you will meet me to pick up the car at the car rental place? Will there be a charge for the pick up? (Author: REnee Terrell)  
Answer [Line 30502]: That's right I will pick up the car at the car rental for no charge (Author: Hasanath Mohammed)

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Question 1615: Thank you, sir! Good morning! We just landed and are taxiing to the gate. When/how will the instructions for the vehicle be sent?  
Thank you! (Author: Ryan Puckett)  
Answer [Line 30514]: on the way to airport i will call you once reach (Author: Hasanath Mohammed)

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Question 1616: I rented from you last time. So you need another picture of me and my license? (Author: David Richardson)

Answer [Line 30521]: Hi David actually now turo has a new process where it requires you to upload your license and a selfie 24 hours prior to the trip start . It's all in the app . You will get a message on this (Author: Hasanath Mohammed)

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Question 1617: 4?

I could come earlier (Author: Steven Delgado)

Answer [Line 30545]: 4 pm works best for me (Author: Hasanath Mohammed)

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Question 1618: What would it cost to extend to tomorrow @4? (Author: Steven Delgado)

Answer [Line 30554]: I'm not exactly sure you can try to extend and see how much turo charges you and then decide (Author: Hasanath Mohammed)

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Question 1619: Trying to get an early start and flight is leaving at 6:50pm. Any chance you could drop me at the airport when I bring back the car? (Author: David Aparicio)

Answer [Line 30600]: Ok let's coordinate on the day off . We should be able to make it work (Author: Hasanath Mohammed)

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Question 1620: Are you able to drop your vehicle off at DFW? Or at my hotel? Holiday inn express Irving? (Author: Muslim WholeHearted Initiative)

Answer [Line 30610]: Assalamualaikum Sister I'm more than happy to host you (Author: Hasanath Mohammed)

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Question 1621: This lockbox is on the driver side door of the car? (Author: Muslim WholeHearted Initiative)

Answer [Line 30628]: Yes (Author: Hasanath Mohammed)

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Question 1622: The car will be at the Sheraton DFW in the parking lot Are you ok picking it up there? (Author: Muslim WholeHearted Initiative)

Answer [Line 30645]: Ok I will pick it up from there but do send me pictures of where you parked (Author: Hasanath Mohammed)

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Question 1623: Flying out of D21 Ok jk we finished early. So how does 6:35-6:40 sound? If not it's totally ok (Author: Kalyssa Duncan)

Answer [Line 30680]: That should work (Author: Hasanath Mohammed)

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Question 1624: This is the last message that I received.... AlaskaAir: We're sorry --Your flight has changed. You've been rebooked on Alaska Flight 3389, operated by SkyWest Airlines as AlaskaSkyWest, departing Walla Walla (ALW) @ 01:40 pm on December 22 and arriving Seattle (SEA) @ 02:50 pm on December 22. Also, Alaska Flight 372 departing Seattle (SEA) @ 06:07 pm on December 22 and arriving Dallas-Ft. Worth, TX (DFW) @ 11:59 pm on December 22.

So you know last time you parked aways away at the building is there any way that you can park it at the airport closer to midnight I know that you have to be home with your kids but I can just pay the parking fee? And not have to pay an exorbitant Uber fee? Just let me know what

you think is best since I'm getting in at midnight. You let me know where you leave the car That was just an idea. And the Toro app wants me to put my driver's license in a specific place but you already have a copy of it do I need to re-copy it again? (Author: Jen Austin)

Answer [Line 30691]: I will park it at the terminal no worries . Turo has changed the process of check in recently now it requires you to upload your license and a selfie (Author: Hasanath Mohammed)

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Question 1625: Thank you HI I am just wondering why initially the reservation was made from 1pm to 1pm since I originally wouldn't land until 3pm. Prob my mistake? What I'm wondering now is if there is anyway since I don't leave DFW until 7pm and need to be inside at 5pm can I extend to 430 or 5 without another days charge? (Author: Jen Austin)

Answer [Line 30708]: Turo deals with the extension . Can you call turo and ask them (Author: Hasanath Mohammed)

---

Question 1626: hello my friend would like to rent a car from you cuz I had a good experience with you.. he have a question, can they pick up the car in DFW and drop off to Dallas Love airport? (Author: Jerry Le)

Answer [Line 30745]: Unfortunately, no. We dont operate at Dal, love field. He should pick up and drop off at this location (Author: Hasanath Mohammed)

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Question 1627: he can pick up at dfw airport and drop off at dfw.. same parking structure? (Author: Jerry Le)

Answer [Line 30748]: There is an additional \$35 fee for that. (Author: Hasanath Mohammed)

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Question 1628: F9 2600 Hi, detailed instructions ?? (Author: Sabastian Huynh)

Answer [Line 30826]: Hi Sabastian did you get my message on how to pick up the car . If yes can you elaborate on what you are expecting in terms of detailed instructions (Author: Hasanath Mohammed)

---

Question 1629: Hello, how are you? I was wondering if you provide airport delivery or is it best for us to catch an Uber to the vehicle? (Author: Shaquana Thompson)

Answer [Line 30889]: Because of the recent ban on turo hosts to deliver or pick up from dfw airport we stopped doing it . So Uber is your best bet (Author: Hasanath Mohammed)

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Question 1630: Thanks for the info, and sounds like a plan! I attached the flight information and driver's license. Let me know if everything is all set (: I can message again once the trip gets closer Hi there! With the trip almost two weeks out, is there anything else you need from me? Is it just a matter of arriving and receiving your video on how to get to the car? (Author: Sebastian Bohorquez)

Answer [Line 30912]: That's all . (Author: Hasanath Mohammed)

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Question 1631: Please let me know if there is anything else on my behalf that you need from me (:

Here is a picture of my flight as due to Spirit delays its only about an hour behind than originally expected. I'm about to board the flight and won't have wifi. Is everything all set for the car pick up in a few hours? (Author: Sebastian Bohorquez)

Answer [Line 30918]: - [x] i have send all the instructions on a text message including walkthrough video it helps to take the car easily. (Author: Hasanath Mohammed)

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Question 1632: Extension Payment Hi! Are you able to confirm my extension payments? I made a payment yesterday to extend however, it returned the payment due to it not being confirmed within a certain time. (Author: Lakeshia Mallard)

Answer [Line 30941]: I did not see the extension I'm sorry can you call turo and see if they can extend it . I think since it's more than 24 hours it won't allow you to extend further (Author: Hasanath Mohammed)

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Question 1633: I have a question. Is it ok if I call you directly? (Author: Lakeshia Mallard)

Answer [Line 30951]: 5025921994 (Author: Hasanath Mohammed)

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Question 1634: Hello, maybe I'm going to need the car 1 more hour it possible to have it for this extra hr.? (Author: Angelica Y Tirado Saldana)

Answer [Line 30959]: Yes, go ahead and request fro an extension. (Author: Hasanath Mohammed)

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Question 1635: Just landed Do you have details on where the car is here at the airport? (Author: Jud Poulter)

Answer [Line 30972]: Hi Judson (Author: Hasanath Mohammed)

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Question 1636: Hi where do I find it? If you emailed me I didn't get it (Author: Readonna Wilson)

Answer [Line 31017]: It will pop up in your inbox i think. (Author: Hasanath Mohammed)

---

Question 1637: Boarding flight now please advise where I can pick car up from? (Author: Drelyn Washington)

Answer [Line 31028]: Will park the car near your arrival gate and send you pictures of where we parked the car (Author: Hasanath Mohammed)

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Question 1638: Do you need anything else from me? We just open the car with the app? (Author: Alexis Weller)

Answer [Line 31045]: Yes that's right (Author: Hasanath Mohammed)

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Question 1639: Hi is there a ticket to get out of the parking garage? Just use the EZ pass? (Author: Alexis Weller)

Answer [Line 31050]: Sorry just saw your message the car has a toll tag you can just use toll lanes we will send you an invoice for the tolls after your trip (Author: Hasanath Mohammed)

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Question 1640: Hi! We're on our way to the airport and I wanted to clarify drop off instructions. I assume the directions sent yesterday are inaccurate? We have no lockbox on this car! Unless I

hear back otherwise, we will let you know the parking spot and lock key in car where we found it. Is that correct? (Author: Dawne Hill)

Answer [Line 31100]: Yeah just leave the keys in the glovebox and send me the parking pictures. Sorry for the confusion . There in lockbox (Author: Hasanath Mohammed)

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Question 1641: No problem! Did you get my license? (Author: Xavien Collins)

Answer [Line 31163]: Yes, I did. Thanks. (Author: Hasanath Mohammed)

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Question 1642: Ok, sorry for the question, but this is the first time I use the application, so I understand that being there, I should send you the photo of the license through the app?

(Author: melquiades urquia)

Answer [Line 31178]: Yeah you should be able to send it right here (Author: Hasanath Mohammed)

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Question 1643: ok thank you very much good night! Good morning friend, I will be at the vehicle pick-up address at 10, any instructions for locating the car? (Author: melquiades urquia)

Answer [Line 31182]: Just text me here when you reach I am 5 min away from the location . Will come deliver the car to you in person once you reach (Author: Hasanath Mohammed)

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Question 1644: How much is the daily rental of that other vehicle? (Author: melquiades urquia)

Answer [Line 31193]: Very similar rate or little less than this (Author: Hasanath Mohammed)

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Question 1645: Can I leave it at 7 pm? (Author: melquiades urquia)

Answer [Line 31199]: Sure (Author: Hasanath Mohammed)

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Question 1646: Hello,

I will be arriving at the airport tomorrow at 8am Where in the airport do we meet? (Author: Rebeca Perez)

Answer [Line 31204]: Will text you in a few min (Author: Hasanath Mohammed)

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Question 1647: What does the issue relate to? (Author: Christina Dougherty)

Answer [Line 31238]: Vapor canister (Author: Hasanath Mohammed)

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Question 1648: Hi, this will be my first time booking on Turo. I put the pickup address into GPS and the location pops up Country Inn & Suites by Raddison. Is this the correct location? If so, can I ride the shuttle from DFW airport to there? Thanks for any assistance you can provide.

(Author: Alexandreia Smart)

Answer [Line 31250]: Yup that's right the pick up location is Country Inn (Author: Hasanath Mohammed)

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Question 1649: Yes, thank you. Did you know there is one lug nut missing on three of four tires? (Author: Alexandreia Smart)

Answer [Line 31267]: Yes, I know about the minor scratches, and the lug nut is purposely kept in the glove box to loose/tighten the tire. (Author: Hasanath Mohammed)

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Question 1650: Hello Hassanth! Planning to pick your Kia at 5, can you send me the rendezvous address so I can plan on when I need to leave by to get there? (Author: Andrew Finney)

Answer [Line 31305]: Hi Andrew the address is 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 1651: Hello Hasanath, I'm going to be dropping the car off this evening around 5. Same place? Special instructions? Also I accidentally went on the toll roads a couple of times, how does that get sorted out? (Author: Andrew Finney)

Answer [Line 31322]: Hi Andrew, I will send you an invoice regarding tolls in a few days, and you will be charged accordingly. (Author: Hasanath Mohammed)

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Question 1652: Hi -

I'm in the lobby at 4425 Airport Fwy. I'm a bit early. Where do I pick up the car? (Author: Frederick Hodges)

Answer [Line 31340]: code is - 0923 for lockbox (Author: Hasanath Mohammed)

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Question 1653: Hello Hasanath, are you available for me to pick up the car at 11am this morning? (Author: Laurin Hammond)

Answer [Line 31352]: Yes, (Author: Hasanath Mohammed)

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Question 1654: Hey Hasanath ! I'm Marwa, Nice to meet you ! Thanks for trusting me with your car ! We're gonna land in Dallas at 9am :) hey is it okay if i cancel the reservation and rebook it right away ? i have a promo code from turo to use :) if not it's okay, i won't cancel it ! (Author: Marwa Richard)

Answer [Line 31393]: Hi Marwa, Hi, just go ahead and rebook it right away. (Author: Hasanath Mohammed)

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Question 1655: Thank you So where do I collect the car from ? (Author: Sam Ish)

Answer [Line 31443]: From the airport (Author: Hasanath Mohammed)

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Question 1656: Hello my friend, where can I pickup the vehicle? (Author: Lonnie Jones)

Answer [Line 31457]: Hi Lonnie excited to host you (Author: Hasanath Mohammed)

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Question 1657: Got it Is this available? (Author: Lonnie Jones)

Answer [Line 31469]: Nope it's pretty booked (Author: Hasanath Mohammed)

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Question 1658: Hello! What is the address for the pickup site tomorrow? (Author: Zachary Newsome)

Answer [Line 31488]: 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 1659: Thank you! How do we pick up the car tomorrow? (Author: Zachary Newsome)



Answer [Line 31490]: It's fairly simple this address is a office building parking lot . The car will have a lockbox (Author: Hasanath Mohammed)

---

Question 1660: So the car isn't there on site? (Author: Zachary Newsome)

Answer [Line 31508]: Looks like the employee got confused with the drop off time thought it was 2 pm. He is bringing it there now in a few minutes (Author: Hasanath Mohammed)

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Question 1661: Ok how long will it be? Trying to let my party member know. (Author: Zachary Newsome)

Answer [Line 31510]: 15 min (Author: Hasanath Mohammed)

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Question 1662: Thank you , I wanted to ask where would like to meet for me to pick up the car on that day ? (Author: Sarah Douglas)

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Question 1663: Hi! My husband will be picking up the car. Is that okay? (Author: Lauren Imamura)

Answer [Line 31659]: Just confirm with turo . I'm fine as far as turo is fine (Author: Hasanath Mohammed)

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Question 1664: Hello! I will be using the vehicle to get around town. Please let me known if there any issues with retrieving the vehicle tomorrow Hello Hasanath. I am doubling back as I don't see my initial reply was seen. I just want to comform the vehicle I havw booked will be available for the date/times specified? (Author: Mark Franklin)

Answer [Line 31665]: Yes it will be available (Author: Hasanath Mohammed)

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Question 1665: Sounds good, thank you I will text when I am enroute. Is there anywhere specific at this address I need to meet you? I am lufting to this address so would like to be sure (Author: Mark Franklin)

Answer [Line 31670]: It's just an office building come to the front of the building that's where the car will be parked (Author: Hasanath Mohammed)

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Question 1666: Hello, I have not picked up the vehicle yet. I am scheduled to pick up at 10 today?.. (Author: Mark Franklin)

Answer [Line 31674]: Sorry its a wrong email sent at the wrong time just ignore that message (Author: Hasanath Mohammed)

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Question 1667: Ok so will someone be meeting me this morning upon arrival? (Author: Mark Franklin)

Answer [Line 31676]: No we will have the car parked at the location and will send you instructions on how to access the key (Author: Hasanath Mohammed)

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Question 1668: What's the license plate number? (Author: Jutta Salmela)

Answer [Line 31784]: Its the car to the right (Author: Hasanath Mohammed)

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Question 1669: Do you need additional driver's license as well? (Author: Jutta Salmela)  
Answer [Line 31792]: Is someone else driving the car other than you? (Author: Hasanath Mohammed)

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Question 1670: Thank you! Hi! I'm wondering if it's possible to return the car earlier on Sunday or does it require extra fee?

I'm thinking of 4 pm or earlier. (Author: Jutta Salmela)

Answer [Line 31802]: No extra fee for earlier returns (Author: Hasanath Mohammed)

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Question 1671: Okay thanks! That helps a lot! Hey! Is there anything specific instructions to drop off the car? Do I just leave it there in the same way as I picked it up? (Author: Jutta Salmela)

Answer [Line 31806]: For drop off, You can park the car near your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

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Question 1672: What's the lock box code so I can leave the key? (Author: Wyatt Anthony)

Answer [Line 31857]: You can handover the car in person (Author: Hasanath Mohammed)

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Question 1673: Okay, what is the latest we can pick up the car? (Author: Teah Henderson)

Answer [Line 31873]: there is a lockbox to open where is the key was  
i will send the code to you (Author: Hasanath Mohammed)

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Question 1674: Is it in the back ?? (Author: Teah Henderson)

Answer [Line 31881]: On the window (Author: Hasanath Mohammed)

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Question 1675: One question the car have toll? (Author: Juan Corchado)

Answer [Line 31917]: Yes (Author: Hasanath Mohammed)

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Question 1676: Hi Are you able to bring the vehicle to me ? (Author: Desmond Jackson)

Answer [Line 31949]:

<https://turo.com/us/en/car-rental/united-states/irving-tx/nissan/versa/2158241> (Author: Hasanath Mohammed)

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Question 1677: Hi Hasanath

All sounds good. Thank you for sharing the details! I'm looking forward to my trip and driving around in that cute blue car :) Hi there! So, I decided to come a day earlier and forgot to ask if you might possibly be able to change the reservation date to the 22nd at the same time? ☺ If not, no worries, I will work around my error and stick with our original plan. Would you plz let me know if the 22nd would work on your end? Thanks much!! (Author: Teresa Riley)

Answer [Line 31967]: Yeah go ahead and modify your trip (Author: Hasanath Mohammed)

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Question 1678: Sounds good 👍 Hi Hasanath!

I made a small mistake on my return time. I forgot that I'll be in school from 8-1 on Thursday. I'm wondering if I get all packed up and come straight from school if it works to drop off closer to 1:30 rather than 10:30? I'm happy to pay an extra day for my error. Please let me know if we can make that work. Thanks again! Teresa (Author: Teresa Riley)

Answer [Line 31981]: the max you can move this reservation to is 1:00 PM. I am fine if you wanna move it to 1 pm and drop off at 1:30 pm. Please go ahead and modify the trip. (Author: Hasanath Mohammed)

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Question 1679: Ok will do What's the lock box code? (Author: Sherri Pringle)

Answer [Line 32005]: It is 0923 (Author: Hasanath Mohammed)

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Question 1680: My return flight is at DAL airport Do u know how much to take Uber from the DFW airport to pick up your car? (Author: Carol Guan)

Answer [Line 32017]: Unfortunately, no. You need to drop off the vehicle at the same location where you pick up. (Author: Hasanath Mohammed)

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Question 1681: My hotel is at Irving city, I can't leave your car there? (Author: Carol Guan)

Answer [Line 32020]: Can you send me the location here. (Author: Hasanath Mohammed)

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Question 1682: But my return flight airport is DAL, is it ok to leave your car at the rental car center? (Author: Carol Guan)

Answer [Line 32029]: Ah. Right, I am sorry I missed that. (Author: Hasanath Mohammed)

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Question 1683: Extending drop-off by a day Hello, I do see that you also have some newer cars that are available same dates. Is it possible to switch this reservation to use that car instead or do I need to cancel this one and book a new one again?

Thanks (Author: Ravi Sharma)

Answer [Line 32045]: You have to cancel this one and book a new one I don't think you will be charged anything for cancellation (Author: Hasanath Mohammed)

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Question 1684: Hello! I will be coming in on American Flight 2211 from BOI Hi. I just wanted to check in to see if you need anything else from me? (Author: Nicole Flores)

Answer [Line 32051]: can you please upload the license pic to check-in (Author: Hasanath Mohammed)

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Question 1685: Good afternoon, my car did not have a lockbox. When I picked up the car, a gentleman met me with the keys. Where should I leave them? Also, I will be dropping the car off much earlier than my anticipated time, most likely around 5pm. (Author: Erica Saunders)

Answer [Line 32075]: That's fine once you drop off the car leave the keys in the glovebox and send me a message here I will remote lock the car (Author: Hasanath Mohammed)

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Question 1686: Car is returned and keys are in the glove compartment. Thank you! Hello, this is my first time renting with Turo. Is there anything else that needs to be done to complete the rental? (Author: Erica Saunders)

Answer [Line 32079]: You are all good (Author: Hasanath Mohammed)

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Question 1687: Good morning! Thanks for having your car available to meet. I will take good care of it during my trip to the Dallas Fort Worth area. Good evening. I will be arriving tomorrow. Is everything good? (Author: David Hirabayashi)

Answer [Line 32086]: Hi David everything is good from my end . The pick up address is 4425 w airport fwy Irving tx (Author: Hasanath Mohammed)

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Question 1688: How do I return the car? (Author: David Hirabayashi)

Answer [Line 32098]: For drop off, You can park the car in the parking garage next to your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

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Question 1689: In these messages? (Author: Temon Green)

Answer [Line 32249]: yeah (Author: Hasanath Mohammed)

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Question 1690: Would 4 am be fine to return it? At the same location? (Author: Temon Green)

Answer [Line 32256]: So you wanted to drop early that day? (Author: Hasanath Mohammed)

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Question 1691: Yeah would 4am be fine? (Author: Temon Green)

Answer [Line 32258]: Alright, no problem. Just make sure you put the keys in the handrest and lock the car through the turo app (Author: Hasanath Mohammed)

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Question 1692: Alright at the same place though right? (Author: Temon Green)

Answer [Line 32260]: Yes (Author: Hasanath Mohammed)

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Question 1693: Or you could actually drive thru the airport because I'm still here Hey yes that is mine I'm sorry I forgot it are you able to mail it back? (Author: Temon Green)

Answer [Line 32274]: ok will let you know (Author: Hasanath Mohammed)

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Question 1694: Hey just what the update on the situation was? (Author: Temon Green)

Answer [Line 32276]: Just found from the handrest of Tesla. Were you not aware of it? (Author: Hasanath Mohammed)

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Question 1695: Did you ever mail that magazine back? (Author: Temon Green)

Answer [Line 32280]: We lost it while moving our office. I apologise for it. (Author: Hasanath Mohammed)

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Question 1696: I'm sorry I just ready the policy. You can't deliver to airport By any chance do you have a car seat? (Author: Shanice Griffin)

Answer [Line 32285]: Yes, we do have a car seat. It will be an additional cost of \$10. (Author: Hasanath Mohammed)

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Question 1697: Can you send me a picture of the seat plz? (Author: Shanice Griffin)

Answer [Line 32287]: here it is (Author: Hasanath Mohammed)

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Question 1698: My flight back is with spirit Should we meet around the spirit door? (Author: Marianna Pellitteri)

Answer [Line 32322]: Most likely I should be able to pick up the car from you in person if iam not then you can park the car near the airport departure and send me pictures of where you parked . Just text me 30 min before you head towards the airport and I will let you know the plan of action (Author: Hasanath Mohammed)

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Question 1699: Hello Hasanath

Is there a way to meet at the airport for drop off? Or another location such as the hotel that I will be staying that has a free shuttle from the airport. (Author: Ales-Cia Winsley)

Answer [Line 32337]: - [x] Due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport. I recommend taking an Uber there for a seamless pickup experience." (Author: Hasanath Mohammed)

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Question 1700: I have arrived at DFW and waiting to retrieve checked bags. Will be heading to the vehicle soon. Is the vehicle location at 3901 west Northgate? (Author: Ales-Cia Winsley)

Answer [Line 32348]: Yes (Author: Hasanath Mohammed)

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Question 1701: Hi. Can you also add the toll so that I can make just one payment? I did go to the airport once. I don't think I had any other tolls but not 100% sure. (Author: Ales-Cia Winsley)

Answer [Line 32353]: Toll charges are not ready yet it takes about a week to reflect on turo (Author: Hasanath Mohammed)

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Question 1702: Okay great, see you then. We're at terminal D. Will we meet in the garage or in the pick up area? (Author: Iliana Farias)

Answer [Line 32390]: We will meet in pick up area . Will call you once I reach the pick up area you can wait inside the airport till then (Author: Hasanath Mohammed)

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Question 1703: Okay

Depending on traffic might not get there until 4:15 is that okay? (Author: Iliana Farias)

Answer [Line 32394]: That's fine (Author: Hasanath Mohammed)

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Question 1704: Hi Hasenath— I've never used Turo before but I thought I'd give it a try and you get really great reviews. I'm looking forward to using your service. If I have any flight changes, can I do that on the website? Thank you so much! Val Leonardo. (Author: Val Leonardo)

Answer [Line 32399]: Hi Val Leonardo excited to host you . The pick up address is 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 1705: So you don't bring the car to me at DFW? (Author: Val Leonardo)

Answer [Line 32403]: Turo has recently banned us hosts from delivery or pick up at dfw airport (Author: Hasanath Mohammed)

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Question 1706: That's unfortunate...Do you have someone who can shuttle me back to DFW? (Author: Val Leonardo)

Answer [Line 32405]: Your best bet will be Uber from the location. The airport is 4 mi away. (Author: Hasanath Mohammed)

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Question 1707: This is the address I have for the Uber driver. Will someone be there where the vehicle is? (Author: Val Leonardo)

Answer [Line 32407]: vehicle will be locked and parked at the location once you near to the vehicle inform us in the chat we will unlock it from our phone (Author: Hasanath Mohammed)

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Question 1708: I'm at the car Am I meeting with you? (Author: Jorge Ortega)

Answer [Line 32439]: 0923 (Author: Hasanath Mohammed)

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Question 1709: Sorry to keep doing this. Dealership keeps having issues. If I can have one more day, and I'll for sure return it tomorrow. You able to accept it? (Author: Jorge Ortega)

Answer [Line 32449]: Hi Jorge do you know what time you will drop off the vehicle today (Author: Hasanath Mohammed)

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Question 1710: Yes sir. I'll leave the lock box in the window. Will you be there? (Author: Jorge Ortega)

Answer [Line 32453]: I won't be there . I will come and pick it up probably 15 to 20 min after you drop off (Author: Hasanath Mohammed)

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Question 1711: Got the car! Thank you! Hello! In the morning when I return the car to the airport - I can leave it unlocked with key in glovebox? And send pictures with location? (Author: Brooke Sgro)

Answer [Line 32472]: yes. send the pictures where you parked the car i will lock it from my phone (Author: Hasanath Mohammed)

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Question 1712: How far are you from dfw? (Author: Sidney Reese)

Answer [Line 32479]: 7 minites (Author: Hasanath Mohammed)

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Question 1713: Flight Hello, does the rental include a toll pass? (Author: Sidney Reese)

Answer [Line 32483]: No tolls are seperate it's not included with the rental . I will just invoice post the trip (Author: Hasanath Mohammed)

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Question 1714: Ok tomorrow at 9 am brother You will be there ? (Author: RASHED ALNUAIMI)

Answer [Line 32552]: Ok insha allah (Author: Hasanath Mohammed)

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Question 1715: Perfect! Thank you so much! I'll let you know as soon as I drop off the vehicle  
We will return the car soon! Can you give me some instructions for where to return it, please?  
(Author: Anna Ellis)

Answer [Line 32599]: You can park the car near your departure gate , hang the lock box in the  
window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob.  
Just take the pictures of where yoyu parked and send it to me. (Author: Hasanath Mohammed)

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Question 1716: Hello we plan to return the car tomorrow morning around 7am. Our flight leaves  
right after that.

Can you please provide the lock box code again? Thank you. (Author: Chary Jackson)

Answer [Line 32620]: The lockbox code is 0923 (Author: Hasanath Mohammed)

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Question 1717: Around 7. Where should I park? (Author: Vincent DeGennaro)

Answer [Line 32640]: You can park the car near your departure gate. Leave the keys inside  
(hide it somewhere and let me know where you put the keys) and the door UNLOCKED. Just  
take pictures of where you parked and send it to my phone 5025921994. I especially need to  
know the terminal, Row & Level. Try not to park in 1 hour parking spots so it gives me sometime  
to pick up the car (Author: Hasanath Mohammed)

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Question 1718: Hello- is there a central location where the car will be located at dfw or do you  
place it at the terminal I fly in and exit from? Thanks, Vicki (Author: Vicki Gottlieb)

Answer [Line 32650]: I park is the airport parking garage (Author: Hasanath Mohammed)

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Question 1719: Thanks- for the pick up , I will let you advise on options... I will be coming to  
pick up the car from the Marriott hotel- west lake 1301 Solana Blvd Building 3, Westlake, tx.  
76262. I will be dropping the car off at dfw - flying out on Alaska airlines AL 585- departs at 5:55  
on September 9th. Hi hasanath-what is the address of the Irving location? I am thinking that it  
may be easier for me to pick up "not" at the airport (Author: Vicki Gottlieb)

Answer [Line 32654]: 4425 W Airport Fwy, Irving, TX 75062

This is the address to the office. It is a 6 minutes drive from the DFW airport. (Author: Hasanath  
Mohammed)

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Question 1720: so, i would be dropping the car off at dfw, but picking up, potentially, somewhere  
closer to the marriott solana in west lake, and potentially closer then dfw - but am looking for  
your advice. Hi hasanath- did you read my comments above? (Author: Vicki Gottlieb)

Answer [Line 32663]: You have two options either pick up the car from the DFW airport or from  
4425 w airport frwy Irving tx . la Quinta is pretty much the same as 4425 address . (Author:  
Hasanath Mohammed)

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Question 1721: ok- let's go with pickup at 4425 because it will be easier. this is a parking lot,  
correct? (Author: Vicki Gottlieb)

Answer [Line 32667]: This is a office parking lot . (Author: Hasanath Mohammed)

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Question 1722: Hi hasanath- I am still having a problem booking the Toyota. Do I have to cancel the Kia? can you text me on what i should do? should i cancel the kia? (Author: Vicki Gottlieb)  
Answer [Line 32682]: I am swapping with another vehicle because the customer needs to advance the trip (Author: Hasanath Mohammed)

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Question 1723: Hey man my names Anthony I just wanted to know what's all the info u need ? (Author: Anthony Puerto)  
Answer [Line 32723]: Need your arrival flight info so we can park the car closer to your arrival gate (Author: Hasanath Mohammed)

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Question 1724: Thank you! Do you have details on where it's at? (Author: Michelle VanAllen)  
Answer [Line 32816]: Did you get a message (Author: Hasanath Mohammed)

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Question 1725: They have a key or do I need to get it towed? (Author: Damaris Wheaton)  
Answer [Line 32896]: They won't have a key either they will tow it back to me or see if they can make a key (Author: Hasanath Mohammed)

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Question 1726: Ok I do apologize I didn't know that this is my first time renting a car. I will return the device about noon? Is that ok (Author: Damaris Wheaton)  
Answer [Line 32914]: That's ok . Also the fuse box cover is missing . The fuse box cover is removed to make a new key . Please bring that along as well . (Author: Hasanath Mohammed)

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Question 1727: Hasanath  
My flight is American Airlines  
Flight AA2611 arriving Mon, October 30 at 11am.

Regarding the driver's license, how do I share it with you before the beginning of the trip? Thank you

. Hasanath  
I'm on schedule with my flight tomorrow. All the check in info you'll be sending me upon arrival, correct? Is there anything else I need to do or know? Thank you (Author: Igor Iwanek)  
Answer [Line 32928]: All I need is your drivers license and you can share it here (Author: Hasanath Mohammed)

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Question 1728: 12 is good Hasanath 🙏 Where do you want to meet Hasanath? (Author: Igor Iwanek)  
Answer [Line 32934]: just tell me the gate you're i will meet you in person (Author: Hasanath Mohammed)

---

Question 1729: Can you handle this citation? (Author: Igor Iwanek)  
Answer [Line 32944]: Ok let me see (Author: Hasanath Mohammed)

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Question 1730: Any updates on the package arrival time? (Author: Igor Iwanek)



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Question 1731: Did it work? I'm glad about the \$20. Will they take my name off that offence?  
Please have them send you an email confirmation. Thx (Author: Igor Iwanek)

Answer [Line 32964]: They asked me if I can bring the car to them in person and show it to them. I did tell them you are traveling so you won't be able to . I have asked them for a way to just go ahead and pay for the citation . They did mention it's not going to impact insurance . I will get this confirmed from the city in an email and send it to you . I should most likely close the case tomorrow . Can you please give me your email address so I can copy you on my email (Author: Hasanath Mohammed)

-----  
Question 1732: I will be reaching departures of American airlines at DFW tomorrow at noon.  
Where should I meet you? (Author: Igor Iwanek)

Answer [Line 32975]: For drop off, You can park the car near your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

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Question 1733: Ok. You mean park at the parking lot close to the gate? Correct (Author: Igor Iwanek)

Answer [Line 32977]: Correct (Author: Hasanath Mohammed)

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Question 1734: Hi Hasanath From where should i pick up the car? (Author: Sagar Shinde)

Answer [Line 33008]: Hi Sagar

I can pick you up outside of your arrival gate and drop myself 10 min away from the airport. Your checkin can start from there . (Author: Hasanath Mohammed)

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Question 1735: Hi Hasanath...i have alot of luggage with me...what option do you suggest?  
(Author: Sagar Shinde)

Answer [Line 33011]: How many folks are going to drive with you (Author: Hasanath Mohammed)

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Question 1736: My flight lands at 9:47pm Do you need the flight details? (Author: Sagar Shinde)

Answer [Line 33020]: Yup please give me the flight details (Author: Hasanath Mohammed)

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Question 1737: AA 289 Hi Can i get your contact number incase i need it? (Author: Sagar Shinde)

Answer [Line 33023]: 5025921994 (Author: Hasanath Mohammed)

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Question 1738: Hi, first time booker I'm checking to see if the car will be available for the days I chose 20th to the 23rd? I will upload my photos shortly . (Author: arie rie)

Answer [Line 33073]: Yes it's available (Author: Hasanath Mohammed)  
-----

Question 1739: Yes I'm in the car . I'm trying to get to work .stopped to pump gas and it won't let me open the gas door??? (Author: arie rie)

Answer [Line 33083]: That's strange can you try to hit the gas lid hard ? (Author: Hasanath Mohammed)

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Question 1740: Hey I would like to book this car consecutively over this and the next week .If that's possible Hey , I wanted to book this car a couple more days through out this week and the next if that's possible if so may you turn on automatic payments ? (Author: arie rie)

Answer [Line 33089]: Sure, let me know till what date you want to book it and I will arrange accordingly. (Author: Hasanath Mohammed)

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Question 1741: Do you have a replacement vehicle if this car is too damaged once I see it in person? Safety and getting my money worth is my top priorities. (Author: arthur richardson)

Answer [Line 33114]: Absolutely understand that's why I wanted to give you a heads up . Unfortunately I don't have a spare car matching those days .

I will send you a video of the vehicle shortly to your mobile phone, take a look and see if you are ok if not ok then I can talk to turo and see if they can find a replacement for you (Author: Hasanath Mohammed)

---

Question 1742: Question... there was a deposit of \$200 when do I get those back?

Do you send it back or is the bank taking care of that.. (Author: Dania Velazquez)

Answer [Line 33149]: Please contact Turo customer support. (Author: Hasanath Mohammed)

---

Question 1743: Hello, we are leaving a day early Hello, where would you like us to return the car? (Author: Brenna Hull)

Answer [Line 33161]: For drop off, You can park the car in the parking garage next to your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

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Question 1744: Ok, is there any chance they may return it? (Author: Kitty Estes)

Answer [Line 33194]: I think there is a very slim chance the customer might return the car . (Author: Hasanath Mohammed)

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Question 1745: Does Turo immediately give me a refund? Just curious did they extend? Also I saw you had other cars, do you have anything similiar available? (Author: Kitty Estes)

Answer [Line 33197]: Let me check to see if I can swap you with another car (Author: Hasanath Mohammed)

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Question 1746: Hi, do you have a toddler car seat available? (Author: Meli Dardy)

Answer [Line 33214]: yes (Author: Hasanath Mohammed)

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Question 1747: Hi Hasanath, could you tell me where we will be picking up the vehicle from?  
(Author: Richard Hynds)

Answer [Line 33307]: Hi Richard the pick up is at 4425 w airport fwy Irving tx 75062 (Author: Hasanath Mohammed)

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Question 1748: Hello, my name is Octavia. Anything I should know like where to pick up ?  
(Author: Octavia Guesby)

Answer [Line 33320]: Hi Octavia (Author: Hasanath Mohammed)

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Question 1749: Is there a possibility for me to pick up the car tonight? I understand if there is an additional fee... if not I understand as well (Author: Octavia Guesby)

Answer [Line 33323]: The only problem with that is the car just came back from a reservation and it's not cleaned yet . And all my employees are done for the day (Author: Hasanath Mohammed)

---

Question 1750: Need the car for a little while longer Good morning, I didn't pay attention to the drop off time for tomorrow. I don't get off until 5pm, is there a way to meet at 530pm or 6pm?  
(Author: Octavia Guesby)

Answer [Line 33335]: That's fine but do change the drop off time (Author: Hasanath Mohammed)

---

Question 1751: Hi

Just checking in to see if I just drop the car off tomorrow morning in the ramp. Like when I picked up ??

Thx (Author: Jon Schrempp)

Answer [Line 33383]: Tomorrow you can park the car closer to your departure gate in the parking garage . You can just send me pictures of the car parking spot . I especially need to know the terminal , level , row/gate. (Author: Hasanath Mohammed)

---

Question 1752: Hello and we look forward to working with you. We are on Flight AA2181 from GSP to DFW landing 6:08. I believe we are scheduled to land at C Terminal. Will car be parked there with instructions sent before landing? Also how do you handle tolls? Thanks again  
(Author: Brian Aspell)

Answer [Line 33398]: That's right I will park the car closer to the arrival gate based on your flight info. Will send you instructions of how you can get to the car and unlock before you land  
(Author: Hasanath Mohammed)

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Question 1753: Is there additional fee or just cost of tolls? Thank you (Author: Brian Aspell)

Answer [Line 33401]: Just the cost of tolls (Author: Hasanath Mohammed)

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Question 1754: Is it ok to park in 1 hour? (Author: Brian Aspell)

Answer [Line 33414]: Prefer atleast 2 hour parking spots (Author: Hasanath Mohammed)

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Question 1755: Do you need a picture of my license now or when I land ? ????? (Author: Kaulana Orlando)

Answer [Line 33429]: I need the airline as well (Author: Hasanath Mohammed)

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Question 1756: I am arriving on Frontier Airlines I booked the pick alittle earlier my flight lands at 11:51 am , hope that's ok ? (Author: Kaulana Orlando)

Answer [Line 33433]: That's ok (Author: Hasanath Mohammed)

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Question 1757: Hi, just wanted to double check to see if you received the picture of my license & my selfie with my license ? (Author: Kaulana Orlando)

Answer [Line 33437]: Yes I got it (Author: Hasanath Mohammed)

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Question 1758: Thank you! I will work on doing the pre trip tasks soon. Hello, where do I submit a photo of my license and selfie? I have already done several trips with Turo and I think I only had to submit that the first time but it has been some time since I last booked a trip (Author: Riyaad Azad)

Answer [Line 33453]: There is an id section. You need to upload it there. (Author: Hasanath Mohammed)

---

Question 1759: and i have an iphone and the turo app so can i unlock the car with my phone right? if not that's ok just wanted to confirm (Author: Riyaad Azad)

Answer [Line 33464]: yep you can , (Author: Hasanath Mohammed)

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Question 1760: Hello, still good for tonight? I am leaving NYC now. Should be landing in dfw terminal C (Author: Chase Rogers)

Answer [Line 33493]: Yup I see that it's C11 (Author: Hasanath Mohammed)

---

Question 1761: Thank you! Will the key be in the car to use once you unlock? (Author: Chase Rogers)

Answer [Line 33499]: The key will be in the glove box but I will remote unlock once you reach the car and send me your DL once you get to the car (Author: Hasanath Mohammed)

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Question 1762: Just realized that we're arriving and leaving from a different airport. We're through Dallas Love Field, not Dallas Fort Worth. Is that by any chance easier for you? Is it possible to modify the reservation? If it is not, I understand and will just cancel and arrange something from Dallas Love Airport. Hope you understand. Best, :Dani (Author: Daniel Gluck)

Answer [Line 33523]: We don't have the capacity to do picks ups and deliveries to love field . You can cancel and find someone who can do deliveries to love field airport . Sorry (Author: Hasanath Mohammed)

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Question 1763: What do you think? Is it possible to change the pickup dropoff to Dallas Love Airport? Thanks. :Dani (Author: Daniel Gluck)

Answer [Line 33525]: It costs us approx \$40 one way on Uber so both ways it would cost us \$80 total . Honestly that would be a loss for us . That's why we never do Dallas love field airport as

it's way too expensive for us. You might be able to find someone else who can deliver to love field (Author: Hasanath Mohammed)

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Question 1764: Thank you Mohammed for letting us pick it up a day later b/c of the county emergencies declared and the traffic problems anticipated on Mon. April 8 b/c of the eclipse. We will still pick up at the address agreed, and drop off at the address as well for a ride to Dallas Love Field. One more quick Q: For this car, do we need any kind of toll tag or EZpass to pay Texas road tolls? (Author: Daniel Gluck)

Answer [Line 33541]: Yes there is a toll sticker (Author: Hasanath Mohammed)

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Question 1765: Our arrival ETA for Wednesday is now 12:48 pm. We are here. Where is the car? (Author: Jackie Rowles)

Answer [Line 33582]: Just heard from the driver that he is on his way to the airport . Should be there in a few minutes (Author: Hasanath Mohammed)

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Question 1766: Do we have to pay for the parking garage? Or is that included in the drop off fee? (Author: Taylor Douglas)

Answer [Line 33610]: Drop off fee is just to cover Uber back and forth for pick up and drop off . It doesn't include the parking fee (Author: Hasanath Mohammed)

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Question 1767: How much is parking? (Author: Taylor Douglas)

Answer [Line 33613]: \$3-\$10 anywhere (Author: Hasanath Mohammed)

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Question 1768: Ok thanks we are waiting on luggage and then will get a ride to the car. Is it better to take a taxi or an Uber?? (Author: Lori Hough)

Answer [Line 33642]: uber (Author: Hasanath Mohammed)

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Question 1769: Headed that way Tomorrow do we drop the car off where we picked it up? And put the key back in the lock box on the window? We need to be back to the airport by 2:00, so we should drop off car around 1:30. Then get an Uber back to the airport. (Author: Lori Hough)

Answer [Line 33646]: Sounds good and yes drop it off where you picked it up from (Author: Hasanath Mohammed)

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Question 1770: Hi! Is it possible to pick the car up a little earlier? (Author: Siao Si Grewe)

Answer [Line 33675]: Hi Siao Si, I can try to deliver it 15 minutes earlier. (Author: Hasanath Mohammed)

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Question 1771: Ok thank you When I get there is there a code needed for the box? (Author: Siao Si Grewe)

Answer [Line 33678]: Yes (Author: Hasanath Mohammed)

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Question 1772: We are at the car now Can you unlock it ? (Author: Nguyen Tran)

Answer [Line 33696]: We hope your rental experience with us has been thoroughly enjoyable!

As a reminder, your vehicle drop-off will be at the 4425 Airport Freeway, Irving, TX 75062. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:

For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon!  
(Author: Hasanath Mohammed)

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Question 1773: Okay. I will wait for you. This is my number: 469 473 1601. Can I also get your number too please? (Author: Shiva Sah)

Answer [Line 33741]: 5025921994 (Author: Hasanath Mohammed)

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Question 1774: Y0u get your car? (Author: Deadass Litfact)

Answer [Line 33786]: Yes a while back thanks (Author: Hasanath Mohammed)

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Question 1775: Great, thank you Do I upload the driver's license and photo in this chat?  
(Author: Lidiette Latimer)

Answer [Line 33916]: You need to upload it on the app. (Author: Hasanath Mohammed)

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Question 1776: IL will be there around 10 Where will it be located? (Author: Corbin Whisenant)  
Answer [Line 33940]: Can I deliver it to terminal E or rental car center . Whatever works best for you (Author: Hasanath Mohammed)

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Question 1777: I guess I just don't worry about checking in? But thanks (Author: Corbin Whisenant)

Answer [Line 33961]: You can check in later with the app when it works (Author: Hasanath Mohammed)

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Question 1778: OK thanks Where would you like for me to return the car is it ok if I park in the parking at my terminal? (Author: Corbin Whisenant)

Answer [Line 33965]: Yes you can .Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

Question 1779: I will be landing in terminal C Good afternoon. Can you tell me where the vehicle will be located? (Author: Sydney Oliver)

Answer [Line 34029]: Hi SYDNEY!

Hope you had a great experience renting with Fairpy!

Please let us know at what time you have planned to get to the airport to drop the car off.

To drop off the vehicle, the process is similar to the pickup.

You drop the car off in the parking spot closest to your departure gate and send us a few pictures of the parking lot. We especially need to know the terminal, level and row of the parking spot.

Please don't forget to send us the pictures of the parking spot.

To lock the car using Turo GO, check your belongings, check the windows, leave the key in the glovebox and then proceed to lock the car within the Turo app.

Thank you for choosing to rent with Fairpy! (Author: Hasanath Mohammed)

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Question 1780: Oh wow. I can't drop off at the airport. How do I get to the airport? (Author: Sydney Oliver)

Answer [Line 34032]: Sorry sent that message by mistake (Author: Hasanath Mohammed)

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Question 1781: We have just arrived at the terminal. Is the car parked in the E terminal garage? (Author: Kelly Miracle)

Answer [Line 34068]: Parking the car right now (Author: Hasanath Mohammed)

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Question 1782: Ok. Just waiting for my husband to get out of the bathroom and then we will proceed. We are now on the 1st level of the parking garage. Where do we meet you? (Author: Kelly Miracle)

Answer [Line 34076]: Hi we are at level 3 (Author: Hasanath Mohammed)

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Question 1783: Hi Hansath, our flight back to Seattle is at 6:00am tomorrow. We plan to return the car between 3:45 to 4:00 in the morning. We will wash and gas up the car, before we deliver it back to you. Do we need to do anything else? Where should we leave it and where should we put the key? (Author: Kelly Miracle)

Answer [Line 34080]: You can park the car right next to your departure terminal . Leave the keys in the glovebox and lock the car using turo go ( if you don't know how to lock the car using turo go just let me know when I can lock the car and I will lock it remotely). Most important thing is take picture of where you parked the car I especially need to know the terminal , level and row/gate. (Author: Hasanath Mohammed)

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Question 1784: Ok Did you receive my change on time to 9? (Author: Jordanna Young)

Answer [Line 34105]: Yes I did I'm trying to figure out if I can (Author: Hasanath Mohammed)

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Question 1785: Good morning. I was wondering where the car will be parked at the airport tomorrow morning? My flight gets in a little after 9am in terminal C at DFW. (Author: Kelsee Davis)

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Question 1786: Thank you for letting me know. I didn't realize that. I've just landed we are in terminal A. Where will the car be located at? (Author: Kelsee Davis)

Answer [Line 34135]: Im just heading to the airport (Author: Hasanath Mohammed)

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Question 1787: Millwt@hotmail.com Hello, is it possible for me to pick up at 3:00 instead? (Author: Tammie Miller)

Answer [Line 34158]: probably i can do like 3.30pm to 4.00pm (Author: Hasanath Mohammed)

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Question 1788: Like where I can see the map on the screen? (Author: Kyle Cox)

Answer [Line 34243]: We hope your rental experience with us has been thoroughly enjoyable!

As a reminder, your vehicle drop-off will be at the 3901 West Northgate Drive, Irving, TX 75062. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:

For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon! (Author: Hasanath Mohammed)

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Question 1789: Hii bri Where are you located??? (Author: vatsan m)

Answer [Line 34246]: Hi (Author: Hasanath Mohammed)

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Question 1790: Hii Can I get the car in morning itself??? (Author: vatsan m)

Answer [Line 34251]: Yes let me know what time you need it. You might also want to change your checkin time if you want it earlier (Author: Hasanath Mohammed)

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Question 1791: The gas isn't full so should i bring it back at the same level? (Author: Azeem Sardar)

Answer [Line 34300]: Yes bring like that (Author: Hasanath Mohammed)



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Question 1792: Well i'm just confused since your daily rate is \$38.50 so shouldn't that be the rate for an extra day? (Author: Azeem Sardar)

Answer [Line 34308]: Turo is the one which does the charging, my daily rate is \$38.50 but I think Turo adds additional fee on top of it. You can check with turo if you want additional breakdown (Author: Hasanath Mohammed)

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Question 1793: How does Turo app work? (Author: Trinh Nguyen)

Answer [Line 34318]: You mean for checkin or just in general how the app works ? (Author: Hasanath Mohammed)

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Question 1794: Thanks, the link helps. Anyway, even I use the app to open the door, do you provide the car key? because it's so inconvenient to use the app during the trip. (Author: Trinh Nguyen)

Answer [Line 34323]: The key will be in the glovebox (Author: Hasanath Mohammed)

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Question 1795: I will contact you when I arrive the airport? In other words, you send me the code to open the car, right? (Author: Trinh Nguyen)

Answer [Line 34332]: Hi Trinh, I will send you the pictures of the terminal, gate, and level where I will be parking the vehicle. The key will be in the glove box, and you will be able to unlock the vehicle remotely with the app while you check in the vehicle since it is a Turo go trip. (Author: Hasanath Mohammed)

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Question 1796: It means level 4 E28 and the same spot? (Author: Trinh Nguyen)

Answer [Line 34337]: yes (Author: Hasanath Mohammed)

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Question 1797: I'm on the plane. Where will I pick up the car? Nvm... just read a previous email 😊. How can I send my drivers license? (Author: Linda Gary)

Answer [Line 34370]: You can take a picture and send here (Author: Hasanath Mohammed)

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Question 1798: Got it... thanks! Do I have a ticket or toll tag? (Author: Linda Gary)

Answer [Line 34388]: Toll tag (Author: Hasanath Mohammed)

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Question 1799: Hey , I'm jai walker. Are we still on for today? (Author: Jai Walker)

Answer [Line 34404]: Yes (Author: Hasanath Mohammed)

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Question 1800: Do you need the license number or a pic of the license? (Author: Jodie Nelson)

Answer [Line 34428]: Picture (Author: Hasanath Mohammed)

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Question 1801: Thank you and will send you the info as requested. What gasoline do we fill the car with? (Author: Jodie Nelson)

Answer [Line 34443]: Regular is fine (Author: Hasanath Mohammed)

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Question 1802: Hello Hasanath. Thank you for your service and making transportation available for our trip. I will send you over our flight number here soon. I made a mistake on adding in the time of day.. we will be arriving in Dallas at 11:55 am on the 25th and leaving Dallas at 6:00am on Monday the 30th.. that will work for you? (Author: Mitchell Jump)

Answer [Line 34623]: That will work . (Author: Hasanath Mohammed)

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Question 1803: Alaska Airlines Flight 586 Hello Hasanath, do you need anything else from me before tomorrow? (Author: Mitchell Jump)

Answer [Line 34628]: I need your license at some point before you check in (Author: Hasanath Mohammed)

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Question 1804: Flight 1638 out of terminal C gate 22 We should be at DFW in 30 min / 1230. Where do we drop the car off? (Author: James Dendy)

Answer [Line 34654]: Don't forget to send me a picture of where you parked the car (Author: Hasanath Mohammed)

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Question 1805: Yes I'm willing. Is that the only alternative option for the same price? Do I need to send a picture of my license? (Author: DeWayne Johnson)

Answer [Line 34692]: thats the only one available during the same time. I will bring the car to you in person let me know what is your baggage gate (Author: Hasanath Mohammed)

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Question 1806: Hey Hadanath, I was wondering if I can change my drop of location to Dallas love field airport? My flight got switched to that airport (Author: Taylor Riccetti)

Answer [Line 34715]: We don't do pickups and delivery to love field airport as it's really out of our way. But I understand things happen . The only way I might be able to do that is if I can get paid for my Uber cost to get to the love field airport. It will cost me roughly \$25 to get there to pick up the vehicle . Let me know if you are willing to bear the additional cost . (Author: Hasanath Mohammed)

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Question 1807: Ok. Would you like me to zip tie so it will stay up? (Author: Dureial Harris)

Answer [Line 34768]: Yeah, please do that. (Author: Hasanath Mohammed)

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Question 1808: Hasantha. What is lock box code to put key back in? (Author: Dureial Harris)

Answer [Line 34781]: 0923 (Author: Hasanath Mohammed)

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Question 1809: Hi Hasanath,

The car has been excellent.

Can you tell me where I can find the key lock?

It is not easily found within the car. When I arrived the keys were handed off, so perhaps this is why I cannot find it easily.

Tomorrow I fly out of terminal E.

The gate is 22, but I will park where there is space in terminal E. (Author: Gretchen Yurovsky)  
Answer [Line 34865]: Okay (Author: Hasanath Mohammed)

---

Question 1810: I need a little more time to get to the airport Heading to the airport now should I park in the 2 hour parking? (Author: Paris Gay)

Answer [Line 34920]: Sure 2 hr parking is fine (Author: Hasanath Mohammed)

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Question 1811: Thanks so much! Hello there

I believe I left some items in your vehicle. A key attached to a key ring and a debit card. Have you found these items? (Author: Paris Gay)

Answer [Line 34939]: I will check and get back to you (Author: Hasanath Mohammed)

---

Question 1812: Hello! I will be landing at dallas/fort worth airport at about 9:12 September 14th. How does the car pickup process work? (Author: Amber Smith)

Answer [Line 34979]: Hi Amber (Author: Hasanath Mohammed)

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Question 1813: Hello does this car have apple play or usb aux if not I'll book one of your other cars ? (Author: aaron howard)

Answer [Line 35029]: For sure it has usb aux but I'm not sure about apple play (Author: Hasanath Mohammed)

---

Question 1814: Hi Hasanath, please to work with you again. Where exactly is the pickup for this vehicle. I wasn't clear? Can it be delivered to the airport? If so I might try to modify (Author: Justin Sterett)

Answer [Line 35077]: Turo has disallowed us from delivering to the dfw airport . Please coordinate with me on the day of arrival I might be able to do something .

The current pick up location is 7 min from dfw airport and only way to get there is uber (Author: Hasanath Mohammed)

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Question 1815: Ok. Thank you. Is that a new DFW policy for all Turo? (Author: Justin Sterett)

Answer [Line 35079]: Yes this is the new turo policy for all turo hosts (Author: Hasanath Mohammed)

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Question 1816: Just confirming that the address is:

4425 Airport Freeway, Irving, TX 75062 Am I clear to pick up now? (Author: Justin Sterett)

Answer [Line 35086]: Yes (Author: Hasanath Mohammed)

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Question 1817: Got it! All set! Do you need me to drop it off at the same location in two weeks or can I drop at the airport? (Author: Justin Sterett)

Answer [Line 35089]: You can drop off at the same location.  
Thank you. (Author: Hasanath Mohammed)

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Question 1818: Who should I call? I'm stuck in the middle of the road in traffic.. 911?? (Author: Justin Sterett)

Answer [Line 35094]: Hello

Could you please contact - +1 (415) 965-4525 (Author: Hasanath Mohammed)

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Question 1819: can you call me? 541-887-7288 Do you have another vehicle?? (Author: Justin Sterett)

Answer [Line 35100]: Hello, we are actively working on finding a vehicle for you. Please rest assured, I will notify you the moment we have one as soon as possible (Author: Hasanath Mohammed)

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Question 1820: Any update? (Author: Justin Sterett)

Answer [Line 35119]: Check out my car on Turo!

<https://turo.com/us/en/suv-rental/united-states/irving-tx/ford/escape/2587894> (Author: Hasanath Mohammed)

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Question 1821: what location? (Author: Justin Sterett)

Answer [Line 35125]: 4425 W airport fwy (Author: Hasanath Mohammed)

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Question 1822: Like I need to be there by 4:15? or after 4:15? (Author: Justin Sterett)

Answer [Line 35129]: It not like you should be there in person but the car can be available at the earliest at 4:15 pm (Author: Hasanath Mohammed)

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Question 1823: Gotcha. It's fine. Just making sure I understand correctly. I'll take an Uber and send the receipts. Should take me about 30 min to get over there so I'll start moving in that direction. Any directions for the key lock on that car? (Author: Justin Sterett)

Answer [Line 35135]: I will send you once I park the car (Author: Hasanath Mohammed)

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Question 1824: And finished checking in does it support carplay? (Author: simiao wang)

Answer [Line 35153]: should be (Author: Hasanath Mohammed)

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Question 1825: Hi my friend has received approval email. But it is not showing here. Do u know why is this? (Author: simiao wang)

Answer [Line 35156]: I'm not sure can you call Turo support (Author: Hasanath Mohammed)

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Question 1826: Where can I see the toll tag prefix(DNT, DFW, or NTTA)#? hi, can I return the car earlier? (Author: simiao wang)

Answer [Line 35160]: Sure you absolutely can (Author: Hasanath Mohammed)

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Question 1827: May I end the trip early? (Author: simiao wang)

Answer [Line 35162]: Sure can (Author: Hasanath Mohammed)

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Question 1828: This weekend? (Author: simiao wang)

Answer [Line 35165]: Sure (Author: Hasanath Mohammed)

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Question 1829: Do I get the refund? (Author: simiao wang)

Answer [Line 35167]: Yes but turo handles the refund please check with them (Author: Hasanath Mohammed)

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Question 1830: I will also send you the flight details closer to the date. Thank you. Hello Hasanath, does the car have air conditioning? (Author: Alif Dharssi)

Answer [Line 35202]: Yes it of course does. The air conditioning Freon went low on one of the trips and I have topped it off after the trip so no issues with the air conditioning (Author: Hasanath Mohammed)

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Question 1831: It is AA flight 2567 landing in Dallas at 1:19 PM EST on 10/03/2023 Hey man I've never done Turo before how does it work? (Author: Justin vom Eigen)

Answer [Line 35214]: Hi Justin it's very simple . It similar to renting a car except it's way easier . For one you don't have to take a shuttle to the rental car we will park the car in the garage next to your arrival gate . I will have a lockbox on the window. You will punch in a lockbox code to access the car keys and then you just snap a few pictures of exterior and interior for your record and you are good to go . (Author: Hasanath Mohammed)

---

Question 1832: Is that picture ok? (Author: Justin vom Eigen)

Answer [Line 35220]: Yup that's fine (Author: Hasanath Mohammed)

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Question 1833: When will you be sending the video and instructions for the car? (Author: Justin vom Eigen)

Answer [Line 35222]: Around 12 pm (Author: Hasanath Mohammed)

---

Question 1834: Hey man can you send me it again or send me some other way to pay you? I can't see the invoice. (Author: Justin vom Eigen)

Answer [Line 35229]: Hi Justin, attached is an invoice for expenses incurred during your trip. (Author: Hasanath Mohammed)

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Question 1835: Change of flight times Hello, do you have a car seat available? (Author: Amalie Hart)

Answer [Line 35239]: yes (Author: Hasanath Mohammed)

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Question 1836: How much is it? Sorry, I can see where to edit the reservation to add it. We only need a backless booster. (Author: Amalie Hart)

Answer [Line 35241]: \$10 for the car seat (Author: Hasanath Mohammed)

---

Question 1837: Total or per day? (Author: Amalie Hart)

Answer [Line 35243]: "No worries! Since we didn't edit the reservation to add the backless booster, you can simply leave the money for the car seat on the console or glove box when you return the car. Thanks for letting me know!" (Author: Hasanath Mohammed)

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Question 1838: Hi Hasanath! We just landed at DFW. Were you able to view our drivers licenses? (Author: Megan Horvath)

Answer [Line 35256]: Hi Megan just did review your license (Author: Hasanath Mohammed)

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Question 1839: Thank you When you get the chance, can you please send us the code for the key lock box for drop off? (Author: Megan Horvath)

Answer [Line 35261]: Sure it's 0923 (Author: Hasanath Mohammed)

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Question 1840: Ok Good morning I'm at the airport right now now can you please give me the check in instructions? I'm in Florida my flight it's Spirit NK 281 (Author: Alan Velarde)

Answer [Line 35301]: Check in as in exact pick up location ? (Author: Hasanath Mohammed)

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Question 1841: Can you please send me the pick up instructions? Do you have the exactly location? (Author: Alan Velarde)

Answer [Line 35309]: We are parking the car and just about to send you the location to your text message (Author: Hasanath Mohammed)

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Question 1842: Hello sr is there anyway we can extend our drop off by 5 pm? Please (Author: Alan Velarde)

Answer [Line 35313]: Sure go ahead and send the request (Author: Hasanath Mohammed)

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Question 1843: Good ! I will be by myself! How about you? (Author: Joseph Zamor)

Answer [Line 35339]: I'm doing great too (Author: Hasanath Mohammed)

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Question 1844: Thanks ! Where is the car parked ? (Author: Joseph Zamor)

Answer [Line 35343]: For drop off, Once you park the car, hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take a picture of where you parked and send it (Author: Hasanath Mohammed)

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Question 1845: Thank you. Will the keys be in the car? (Author: Cameron Rodgers)

Answer [Line 35371]: Yes at 10 am (Author: Hasanath Mohammed)

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Question 1846: Hey is it possible to drop the car off at love airport but pick up at dfw? (Author: Grant Sun)

Answer [Line 35375]: Hello Grant,

Excited to host you in my car! Please provide your flight details so we can arrange the delivery/drop-off. Here are the options:

Option 1: We'll park near your arrival terminal, and I'll send you the location. Once you arrive, take a selfie with the car and your driver's license, and I'll remotely unlock the car for you. For drop-off, park near the departure terminal, take a photo of the location, and I'll lock the car

remotely. Please note that airport parking charges (\$2-\$10) will apply for both drop-off and pickup.

Option 2: We'll park at the rental car center. You can take any rental car shuttle from the terminal to reach the car. Upon arrival, take a selfie with the car and your driver's license, and I'll remotely unlock the car. For drop-off, park in one of the 2 hour spots in the rental car drive, take a photo, and I'll lock the car remotely. There are no tolls associated with this option.

Option 3: I'll pick you up right outside your gate of arrival and drop myself at the airport car rental center. You can then check-in there. For drop-off, park near the departure terminal, take a photo of the location, and I'll lock the car remotely. In case of flight delay or baggage delay, you'll be automatically switched to Option 1, unless you specifically request for Option 2. Please note that airport toll/parking charges (\$2-\$10) will apply for both drop-off and pickup.

Please note I only charge for tolls/parking based on your usage I don't add commission/fee it it. And you will be charged post trip. The car has a toll transponder, so you won't need to pay for tolls at the toll booths.

Let me know your preferred option. (Author: Hasanath Mohammed)

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Question 1847: Option 3 is fine Did u see my message above? (Author: Grant Sun)

Answer [Line 35378]: Sounds good will plan accordingly (Author: Hasanath Mohammed)

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Question 1848: Just to confirm your okay with pick up at dfw and drop off at love field? (Author: Grant Sun)

Answer [Line 35380]: yes (Author: Hasanath Mohammed)

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Question 1849: Coming out of terminal E soon I will be dropping car off at love field closer to noon. Can u or your brother meet me there? (Author: Grant Sun)

Answer [Line 35386]: Ok just give me a heads up before you head there (Author: Hasanath Mohammed)

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Question 1850: Will u just park your car at garage and I pick it up? (Author: Simon Cai)

Answer [Line 35401]: Yes (Author: Hasanath Mohammed)

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Question 1851: Hi, we are about to takeoff and should be arrival around 5:20pm, is it passable for you to drop off the car little early like 6:00pm? Also attach a picture where the car parked.

Thank you very much! (Author: Simon Cai)

Answer [Line 35405]: ok will try our best to deliver before 6 PM and will send pictures (Author: Hasanath Mohammed)

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Question 1852: Sounds good! Would you mind sharing the address of the place? Just to be on the safe side, we want to double check if it's the same address (Author: S. Fah)

Answer [Line 35440]: Sure it's 2424 E 38th St Dallas TX (Author: Hasanath Mohammed)

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Question 1853: Thank you! We will likely drop it off around 5:30-6 PM. Is this ok? (Author: S. Fah)

Answer [Line 35442]: Yup that works (Author: Hasanath Mohammed)

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Question 1854: Hi Hasanath!

Would you like us to fully fill your car with gas? We are 18 minutes away from the location you sent (Author: S. Fah)

Answer [Line 35444]: Hi Selvy

You can fill the tank or I can fill the tank later too. However for me to fill a turo charges a\$10 convenience fee so it will be \$10 extra . Whatever works best for you (Author: Hasanath Mohammed)

---

Question 1855: Hi Hasanath,

My flight (AA 2154) arrives at 4:49pm. Can you tell me - is the car located at the terminal?

(Author: Alex Verseput)

Answer [Line 35453]: The car will be parked in the terminal as per the previous message I sent . (Author: Hasanath Mohammed)

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Question 1856: Hi I'm Dave, and this my first time doing Turo.

Here is my flight

Frontier Airlines 2600

Terminal E Just a couple of questions...

I'm wondering what the trip fee is all about?

And I'm wondering about the description I first saw mentioned a delivery fee ?

Is that already worked into the price?

I'm on a learning curve as it's my first time...

Thanks (Author: David Husband)

Answer [Line 35473]: Delivery fee is for folks who book less than 5 days since you booked for like 8 days your delivery is free. (Author: Hasanath Mohammed)

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Question 1857: Good morning, my husband and I are flying into Dallas to attend a wedding. I'm not sure if I booked correctly but is the pick up and drop off at the airport? (Author: tanner genovesi)

Answer [Line 35501]: Hi Tanner the pick up is not airport (Author: Hasanath Mohammed)

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Question 1858: La Quinta 2550 State Hwy 121, Euless, TX, 76039 United States of America  
Good evening, just checking in with you. My flight arrives at 10:30 tonight. Are we still on for pick up tomorrow? Also, will you be delivering it to the hotel or to the airport? (Author: Taneisha Russell)

Answer [Line 35537]: I am bringing the car to the hotel (Author: Hasanath Mohammed)

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Question 1859: I just texted and did you receive my license pictures? (Author: Kyndra Garnett)

Answer [Line 35564]: Yes, Thanks. (Author: Hasanath Mohammed)

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Question 1860: Where is the video link? (Author: Boris ROTHERMUNDT)

Answer [Line 35603]: Will text you in just a bit (Author: Hasanath Mohammed)

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Question 1861: Hello, I'm a host in Atlanta coming to Dallas for some surgery. I'd like to select option 2, do you leave the car at the South Parking lot? I'm kinda familiar with the Dallas airport. (Author: Katrina Sills Cooper)

Answer [Line 35632]: It's a public parking spot right next to the rental car drive and yes it's in the south of the airport (Author: Hasanath Mohammed)

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Question 1862: I'm I'm going to the shuttle now Hello, I will be returning the car around 8am. What is the return process? (Author: Katrina Sills Cooper)

Answer [Line 35645]: Will let you know in just a bit (Author: Hasanath Mohammed)

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Question 1863: Hellow, do you speak Spanish? (Author: Luis Alberto MorÃn JÃtiva)

Answer [Line 35672]: No I don't (Author: Hasanath Mohammed)

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Question 1864: Ok perfect just read the message Do you need which flight I am flying in on? (Author: Rashod Whitaker)

Answer [Line 35705]: Yes (Author: Hasanath Mohammed)

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Question 1865: Ok gotcha. Where exactly would you like me to park again? (Author: Rashod Whitaker)

Answer [Line 35724]: You can park the car close to the parking garage next to your terminal (Author: Hasanath Mohammed)

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Question 1866: Ok Hey so I fly out at 11 tomorrow morning. So would I be able to drop the car off around 8:30am? (Author: Cade Davidson)

Answer [Line 35753]: Sounds good (Author: Hasanath Mohammed)

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Question 1867: Hi Hasanath, I am renting an suv on May 15th - 19th. My question is I have a flight that leaves at 11:39 am on Sunday, car return day. Can I drop off the car early around 9am. It says that 11am is the earliest I can drop it back off. Can I drop it off early?

Heather Fitchmun (Author: Heather Fitchmun)

Answer [Line 35767]: Yes, you can drop it earlier. No problem. (Author: Hasanath Mohammed)

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Question 1868: Good morning. Wanted to ask if a pick-up and/or drop-off can be arranged to my hotel which is about 4 miles away from vehicle location? Please advise. (Author: Stuart Sosa)

Answer [Line 35880]: Good morning . We charge a delivery fee of \$30 for anything less than 5 mile radius from the pick up location . \$30 includes pick up and drop off . We do this so atleast we can cover our Uber costs back and forth . (Author: Hasanath Mohammed)

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Question 1869: thank you so much you guys are awesome So we drop off car @ 8:30 Monday? (Author: Helen Sanchez Batista)

Answer [Line 35968]: Sure you can go ahead and modify the trip I don't have the ability to modify the trip on your behalf . If you don't know how to do it in the app then you can call turo and ask them the extend the trip (Author: Hasanath Mohammed)

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Question 1870: Just checked that plane flight is earlier Do we just park in a short term parking spot near our terminal when we return the car? (Author: Jason Woo)

Answer [Line 35974]: Yes that's right (Author: Hasanath Mohammed)

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Question 1871: Thanks so much! How do I add my husband as an approved driver? Or switch it to him completely? I won't be driving at all. (Author: Rachel Horikami)

Answer [Line 36017]: That's a good question for turo if you can switch completely . If you aren't going to be driving at all and add your husband as a driver you will pay additional fee for no reason . I don't have to ability to add drivers only turo does (Author: Hasanath Mohammed)

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Question 1872: Hello Hasanath!

I look forward to renting your vehicle next month:) Hello, just confirming my trip this Friday. Where will the car be located? (Author: Lindsey Reichwein)

Answer [Line 36060]: I will drop the car near your gate of arrival . Let me know you flight details so I can monitor and park the car accordingly. I will send you the instructions on Friday (Author: Hasanath Mohammed)

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Question 1873: I'm at C26 Is the car somewhere nearby? (Author: Lindsey Reichwein)

Answer [Line 36076]: I will deliver it to you in person in 5 min (Author: Hasanath Mohammed)

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Question 1874: Hi Hasanath! My flight from DFW on April 9th looks like it has been moved to the morning (to 5:40AM). I'm hoping this is a mistake on their part, as my original flight was for 5:40 in the evening. If it is changed to the early morning, will that be ok? Hello! I just want to confirm that this new drop off time is ok? I will probably drop the car off at around 4AM instead of in the afternoon. (Author: Emily Lee)

Answer [Line 36127]: Hi Emily, It's fine if you drop off the vehicle at 4 am. But we could only pick up the vehicle at 10 am. So, you might get toll charges anywhere from \$10 - \$15 (Author: Hasanath Mohammed)

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Question 1875: I'm not quite sure what that means, but I'm happy to do whatever is easiest! :) My flight is at 5:50AM, but I'm allowed to change the drop-off time to 10am and just drop it off early? (Author: Emily Lee)

Answer [Line 36130]: That's exactly right (Author: Hasanath Mohammed)

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Question 1876: Ok I may need the vehicle for a couple of more days - would that be ok and the vehicle available? I'm just waiting on my own vehicle to be repaired (Author: Tamberlia Bradley)

Answer [Line 36158]: You can book for 2 more days after that it's getting booked again (Author: Hasanath Mohammed)

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Question 1877: Hi - I don't see anything. Would it be in the inbox or some place else? (Author: Tamberlia Bradley)

Answer [Line 36164]: I'm not sure Turo has a automated tolls message and I sent it I'm not exactly sure how turo sends it to you (Author: Hasanath Mohammed)

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Question 1878: Ok we are flying in on Monday. Is there any paperwork/ photos etc I need to do now? (Author: Barry Coleman)

Answer [Line 36181]: Just don't forget to upload your license tomorrow (Author: Hasanath Mohammed)

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Question 1879: License is uploaded in photos I'm assuming we are ok on the license? Also how do I use app to unlock the car? (Author: Barry Coleman)

Answer [Line 36185]: Yes, We are good on license. (Author: Hasanath Mohammed)

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Question 1880: ok we are returning the car tomorrow. Can you walk me through your return process? (Author: Barry Coleman)

Answer [Line 36194]: Will send a message early in the morning with the entire process (Author: Hasanath Mohammed)

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Question 1881: Hello. What is the address to pick up the car on Sunday? (Author: Heather Johnson)

Answer [Line 36228]: 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 1882: Hi. I couldn't find where to put our flight info, but we are coming tomorrow, dec 23, 11:16am, American flight 660. I dont know what terminal it is though. Good morning. Did you receive our flight info for Tamara fisher? American flight 660 arriving in DFW 11:16am. The flight is currently on time. (Author: Tammy Fisher)

Answer [Line 36290]: Yup I see your flight time (Author: Hasanath Mohammed)

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Question 1883: May I please get the box code again? I plan on being at the airport about 5p (Author: Kevin Burrell)

Answer [Line 36305]: 0923 (Author: Hasanath Mohammed)

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Question 1884: Did you need another angle to help locate? (Author: Kevin Burrell)

Answer [Line 36311]: This is good (Author: Hasanath Mohammed)

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Question 1885: Hi. I am dropping off my car to a mechanic and am not sure what exact time I'm going to be able to be there. I moved up the pick up time because i may have to go there between jobs and drop it off and get the rental. I appreciate it! Thanks! Hi, I'm sorry I keep on switching things. Could i start the trip at 12:30? I had a break in my day and it would help me very much if i could. (Author: Anthony Krentzin)

Answer [Line 36326]: Sure (Author: Hasanath Mohammed)

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Question 1886: Does it have apple car play? (Author: Jay Suh)

Answer [Line 36349]: It does (Author: Hasanath Mohammed)

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Question 1887: Hello Hasanath, I'm set to pick up the Mitsubishi tomorrow but don't know what gate at DFW I have. Do I just update you when I arrive at the airport? (Author: Patrick Mccartney)

Answer [Line 36375]: Can you give me the flight number and I can figure it out (Author: Hasanath Mohammed)

---

Question 1888: Hello my flight will be leaving out of terminal E at dfw tomorrow. Would you like me to leave it in the same parking garage as before? (Author: Patrick Mccartney)

Answer [Line 36389]: You can park anywhere you like in terminal E (Author: Hasanath Mohammed)

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Question 1889: So you're telling me I drove non stop for 11 days, averaging a 400+ miles on each day? This is absurd. I do have photos of the odometer, and receipts of my gas purchases during that time. You are trying to scam me (Author: Patrick Mccartney)

Answer [Line 36402]: Why will I try to scam you and ruin my entire business for this one trip . Can you share the check in and check out photos you have . We go by the odometer readings and the odometer readings from the trip show 5000+ miles . (Author: Hasanath Mohammed)

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Question 1890: Good evening, is there any way we could drop the car off an hour late around 1pm? (Author: Andrew Kiara Mendoza)

Answer [Line 36420]: Sure (Author: Hasanath Mohammed)

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Question 1891: Should be dropping off the car in the next hour, I'll send a text once we've finally parked it What was the lockbox code again? (Author: Andrew Kiara Mendoza)

Answer [Line 36424]: code for the lockbox is 0923 and twist the knob to right side (Author: Hasanath Mohammed)

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Question 1892: Terminal A parking Is it okay if we park on the 1 hour parking spots? Just want to make sure before we leave it (Author: Andrew Kiara Mendoza)

Answer [Line 36429]: Yes, go ahead and park (Author: Hasanath Mohammed)

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Question 1893: I'm in the car Is the registration expired? (Author: Brittany Pickens)

Answer [Line 36489]: thank you for letting me know  
we will renew the sticker sorry for that (Author: Hasanath Mohammed)

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Question 1894: Is there anyway I can be reimbursed some of my money? The car does not drive good at all when you hit 70 it becomes a road hazard/death trap the car just waves back and forth. You have to grip the steering wheel tight at all time to keep the car from swerving. This car is the worst I've ever rented. I basically just gave you 400 dollars, I put my car in the shop cause it's acting somewhat similar to this one just to rent this. I don't even allow my kids in this car if I'm getting on the express way. Before you rent out again you need to get this car fully checked out. Worse renting experience EVER!!! (Author: Brittany Pickens)

Answer [Line 36496]: I apologize for your bad experience. I dont think the car was full of these problems. it may be a continuous wear and tear and due to simultaneous booking we couldn't check it. Having said that, I will still reimburse you \$50 as an apology. (Author: Hasanath Mohammed)

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Question 1895: In parking ? (Author: FIÄjvia Decker)

Answer [Line 36518]: Do you want me to come inside the parking? I am outside the gate right now (Author: Hasanath Mohammed)

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Question 1896: Okay great where should we meet you once we have our bags ? (Author: Dream Drives Atlanta)

Answer [Line 36545]: Just text me once you get your bags and out of the gate I will come and walk you towards the car (Author: Hasanath Mohammed)

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Question 1897: We'll be standing under the sign I'm wearing a pink t shirt Hello! What's your preferred drop off procedure? (Author: Dream Drives Atlanta)

Answer [Line 36549]: Preferred is you pick me up from a location 8 min from airport and I will drop you at your gate (Author: Hasanath Mohammed)

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Question 1898: Hello, just checking if the car is ready or just haven't arrived yet? (Author: Barton Kennedy)

Answer [Line 36574]: Hello (Author: Hasanath Mohammed)

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Question 1899: Hello, do you allow extensions? If you can I would love to extend it until Monday morning. Thank you and please let me know if you can so I can proceed with the payment.

Thanks again for being a great host. (Author: Rizgar Sindi)

Answer [Line 36592]: Yes sure go ahead and do the extension (Author: Hasanath Mohammed)

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Question 1900: Hello what is the address of the vehicle? (Author: D Man)

Answer [Line 36602]: Work, 4425 Airport Fwy, Irving, TX 75062, USA (Author: Hasanath Mohammed)

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Question 1901: Where will the car be when I get off the plane? (Author: Emmanuel Lokko)

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Question 1902: Awesome! Thank you for the update. My flight got delayed to 11:45. Would it be ok to drop the car off at 11? (Author: Emmanuel Lokko)

Answer [Line 36636]: Sure (Author: Hasanath Mohammed)

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Question 1903: Hi Hasanath, my name is Jasmine Salazar and I'm my fiancé Nathan and I are renting the Elantra Hyundai black 2021 out tomorrow . Our flight got changed is there anyway we can pick up the car at 4pm instead of 4:30? (Author: Jasmine Salazar)

Answer [Line 36643]: Sure, No problem. (Author: Hasanath Mohammed)

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Question 1904: Is it okay if I do 3? I will be in traffic :( so sorry thanks for your understanding (Author: Meecah Kenion)

Answer [Line 36668]: No worries (Author: Hasanath Mohammed)

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Question 1905: Hi Hasanath! We will be arriving on February 6th at around 8 PM on AA 2823. Good afternoon! Where can we find the vehicle when we land? (Author: VJ Fitzpatrick)

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Question 1906: Thank you. Flight # 2683 with American Airlines. Are you all set with flight details? (Author: Blake Samperi)

Answer [Line 36753]: Yes we are good (Author: Hasanath Mohammed)

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Question 1907: Do you know if there are any shuttles from the airport to the cars location? (Author: Kylie Klehr)

Answer [Line 36801]: There are no shuttles (Author: Hasanath Mohammed)

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Question 1908: Is it possible to pick it up before 6. I see it's about to start raining Hello am I still able to pick the car up at 6? (Author: Rachel Davidson)

Answer [Line 36848]: Yes (Author: Hasanath Mohammed)

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Question 1909: There is no lock box so do I just download the go feature? (Author: Rachel Davidson)

Answer [Line 36860]: Turo go doesn't seem to work . Once you are done with the car leave the keys in the glovebox and text here . I will lock the car remotely (Author: Hasanath Mohammed)

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Question 1910: Hey is the car available before 6? Hey is it possible to Pick the car by 5? (Author: Machiraju Kashyap)

Answer [Line 36873]: Hi Machiraju, The car is being ready. I could try giving you the car by 5:30.. Let me know how that sounds. (Author: Hasanath Mohammed)

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Question 1911: can you see my live location? where should we wait? (Author: Annika Tilmann)

Answer [Line 36888]: on my way (Author: Hasanath Mohammed)

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Question 1912: perfect, well just wait here okay? (Author: Annika Tilmann)

Answer [Line 36897]: ok (Author: Hasanath Mohammed)

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Question 1913: Good morning,

yesterday we saw a damage on the right front tyre and I wanted to ask if we should do anything about it like getting a new tire?

I took pictures before we started driving on the 27th and the damage was already there.  
That picture is at the airport on the 27th of december

Kindly, Tanja (Author: Annika Tilmann)

Answer [Line 36902]: Hi Tania I'm sorry about the inconvenience caused by the damage  
(Author: Hasanath Mohammed)

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Question 1914: hello, there is the receipt from the tire shop yesterday.  
Could you paypal us the money or how do you want to proceed with that?

Kindly, Tanja (Author: Annika Tilmann)

Answer [Line 36916]: Hi Tania thanks for sending me this (Author: Hasanath Mohammed)

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Question 1915: we're gonna park the car in the terminal D parking garage. I'll send you the photo once we parked the car hi, could we bring the car back one hour later? (Author: Annika Tilmann)

Answer [Line 36926]: Usually there is a late fee after 30 min but I will waive that since you informed me earlier (Author: Hasanath Mohammed)

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Question 1916: thank you is it possible to grab it a little earlier? (Author: Anthony DiCicco)

Answer [Line 36939]: Sure how late do you wanna grab it (Author: Hasanath Mohammed)

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Question 1917: i was actually seeing if i can come now? (Author: Anthony DiCicco)

Answer [Line 36941]: Oh sorry misread it thought you were asking to pick up later (Author: Hasanath Mohammed)

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Question 1918: Good morning hope you doing ok. Just to see if it any new instruction? (Author: Idalmi Cruz)

Answer [Line 36956]: You will take the rental car shuttle from Ground transportation near your arrival gate . Once you reach the rental car center you will see the public parking right across. I will send you pictures of where I parked (Author: Hasanath Mohammed)

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Question 1919: Hi...hope you doing ok...instructions for today are the same one. I leave the vehicle in the same place and lock the vehicle? (Author: Idalmi Cruz)

Answer [Line 36960]: Yes you leave the keys inside and lock using turo go (Author: Hasanath Mohammed)

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Question 1920: Hey man! Can we drop off at a different location tomorrow? (Author: Marcus Cara)

Answer [Line 36986]: Anywhere in Irving is fine (Author: Hasanath Mohammed)

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Question 1921: Which option is easier for me with distance walking? I have a disability place card if that helps determine what option I should choose. I have proper insurance coverage with State Farm and my 47 year old brother will be added asap. He has proper insurance too. I've attached our airline bookings. I was exhausted last night from my grandson and have had time today to read everything better. Do you have an issue with the AC or was that a note on someone elses car? This is my first time using this service so please let me know what works best. Sincerely, Bev (Author: BKS Merriam)

Answer [Line 37009]: Given all that you said I will choose option 1. I would try to hand over the car to you in person if possible. It's really hard for me to do that but I will really try hard . No issues with the AC . It was a different car and I fixed it the moment I got the car. (Author: Hasanath Mohammed)

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Question 1922: Thank you for accomodating the last minute change. It is much appreciated I assume I should meet you outside terminal A? (Author: Hank Ward)

Answer [Line 37061]: No issues understand last minute changes with airlines . I will pick you up outside A39. You can sit inside I will text you when im out (Author: Hasanath Mohammed)

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Question 1923: Thank you. Walking your way Good Morning. Thank you for the loan of your vehicle and being a great host. I had a great weekend. I look forward to booking with you again if your vehicle is available next year. Can you direct me to the designated parking lot where the vehicle should be parked? In addition, I will need to know how to operate the lockbox. My flight is departing from terminal C. (Author: Hank Ward)

Answer [Line 37070]: You can park the car in parking lot next to your gate in terminal c (Author: Hasanath Mohammed)

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Question 1924: Thank you so much that is convenient. How do I operate the lockbox? (Author: Hank Ward)

Answer [Line 37073]: Instructions to lock the car

1. Take all your belongings out of the car
  2. Lower the driver side window
  3. Hang the lock box on the window , the box should be facing outside
  4. Now raise the window all the way
  5. Come out of the car and lock it with key
  6. Open the lockbox with the code 2093
  7. Drop the key inside the lockbox
  8. Try to open the lockbox after pressing some random number and make sure the box doesn't open (Author: Hasanath Mohammed)
- 

Question 1925: Hi Hasanath, just wanted to check in ahead of our 9:30 AM pick up tomorrow. I wanted to know if there's a specific pick up location and if there's anything else that needs to be done? (Author: Patrick Carolan)

Answer [Line 37087]: Hi Patrick the pick up location is 4425 w airport fwy Irving tx . At some point before tomorrows pick up I need your license to check you in (Author: Hasanath Mohammed)



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Question 1926: Hello, I am looking forward to renting your vehicle. I only have one question right now; If my flight gets delayed and I land after the pickup time, will there be any issues with picking up the vehicle a bit late? Thank you! (Author: Austyn Miller)

Answer [Line 37105]: no problem (Author: Hasanath Mohammed)

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Question 1927: Thank you! See you tomorrow Hi Hasanath,

I would like to extend my trip to Sunday but I don't get paid until Wednesday. Is there anyway you could keep those dates on hold for me? (Author: Kevin Boateng)

Answer [Line 37219]: Hi Kevin usually this car is super booked but fortunately it's not booked until Sunday . I blocked those dates so no one can book it for now . Just let me know when you are ready to book and I will unblock those dates for you (Author: Hasanath Mohammed)

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Question 1928: Ok, thank you so much! Good morning Hasanath,

I spoke with my bank this morning and they said the funds would be ready for use tomorrow morning. Is that ok? (Author: Kevin Boateng)

Answer [Line 37222]: Sure let me know tomorrow (Author: Hasanath Mohammed)

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Question 1929: I just received the funds. Can you please open those dates for me? (Author: Kevin Boateng)

Answer [Line 37224]: Just did (Author: Hasanath Mohammed)

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Question 1930: Thanks I will be at dinner with classmates from 4:30 to 6:30. Do you need me to be at the hotel to receive the car or do you have and lock box for the key? (Author: Mark Rumph)

Answer [Line 37249]: I am sorry which hotel are you referring to (Author: Hasanath Mohammed)

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Question 1931: Hello. I'm staying at a different hotel but I'm on the way to the atrium hotel where we met to drop the car off. Where should I leave the keys? (Author: Mark Rumph)

Answer [Line 37267]: i will be there within few min (Author: Hasanath Mohammed)

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Question 1932: Turo said it's up to you ... so you charging me How much is late fee ? If (Author: LaQuinta Spaulding)

Answer [Line 37365]: Yeah turo is not paying for my Uber fee from home to where you are dropping off . (Author: Hasanath Mohammed)

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Question 1933: We are arriving on AA FLIGHT 483, landing at 3:34 Terminal B

We are staying at the Hyatt regency next to terminal C. How do we get the car from you? We can do either at the terminal or the hotel (Author: Jeffrey Souza)

Answer [Line 37371]: Hi Jeffrey, I will be parking in terminal-B. You can take the car 30 minutes before the trip starts. I will send the instructions via sms shortly. (Author: Hasanath Mohammed)

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Question 1934: Thank you Where is the key? (Author: Jeffrey Souza)

Answer [Line 37374]: Should be in the glovebox (Author: Hasanath Mohammed)

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Question 1935: Thank you! Just landed in Dallas Good morning! Im flying out of Dallas Love Field. I was wondering if I can turn the car in there instead of DFW? (Author: Camille Luna)

Answer [Line 37392]: Unfortunately we don't have the resources to pick up the car from Lovefield . (Author: Hasanath Mohammed)

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Question 1936: Hiii good morning

I'm aware you need a driver license to begin trip and flight information.

Would you like me to send all information the day before the trip begins or .. ?? (Author: Elisa Cuellar)

Answer [Line 37400]: Yeah the day before is fine (Author: Hasanath Mohammed)

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Question 1937: Is it possible to return the car to the car dealership on Harry Hines instead of Northgate? (Author: Linda Brown)

Answer [Line 37454]: That will be a bit of a hassle for us . Normally we do charge to pick up cars from somewhere but I can do that as a favor in return of a good review . Just let me know what time you wanna drop it off (Author: Hasanath Mohammed)

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Question 1938: Ok will do thank you Makka Autos right? (Author: Linda Brown)

Answer [Line 37457]: Right (Author: Hasanath Mohammed)

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Question 1939: I think this will work. Where is exact pickup location? (Author: Cortney Mangas)

Answer [Line 37481]: 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 1940: Thank you! Is it a contactless pick up? (Author: Cortney Mangas)

Answer [Line 37483]: Yes it is (Author: Hasanath Mohammed)

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Question 1941: hi. We land at 4:39. what are the instructions for picking up the car? (Author: Summer Oliver)

Answer [Line 37491]: I have two options

1. I can pick you up from the gate of your arrival and drop myself 10 min away from the airport and your checkin can start from there
  2. I will drop the car in short term parking and send you pictures of where I parked my car and will remote unlock the car for you (Author: Hasanath Mohammed)
- 

Question 1942: Hi does everything look ok ? i saw that i put the request for 2:30 is it possible to be at the airport at 3? to be safe (Author: Kayla Wilson)

Answer [Line 37601]: Sure you will have the car delivered at 3 pm I will monitor your flight and deliver accordingly (Author: Hasanath Mohammed)

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Question 1943: any terminal ? or like the parking garage ??? (Author: Kayla Wilson)

Answer [Line 37639]: Yes any terminal is fine (Author: Hasanath Mohammed)

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Question 1944: Hello

The flight on Jan 25 is AA 1382 arriving DFW 11:46am. My sister filled out the info to be a driver also.

Thank you

Lisa Hello,

When will I get information on how to find the car? I know I need to upload my picture & license.

Thanks

Lisa (Author: Lisa Callahan)

Answer [Line 37656]: You will (Author: Hasanath Mohammed)

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Question 1945: How's it going Hasanath? Anything you need from me at this point? :) (Author: Luis Santiago)

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Question 1946: Do you need both in the same photo? (Author: Luis Santiago)

Answer [Line 37703]: No seperate but you should do it in the turo app . It should guide you (Author: Hasanath Mohammed)

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Question 1947: Hey brother I will be dropping it closer to 8. Is there any chance for an extension or is this already reserved elsewhere? It's fine either way, just wanted to see about options (Author: Luis Santiago)

Answer [Line 37710]: Hi Luis the gas was lower than what we gave you at . No worries I can fill and charge you . Just wanted to give you a heads up (Author: Hasanath Mohammed)

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Question 1948: Am I able to pick up tonight? Will send extra money if needed (Author: Dannise Kelley)

Answer [Line 37716]: Let me see and get back to you. (Author: Hasanath Mohammed)

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Question 1949: Thank you so much Do you have any cars available tonight untill Friday ? (Author: Dannise Kelley)

Answer [Line 37742]: Yes, (Author: Hasanath Mohammed)

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Question 1950: Think I have uploaded to Turo, does the system match it with my order? (Author: Jeff Chao)

Answer [Line 37765]: Never mind I got it (Author: Hasanath Mohammed)

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Question 1951: Plan to rent Kia Sorento from March4-7, can I pick up the car at dfw airport and return to your company? (Author: Jeff Chao)

Answer [Line 37780]: Hi Daiyang can you text me at (502) 592-1994 (Author: Hasanath Mohammed)

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Question 1952: Hi, how can I redeem the 10% coupon? I am trying to rent from you again  
(Author: Madonna Forrester)

Answer [Line 37811]: When you rent it should add an additional 10% discount . If you don't see it please let me know I will contact turo and figure out (Author: Hasanath Mohammed)

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Question 1953: Good morning Hasanath. In the description it says the car will be at the gate or terminal closest to my arrival but there's is a address outside the airport for car pickup. Just confused on where I will pickup the vehicle? (Author: David Searls)

Answer [Line 37823]: Hi david good morning

"Due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport. I recommend taking an Uber there for a seamless pickup experience." (Author: Hasanath Mohammed)

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Question 1954: I have received the car thank you Since the fuel is about 3/4 full, should I fill it up to the same amount when I return? (Author: Omar Ahmed)

Answer [Line 37848]: no it's almost full (Author: Hasanath Mohammed)

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Question 1955: Hi did you happen to see a pair of black reading glasses in the car after I left anywhere? (Author: Omar Ahmed)

Answer [Line 37869]: The car is back on rental again. I will check it once it's back again (Author: Hasanath Mohammed)

---

Question 1956: Oh yes it is thank you. Is there somewhere I can have it picked up by a friend? Ideally close to the airport or in the direction of Carrollton if that works for you (Author: Omar Ahmed)

Answer [Line 37874]: Yes I live very close to the airport (Author: Hasanath Mohammed)

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Question 1957: It won't let me because it's trying to refund credit a card I don't use anymore :/ anyway you can change to 10:30pm and provide \$29.54 credit? sorry (Author: Mike Smith)

Answer [Line 37904]: (415) 463-3200

Turo customer support (Author: Hasanath Mohammed)

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Question 1958: Car is great I did notice this small black smudge now that I'm in daylight car wash should clean off Also I did not pick up until after 12am 5/10 but Turo will not let me modify that can u help? (Author: Mike Smith)

Answer [Line 37927]: one moment (Author: Hasanath Mohammed)

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Question 1959: Hello I return the car tomorrow. Do I need to wash it or anything? (Author: Mike Smith)

Answer [Line 37934]: Hi Mike, Yeah, I would appreciate it if you cleaned and dropped it. I am willing to give an additional 15% discount coupon for your next trip when you book with us.  
(Author: Hasanath Mohammed)

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Question 1960: btw I noticed small hail dents on the roof did you know about these? (Author: Mike Smith)

Answer [Line 37938]: I think there are minor dents. Let me check tomorrow. (Author: Hasanath Mohammed)

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Question 1961: Thank you ! Will you be sending me the address soon ? (Author: Beraa Bennet)

Answer [Line 37970]: The pickup is at 4425 w airport fwy Irving tx 75062 . We will send you where we parked once you reach the parking spot (Author: Hasanath Mohammed)

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Question 1962: I wanted it for tomorrow Is there anyway I can do that ? (Author: Beraa Bennet)

Answer [Line 37974]: Yes you can modify the trip (Author: Hasanath Mohammed)

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Question 1963: Thanks is TuroGo a separate app ? (Author: Beraa Bennet)

Answer [Line 37982]: No it's the same app (Author: Hasanath Mohammed)

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Question 1964: Ok. I'm confused how I unlock the car with the app ? Where is it here ??

(Author: Beraa Bennet)

Answer [Line 37984]: Looks like turo is disabled the turo go , ignore the message on turo go . Just message when you reach the car and I will unlock remotely the key will be in the glovebox . When you drop off you will leave the key on the glovebox and I will lock it remotely (Author: Hasanath Mohammed)

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Question 1965: okay it's located at airport right ? (Author: Kel Mitchell)

Answer [Line 38016]: No it's located at 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 1966: sorry i mean, the address under details ? (Author: Kel Mitchell)

Answer [Line 38018]: This is not inside the airport , if that's what you are asking (Author: Hasanath Mohammed)

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Question 1967: That's no problem for me. Thank you for the heads up. Sorry I'm just seeing your message. Do you know where I'll be able to pick the vehicle up from at DFW? Does turo have a specific place ? Sorry this is my first time Do you have the Audi hot spot password?

(Author: Antheus Hebert)

Answer [Line 38063]: I don't . I have never used that . (Author: Hasanath Mohammed)

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Question 1968: Hey, did you by chance find anything that I may have left in the car? I've missed place my license so I'm just checking back to old places I've been (Author: Antheus Hebert)

Answer [Line 38071]: No Antheus I did not find anything . So sorry you lost it . I will take another look tomorrow when the car is back again from rental. (Author: Hasanath Mohammed)

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Question 1969: Hello my Flight arrives at 7 30 am on sunday is there any way we can do the pickup for 8 30 or 9 am? (Author: Raul Vazquez)

Answer [Line 38074]: Hi RAUL!

Welcome to Dallas!

We try to provide our services as hassle-free as possible.

Please read the instructions on how to start your trip with us.

We would need your flight information to look up what gate you will be arriving to.

Also, before you start your trip, we require a Driver's License or State ID to check you in.

The way it works is, the DFW airport has 5 terminals. Each terminal has a parking garage right across.

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.

Once you locate the car, to unlock it you use the code that we provide you with to unlock the lockbox on the window of the car. You punch the code in and twist the knob to the right to retrieve the key.

Please note - All our cars have a strict no-smoking policy enforced.

If you have any questions regarding the drop off, refueling, using tolls etc.. you can check out the FAQ section for answers to these questions.

Thank you for choosing to rent with us. (Author: Hasanath Mohammed)

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Question 1970: My phone is 831 841 6979 in case need to call Hello Hasanath where do i go to pick up the car? (Author: Raul Vazquez)

Answer [Line 38080]: im in the terminal-D (Author: Hasanath Mohammed)

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Question 1971: I will not be able to pick up today Is it okay if I collect it tomorrow? Around 11.15? (Author: Aditi Dixit)

Answer [Line 38110]: Hi Aditi (Author: Hasanath Mohammed)

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Question 1972: I'm landing in half an hour or so, are you available to hand over the car around 11? (Author: Aditi Dixit)

Answer [Line 38126]: Yup sure can you tell me your flight number (Author: Hasanath Mohammed)

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Question 1973: Good Morning

The check engine light came on. Also, where u want to bring car back to the same spot we picked it up from? (Author: Naisha Pittman)

Answer [Line 38172]: Good morning (Author: Hasanath Mohammed)

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Question 1974: You said that it was okay How much did you invoice Turo? Did you explain I was unable to open the gas tank to refill? (Author: Naisha Pittman)

Answer [Line 38193]: Here is the receipt for the refueling (Author: Hasanath Mohammed)

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Question 1975: Good morning

Do you have a way for me to contact them to pay? Or can you tell them to send me something so I can pay? (Author: Naisha Pittman)

Answer [Line 38219]: You can call them at 4159654525 (Author: Hasanath Mohammed)

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Question 1976: Hello okay thanks . Do I need a code to get in ? (Author: Treasure Mccarty)

Answer [Line 38252]: vehicle is locked right now let me know once you get near to the car or call to this number 9723020234 is will unlock it from my phone (Author: Hasanath Mohammed)

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Question 1977: It won't let me choose to change to tomorrow. Any insight of how to do this?? (Author: Tricia Olson)

Answer [Line 38285]: It should allow you to if not, your best bet is calling turo (Author: Hasanath Mohammed)

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Question 1978: Terminal E What is the lockbox code? (Author: Muhammad Salman Sajid)

Answer [Line 38325]: 0923 (Author: Hasanath Mohammed)

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Question 1979: Where exactly do we park? Inside the parking lot? (Author: Muhammad Salman Sajid)

Answer [Line 38329]: In the parking garage (Author: Hasanath Mohammed)

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Question 1980: Ok I saw that will leave it on, do I need to go ahead and remove tomorrow? (Author: Matt Alderson)

Answer [Line 38384]: Yeah you can leave it on till tomorrow . If you want remove it tomorrow or leave it on whatever works best for you after tomorrow (Author: Hasanath Mohammed)

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Question 1981: Hi Hasanath,

Today will be my first day to actually pick up the vehicle. Did I make my reservation incorrectly? (Author: Iresia Miller)

Answer [Line 38396]: No, you good see you at the time (Author: Hasanath Mohammed)

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Question 1982: Thank you. I'm in route to the location right now. I just want to confirm that I made it to the correct location. It's a glass building, correct? (Author: Iresia Miller)

Answer [Line 38399]: Yes, that is the right location. You can wait inside. The car will be parked around 11pm (Author: Hasanath Mohammed)

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Question 1983: Ok, perfect. Thank you! Good morning, Hasanath. Is the car unavailable for a possible extension? (Author: Iresia Miller)

Answer [Line 38403]: Good morning it's only available till 7:30 am (Author: Hasanath Mohammed)

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Question 1984: Hi. Quick update. Things are finishing up early. Would it be a problem if I dropped the car off earlier? (Author: Michael Ricci)

Answer [Line 38419]: No problem, just let me know when and where you parked the car. (Author: Hasanath Mohammed)

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Question 1985: Finally out of work. Is it cool to come by? To pick up the car? (Author: Efrain Garza)

Answer [Line 38438]: This is way too early (Author: Hasanath Mohammed)

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Question 1986: Hi there, needed the car for a week due to my own is in the shop Good morning sir, what would be the pick up location? (Author: Xiupeng Chen)

Answer [Line 38460]: Are you flying in today (Author: Hasanath Mohammed)

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Question 1987: Great, looking forward to it Hello sir, where is a good drop off point for you? (Author: Xiupeng Chen)

Answer [Line 38472]: Hi, You can park the car near your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. Try not to park in 1 hour parking spots so it gives me sometime to pick up the car (Author: Hasanath Mohammed)

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Question 1988: So as the first message stated, I'm actually local here in DFW, the reason for the rental is because my own car is down. I was wondering if we can meet at the Fire Dealership at Grand Prairie? (Author: Xiupeng Chen)

Answer [Line 38474]: Can you give me the address to see how far that location is (Author: Hasanath Mohammed)

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Question 1989: Yes sir? (Author: Xiupeng Chen)

Answer [Line 38484]: Can you tell me at what time you will be dropping off the car so that I can plan the pick up accordingly (Author: Hasanath Mohammed)

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Question 1990: Am I be able to pay that on Turo? (Author: Xiupeng Chen)

Answer [Line 38503]: Yes (Author: Hasanath Mohammed)

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Question 1991: Park it inside the garage? I just don't want to add any fees to you if parking isn't free (Author: Luishka Mendez-Vazquez)

Answer [Line 38533]: Yes park it inside the garage (Author: Hasanath Mohammed)

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Question 1992: Do I have to take pictures of the car or something? (Author: Markus Richardson)

Answer [Line 38546]: You can if you want to but the check in picture are already uploaded (Author: Hasanath Mohammed)

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Question 1993: Did you receive that payment? (Author: Markus Richardson)

Answer [Line 38556]: Yup you are good (Author: Hasanath Mohammed)



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Question 1994: Thanks for the quick response. By the way, I forgot to ask, when we return the car to the airport and send you an image of its location, what do we do with the keys? (Author: Mark Vyrros)

Answer [Line 38592]: For drop off, You can park the car in the parking garage next to your departure gate , you will find a lock box in the glove compartment or the middle compartment , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

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Question 1995: Hi Hasanath thanks you for providing me with the great vehicle. I wanted to find out how much it would cost to extend to 12pm? (Author: Chrissy Smart)

Answer [Line 38635]: I think turo charges an entire day for more than 1 hr extension (Author: Hasanath Mohammed)

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Question 1996: Hi I would like to reserve one of you vehicles. Can you honor the 10 discount I never used that you gifted me? (Author: Chrissy Smart)

Answer [Line 38641]: Hi Christianique, it will give you an option to apply at the checkout if I gave a voucher in your past trips. Just make sure you are booking with the same account you booked the trips previously. (Author: Hasanath Mohammed)

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Question 1997: Flying in for work. Land at DFW at 10:45 am Sunday and out Saturday at 9:30 am I have a car scheduled tomorrow to pick up at DFW. Just confirming that you will be sending instructions on where to get the car, etc? (Author: Janet Gravenor)

Answer [Line 38645]: Hi Janet we will park the car close to your arrival gate and send you a video walkthrough of how to get to the car . I do need your arrival flight info and your license (Author: Hasanath Mohammed)

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Question 1998: Here is my flight details for tomorrow morning. Are you sending instructions on leaving the car? (Author: Janet Gravenor)

Answer [Line 38656]: Thanks for the info (Author: Hasanath Mohammed)

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Question 1999: Hello! I noticed that this is a Turo Go trip. I haven't used this yet. I will be paying attention as a guest what the process is like. How do you like it? (Author: Christopher Klapp)

Answer [Line 38668]: Hi Christopher, So basically, the Turo go trip means you will have access to the vehicle remotely to unlock and lock the vehicle through turo while check-in and check out. (Author: Hasanath Mohammed)

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Question 2000: My flight landed but took a while to get off the plane. I will need to get an Uber. I'm embarrassed to say that I didn't realize that the car would not be at the airport or within walking distance. I am getting my bags and heading that way shortly. I will let you know if I have any problems.

If I Uber to this address will I find the car? 4425 Airport Freeway, Irving, TX 75062 (Author: Christopher Klapp)

Answer [Line 38674]: Hi Christopher, no worries at all. Uber is the easiest way to get to the car. Yes, the car will be available for you at 4425 Airport Freeway, Irving, TX 75062. (Author: Hasanath Mohammed)

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Question 2001: I made it to the car and got in just fine. I uploaded photos and entered mileage, etc... Can you add my account to the car while I drive it? I would like to use my profile. (Author: Christopher Klapp)

Answer [Line 38677]: Sure I can add your profile (Author: Hasanath Mohammed)

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Question 2002: Hello Hasanath this is Stella, and I look forward to seeing this car I will be very busy at the time of the pick so my son will get it for me, is that fine? (Author: Justin Adediran)

Answer [Line 38712]: Hi Stella happy to host you in my Tesla .

Can you please check with Turo on some beside you picking up the car . Turo is the one which defines all those policies and I don't have much say in it (Author: Hasanath Mohammed)

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Question 2003: Hello good morning. I am all set to land it looks like at terminal with the E gates today by 6:30 pm.

Wanted to check in and see where your car would be so I am able to pick it up when I get there? As well as what getting in and out of the airport looks like so I don't get charged at the gates?

😊 thank you so much! (Author: Alexandra McDonald)

Answer [Line 38721]: Sure we will have the car parked around 6 pm and will send you a video walkthrough of how to get to the car from your arrival gate . If you want the car near your arrival gate there is no way out of not paying for airport tolls . If you don't want to be charged tolls then I can park the car at the rental car center . You will have to take the rental car shuttle to get here .

Let me know what works best for you (Author: Hasanath Mohammed)

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Question 2004: If it could be parked near my gate I have no problem paying the toll (I believe it's 10\$??). I have to drive to school so it'll be easier than navigating the airport. (Author: Alexandra McDonald)

Answer [Line 38723]: If you pick up the car by 7 pm then you will be charged \$3 post that you will be charged \$9. (Author: Hasanath Mohammed)

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Question 2005: All checked in. Gate 13: level 3: front row. Thank you for everything. I'll be back in December. So see you next time. Good morning! I am looking to get another car for school from nov 30-dec 14 and noticed that your 2019 Kia forte was available. Does it have apple play and ability to connect my phone for maps too? (Author: Alexandra McDonald)

Answer [Line 38740]: I'm not 100% sure . The car is out on a reservation and will be back in a few days I can check and confirm when it's back (Author: Hasanath Mohammed)

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Question 2006: Got it changed to 4 pm. Thank you! Hey. Our flight got delayed out of DFW. would it be fine if we drop the car off at 5.30pm today? (Author: Chad Simonson)

Answer [Line 38835]: That's fine make sure the extend drop off time (Author: Hasanath Mohammed)

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Question 2007: Flight delayed. Thank you! Our flights keeps getting delayed. At what point will we will get charged more for extending the time? (Author: Chad Simonson)

Answer [Line 38839]: I believe you can keep extending till tomorrow with no charge (Author: Hasanath Mohammed)

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Question 2008: Good Afternoon Hasanath. Where should I park your car when I get to the airport? (Author: Justin Ellington)

Answer [Line 38860]: Hasanath rated this trip and left Justin a private message:

Thanks for being a wonderful guest (Author: Hasanath Mohammed)

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Question 2009: Hi, where is the pickup location? (Author: Tali Radukan)

Answer [Line 38870]: 3901 West Northgate Drive, Irving, TX 75062 (Author: Hasanath Mohammed)

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Question 2010: Hi where to leave the key? (Author: Tali Radukan)

Answer [Line 38883]: Just leave the key in the glovebox (Author: Hasanath Mohammed)

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Question 2011: Hello No funciona ? (Author: Luismer Gamez)

Answer [Line 38905]: I can get you a usb port adapter for your iphone. Are you still in Dallas ? (Author: Hasanath Mohammed)

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Question 2012: Helloo Me puedes cambiar de carro ? (Author: Luismer Gamez)

Answer [Line 38913]: I'm really sorry I missed your messages. Just saw your message Can I bring the adapter tomorrow morning. If anything is urgent please text me at (502) 592-1994 (Author: Hasanath Mohammed)

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Question 2013: Yeah that's perfect is it 9 for like an hour? (Author: Ciara Dawn)

Answer [Line 38934]: it might be less than \$9 but i gave you the max (Author: Hasanath Mohammed)

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Question 2014: Does it matter that it's slightly over 2 hours? (Author: Ciara Dawn)

Answer [Line 38960]: No it doesn't matter (Author: Hasanath Mohammed)

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Question 2015: Ok thanks I appreciate it! How do we pay the tolls at the end? (Author: Ciara Dawn)

Answer [Line 38962]: I think it will be \$4 or \$6 max and I will invoice you for the parking after you trip (Author: Hasanath Mohammed)

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Question 2016: Hi Hasanath, our flight was changed so we will have to be at the airport at 7am on Saturday. Can we leave it in 2 hour parking? (Author: Ciara Dawn)

Answer [Line 38967]: Sure leave it in 2 hour parking don't leave it in 1 hr (Author: Hasanath Mohammed)

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Question 2017: Hi did you get the car and everything? I just landed (Author: Ciara Dawn)

Answer [Line 38984]: Hi Ciara, I sent you an invoice for expenses from your trip. Please accept and pay through Turo as quickly as possible. Thank you! (Author: Hasanath Mohammed)

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Question 2018: Hey! Am I able to upload those pictures in our chat? (Author: Marina Herrera)

Answer [Line 39049]: Hi Marina sure please upload your flight details here (Author: Hasanath Mohammed)

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Question 2019: What is the late charge? Adjusting the time adds \$50.. (Author: Marina Herrera)

Answer [Line 39062]: I'm not exactly sure what the late charge is turo decides on the late charge . If it's possible can you call turo and see what makes most financial sense for you (Author: Hasanath Mohammed)

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Question 2020: I am at the original location with my family. I have one son in a wheelchair and my senior mom. Are you now telling me I am being charged more for this vehicle and have to pay for a second uber? (Author: Ms. Walsh)

Answer [Line 39071]: On the way there should be there in 5 min (Author: Hasanath Mohammed)

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Question 2021: I found it. Thank you Hi Hasanath, I just want to check to ensure I return the car to the correct location tomorrow at drop off. Do you want it at the address listed here on the listing? (Author: Ms. Walsh)

Answer [Line 39084]: Yes. It will be convenient for me if you drop at 3901 West Northgate Dr (Author: Hasanath Mohammed)

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Question 2022: How far from the airport? (Author: Clint McDonald)

Answer [Line 39099]: It's 7 min from dfw airport (Author: Hasanath Mohammed)

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Question 2023: Ok great I was trying to pay for the vehicle now but Turo wouldn't let me . How long will it take til they charge me ? (Author: William Campbell)

Answer [Line 39107]: I'm not really sure . Turo has its own terms . Best to call Turo (Author: Hasanath Mohammed)

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Question 2024: Want to hit the road early in the morning . If it's possible to get it today Good evening . Want to see if there was any possible chance I could get the vehicle this evening ? (Author: William Campbell)

Answer [Line 39110]: Hi, I confirmed your trip to 8 pm tonight. You can pick the vehicle 20 mins before your trip starts. (Author: Hasanath Mohammed)

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Question 2025: Hello I'm here at the vehicle now . Is there button I need to unlock the vehicle ?  
(Author: William Campbell)

Answer [Line 39116]: I will unlock remotely (Author: Hasanath Mohammed)

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Question 2026: Okay thank you Hello I'd like to see if I can extend the car until Wednesday?  
(Author: erica cantu)

Answer [Line 39162]: The car is booked on Wednesday at 9 am (Author: Hasanath Mohammed)

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Question 2027: Hi thank you! Our flight was delayed and we just landed Sunday morning do we drop off the car where we picked it up or at the airport? (Author: Brandi Iverson)

Answer [Line 39170]: Hi Brandi, Yes. (Author: Hasanath Mohammed)

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Question 2028: So the airport is good then? (Author: Brandi Iverson)

Answer [Line 39172]: No,the same address where you picked the car (Author: Hasanath Mohammed)

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Question 2029: So if i happen to return car early thsts no problem right ? (Author: Ajmal Atherton)

Answer [Line 39210]: Yeah no problem (Author: Hasanath Mohammed)

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Question 2030: Okk Hey GM

I landed early do i have to wait till 10 to pick up ? (Author: Ajmal Atherton)

Answer [Line 39213]: Hi Ajmal yes the car will be ready only at 10 am as per the pick up time  
(Author: Hasanath Mohammed)

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Question 2031: It's ok. Is 8 am ok for me ? To come by and pick up the car ? (Author: Regine Zuzi)

Answer [Line 39330]: Yes (Author: Hasanath Mohammed)

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Question 2032: Terminal E now, gate E14 Will be there around 11, I'll message you when we arrive. Do you need any pictures or mileage or anything? (Author: Krista White)

Answer [Line 39390]: Yes I need pictures of the parking spot (Author: Hasanath Mohammed)

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Question 2033: How do I close out our account? The toll costs in and out of the airport you mentioned? (Author: Krista White)

Answer [Line 39399]: Tolls take a little bit of time to close (Author: Hasanath Mohammed)

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Question 2034: Hi Hasanath, could we possibly meet up at 3:30? (Author: chris stiles)

Answer [Line 39421]: I think I can do that (Author: Hasanath Mohammed)

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Question 2035: Good Afternoon Hasanath! Is it possible I drop the car off at 6? (Author: chris stiles)

Answer [Line 39430]: Sure (Author: Hasanath Mohammed)

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Question 2036: I appreciate all your attention and patience, my license number 4192106  
Excuse me for asking, do you have a toll card? The car has a toll card and how to load it or is it ready to use.

(Author: Joel Pagan)

Answer [Line 39451]: Yeah we have toll tag (Author: Hasanath Mohammed)

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Question 2037: Sorry iam missing I got there at terminal A lost but, now if I arrive... I'll wait for you to deliver keys in hand? (Author: Joel Pagan)

Answer [Line 39514]: No problem you can put the keys in the lock box and leave (Author: Hasanath Mohammed)

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Question 2038: Yes, what will that cost me? (Author: Joy Barnett)

Answer [Line 39539]: Believe it should cost you nothing (Author: Hasanath Mohammed)

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Question 2039: That is so weird about the wires. We're they exposed? Could luggage have done it? And yes about the Kia windows. All interior windows were really really dirty. (Author: Joy Barnett)

Answer [Line 39549]: Yeah they were exposed I don't believe it was luggage . Good news is nothing more than that. I am really sorry about the Kia windows . Hope you had a smoother ride with Nissan Rogue . (Author: Hasanath Mohammed)

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Question 2040: Oh wait never mind I figured it out lol sorry for the confusion Hello I just read that you have to be 21 to rent. I'm 20 years old turning 21 in August. Can I still rent ? I have a clean record. (Author: Joel Lopez)

Answer [Line 39569]: Nope turo is going to disallow you (Author: Hasanath Mohammed)

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Question 2041: Yea but can't you change the settings on your end ? The hotel we are staying at has a super charger it would just be easier my friend (Author: Joel Lopez)

Answer [Line 39571]: It's not my policy it's turo's policy I cannot change turo policy (Author: Hasanath Mohammed)

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Question 2042: Hello, I am going to use the car to drive to Galveston and park it at cruise terminal. Can I get the car plate# so I could book the parking at cruise terminal, please? -Rahul (Author: Rahul Chaudhary)

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Question 2043: Hi.. we will arrive by Air Canada AC1071 at 10:10 PM on Friday.. where will you meet to deliver the car? (Author: Rahul Chaudhary)

Answer [Line 39644]: Will have the car parked for you based on the terminal you will arrive . Will send you instructions tomorrow of how to get to the car from your arrival terminal. We will have a lockbox attached to the window of the car which will have the keys . Once you send me the picture of your license here I will send you the lockbox code . You will use that to open the lockbox and access the car keys (Author: Hasanath Mohammed)

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Question 2044: We came out at E5 belt.. how do we go to E12? Hello.. how much more will it be if I return the car at 8:00 am on 10th Sunday instead of returning it on Thursday? (Author: Rahul Chaudhary)

Answer [Line 39658]: Max you may be able to extend a day as it's going on another reservation on Friday (Author: Hasanath Mohammed)

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Question 2045: Gate E12, Level 5, Row B.. Good morning, did you get the car? I checked out on Turo but did not see a message from you. (Author: Rahul Chaudhary)

Answer [Line 39668]: Yes we did thanks for checking . We do a lot of deliveries and pickups from the airport . We only contact the guest if we dont see the car or the keys when picking up the vehicle (Author: Hasanath Mohammed)

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Question 2046: Hi Hasanath!! Do you provide airport pick-up and drop off for an additional fee? Uber has gotten really expensive and I would much rather pay you a little extra. I'm coming home to see my family and I'm really excited!! (Author: Allison Adams)

Answer [Line 39676]: Yes I can pick up and drop off at Airport rental car center for \$30 if you would like to pick up and drop off the car at the terminal it will cost \$45 (Author: Hasanath Mohammed)

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Question 2047: My flight leaves Love Field at 4:30pm so I will arrive to the airport at 2:30pm. Where will be convenient to meet at the airport or near it? (Author: Allison Adams)

Answer [Line 39708]: What time will you arrive at the airport ? (Author: Hasanath Mohammed)

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Question 2048: Hi, thank you for the message and I'll happy to swap it out for the Kia.

It looks like I'll be picking it up around 8:30 instead of 8, will that be okay? (Author: Iman Wilkerson)

Answer [Line 39721]: That's ok you can pick it up at 8:30 (Author: Hasanath Mohammed)

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Question 2049: Hey Good Afternoon, it didnt give me any option to contact you before I book the vehicle so I went ahead with it anyways.

I will be needing this car to be able to go into Monterrey MX and come back home to Dallas, The reason for my visit is my wife and kids are currently there in Monterrey Mexico, I will have the car back to you by 9am Monday 🙏 Tomorrow can I go pickup vehicle? Or will you bring to my address? (Author: Andres Ruano)

Answer [Line 39729]: car is being parked at the location (Author: Hasanath Mohammed)

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Question 2050: Vehicle What kind of communication is that?!?!? (Author: Andres Ruano)

Answer [Line 39743]: I just called turo and they told me it's against turo policy (Author: Hasanath Mohammed)

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Question 2051: What do I do man? (Author: Andres Ruano)

Answer [Line 39750]: Did you call Turo (Author: Hasanath Mohammed)

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Question 2052: I American Airlines flight will land at gate C16 and baggage C12 I've never used Turo before. Will you just let me know where to get the car from? (Author: Dawn Fowler)

Answer [Line 39766]: The DFW airport has 5 terminals. Each terminal has a parking garage right across.

The way it works is, we need your flight information to look up what terminal/gate you will be coming out of. We try to park the car closest to that gate so you can reach your car conveniently and hassle-free. So in your case, you will probably come out of C16 terminal C. We will try to park the car right across from you and just before you land we will send you a video-walkthrough of where exactly to find and unlock the car. (Author: Hasanath Mohammed)

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Question 2053: Do I just text you a picture of where I park the car at the airport today? (Author: Dawn Fowler)

Answer [Line 39775]: Sure (Author: Hasanath Mohammed)

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Question 2054: So you just need a picture of my I'd sent to you? (Author: Heidi Iske)

Answer [Line 39795]: Yup (Author: Hasanath Mohammed)

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Question 2055: Awesome...thank you Can you resend the address for the car? I got 4425w airport fwy. I don't see the car (Author: Heidi Iske)

Answer [Line 39800]: 4425 w airport fwy Irving tx 75061 (Author: Hasanath Mohammed)

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Question 2056: 👍 Good evening. Just wanted to ask if I could leave the car for pick up at the hotel I am staying at? It's the country inn and suites located directly across the airport freeway from where I picked up the car. (Author: Heidi Iske)

Answer [Line 39812]: Sure (Author: Hasanath Mohammed)

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Question 2057: Is this car at the airport ? Hello ? (Author: Taylar Daniella)

Answer [Line 39830]: Hi Taylor, No, the location is 4425 W Airport Fwy, Irving, Tx. It's close to the airport location , that's why it says Airport fwy. (Author: Hasanath Mohammed)

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Question 2058: Hi so we can pick up the car from 10:45 right? (Author: Seunghee Seo)

Answer [Line 39863]: No problem (Author: Hasanath Mohammed)

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Question 2059: If I arrive the location earlier can I pick up the car early as well? (Author: Seunghee Seo)

Answer [Line 39871]: yep (Author: Hasanath Mohammed)

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Question 2060: Hi when I pick up the car there was no lockbox and I just took out the key from the glove box. In this case, to return the car, do I need to just put the key into the glove box, take the picture of the car and leave the car? (Author: Seunghee Seo)

Answer [Line 39874]: yes (Author: Hasanath Mohammed)

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Question 2061: So I can just show it to you tomorrow? (Author: Jeff Urdang)



Answer [Line 39927]: We will be doing remote check in that would mean you will unlock the car using the lockbox . So I will have to check you in remotely . I would need a drivers license picture sent here so as I can check you in (Author: Hasanath Mohammed)

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Question 2062: Hello. We actually are getting an earlier flight out tonight from DFW What are the drop off instructions? (Author: Michelle Jacques-Pfindel)

Answer [Line 39948]: What time do you think you will be at the airport (Author: Hasanath Mohammed)

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Question 2063: About 8pm Where should we park the car? (Author: Michelle Jacques-Pfindel)

Answer [Line 39951]: Let me know what time exactly you will be there and the gate I will pick up the car from you in person (Author: Hasanath Mohammed)

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Question 2064: We are on our way now. Is that too early for you? The traffic is not bad so might be there within 20 mins (Author: Michelle Jacques-Pfindel)

Answer [Line 39954]: Let me see if someone can give me a ride there . Which gate are you going to be in (Author: Hasanath Mohammed)

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Question 2065: Terminal A. Flying with american Where should we meet you? (Author: Michelle Jacques-Pfindel)

Answer [Line 39959]: I should be there 7:25-7:30 (Author: Hasanath Mohammed)

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Question 2066: Good morning, I'm waiting on my ride. I'm sure it'll be after 9 but is that ok? (Author: Dominique Brown)

Answer [Line 39980]: That's ok (Author: Hasanath Mohammed)

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Question 2067: Hi! I will absolutely make sure to send you photos and a detailed description of where the car is parked. Is the lock box in the glove box? And I wasn't text a code. Probably because I met another gentleman at the airport so I didn't need to find the car and unlock it. (Author: Corrine Alexinas)

Answer [Line 40020]: Ignore the lockbox part , just leave the keys in glovebox and text me I will lock it remotely . (Author: Hasanath Mohammed)

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Question 2068: Perfect, I just paid it! Hi! I'm coming back to Texas to see my dad this coming weekend. I just booked my trip. I'm not great with this app because it's my second time. Is there a way I can search for your car to see if it's available? (Author: Corrine Alexinas)

Answer [Line 40041]: Sure tell me the days you are coming and I will send you my available cars (Author: Hasanath Mohammed)

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Question 2069: Oh my gosh perfect! I'll book that now. It's still okay to have it at DFW airport? (Author: Corrine Alexinas)

Answer [Line 40048]: Sorry I just saw your message I made an exception for you for dfw airport . I have stopped delivering at the airport but for you I will make an exception (Author: Hasanath Mohammed)

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Question 2070: I will be at airport 930am What is lock code? (Author: heather tollison elmahdi)  
Answer [Line 40082]: 0923 (Author: Hasanath Mohammed)

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Question 2071: Ok i have found another car thank you for replying I have a question I could not find one car to deliver to airport. Did they change the rules and no Turo cars can be picked up in Terminal parking lots? Curious... I wonder why. (Author: heather tollison elmahdi)  
Answer [Line 40099]: Yes very recently they changed the rules . It's because the airport has sued Turo (Author: Hasanath Mohammed)

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Question 2072: Hello! I just wanted to be sure that the vehicle will be ready please? (Author: Ketsia Jean-Charles)  
Answer [Line 40103]: Hi Ketsia thanks for reaching out. I just reached out to the previous renter and they haven't returned the car yet and are saying they might be delayed till 5 pm .

I have another vehicle which I can swap with which is more expensive but I can bring down the price to match this as close as possible . Let me know if you are ok swapping this vehicle .

<https://turo.com/us/en/car-rental/united-states/irving-tx/volkswagen/passat/2035600> (Author: Hasanath Mohammed)

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Question 2073: Is the above address the rental car center? (Author: Jon Schleifer)  
Answer [Line 40123]: The above address is 3 min away from rental car center . But we decided to bring the car to you outside of your arrival gate in the parking garage as discussed on the phone . Normally we charge \$30 for airport pick up and delivery but we are waiving that for you . See you soon . (Author: Hasanath Mohammed)

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Question 2074: We'll be an hour-ish later than originally planned Am I correct that it is okay for me to drop off the vehicle at the DFW Car Rental center? The Turo drop-off address is different than the rental center. Kindly advise (Author: Jon Schleifer)  
Answer [Line 40127]: Sure go ahead and drop it off at the rental car center (Author: Hasanath Mohammed)

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Question 2075: Which area e.g. Hertz, Avis, etc? (Author: Jon Schleifer)  
Answer [Line 40131]: 2424 e 38th st Dallas tx (Author: Hasanath Mohammed)

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Question 2076: Hi! How does billing work for tolls? (Author: Marie LvB)  
Answer [Line 40145]: Tolls are charged after the trip (Author: Hasanath Mohammed)

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Question 2077: Is it just regular toll prices or is there an up charge? (Author: Marie LvB)  
Answer [Line 40148]: regular price. (Author: Hasanath Mohammed)

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Question 2078: Assalam alaykum. I missed my flight, so need another car for the day. Is it ok to pick up the car earlier than 6pm? (Author: Muhammad Tayyab Javed)

Answer [Line 40243]: Assalamualaikum brother I just called you to coordinate with you (Author: Hasanath Mohammed)

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Question 2079: Hello Hasanath! Thank you for allowing me to use your vehicle. Just wanted to make sure it is still a go? If it is, I'll see you at 10. (Author: Michael Clifton)

Answer [Line 40309]: Hi Michael yes it is a go (Author: Hasanath Mohammed)

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Question 2080: Just landed How do i find the car? (Author: Brandon Rivers)

Answer [Line 40365]: We were planning to bring the car about 30 min before the pick up time at 12 pm . If you are going to be out by then we can handover the car to you in person (Author: Hasanath Mohammed)

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Question 2081: Yes I'm here. Could you please tell me where I can pick up the car? (Author: Linda Peters)

Answer [Line 40405]: Did you get a text message (Author: Hasanath Mohammed)

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Question 2082: I don't know. I think I can find the car. Where is the key? (Author: Linda Peters)

Answer [Line 40420]: Looks like my text messages aren't reaching you (Author: Hasanath Mohammed)

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Question 2083: Did you get the license pictures? (Author: Linda Peters)

Answer [Line 40432]: Got it thanks so much (Author: Hasanath Mohammed)

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Question 2084: Where do I leave the car at? (Author: Linda Peters)

Answer [Line 40434]: Hi Linda You can park the car near your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. Try not to park in 1 hour parking spots so it gives me sometime to pick up the car (Author: Hasanath Mohammed)

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Question 2085: Hi there, where is the button to open the gas tank? (Author: Linda Peters)

Answer [Line 40436]: Yes (Author: Hasanath Mohammed)

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Question 2086: I know I booked for later today, will that be an issue with the reservation? (Author: Christopher Blackmon)

Answer [Line 40446]: No that's no problem (Author: Hasanath Mohammed)

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Question 2087: Hello! I look forward to using your service tomorrow! Should I give you my flight number? (Author: Nicole Eaton)

Answer [Line 40457]: Yes please do send me your flight number (Author: Hasanath Mohammed)

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Question 2088: Hello Hasanath, how close can this vehicle be for me to pick up & drop off near the DFW AIRPORT, please! Sorry meant to send a question mark ??? (Author: Sumbo Soyemi)

Answer [Line 40484]: - [x] Due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport. I recommend taking an Uber there for a seamless pickup experience." (Author: Hasanath Mohammed)

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Question 2089: Do I end the other trip and just keep this one? (Author: Trina Kyle)

Answer [Line 40506]: End the other trip (Author: Hasanath Mohammed)

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Question 2090: Can I add my wife as a driver? (Author: Lee and Tonnie Bules)

Answer [Line 40536]: yep sure you can (Author: Hasanath Mohammed)

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Question 2091: We are actually at Entry E2 Hello Hasanath,

I had to change my flight and will be leaving a little bit earlier. Instead of DFW, I will leave from Love Field. Can we meet there at 4:30pm for the car? (Author: Kivios Kivios)

Answer [Line 40586]: Hi Kividi - For me to pick up the car from Love field I will have to take Uber from DFW neighborhood to love field airport . And Uber is quite expensive so I charge for picking up. I don't mind picking up earlier but from love field it's going to cost you something (Author: Hasanath Mohammed)

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Question 2092: Here Good morning. Is there anyway I can extend the car 1 more day? (Author: Blythe Barnes)

Answer [Line 40611]: I am really sorry I don't think you can I have a another booking tomorrow starting at 10 am so may be you can extend till tomorrow 8 am but not more than that (Author: Hasanath Mohammed)

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Question 2093: If we can extend it until 8 that would be great! Would that work? Do you need me to extend it on the app? (Author: Blythe Barnes)

Answer [Line 40614]: Yes you can do it in the app (Author: Hasanath Mohammed)

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Question 2094: Hello Hasanath, Where do you recommend I take the car to be washed and fueled up near the airport? (Author: T P)

Answer [Line 40645]: no need to wash it. you can fuel it 2-3 mile away from airport that way it's cheaper (Author: Hasanath Mohammed)

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Question 2095: Hi Hasanath, will be a pleasure driving your car for our first trip to Dallas. So you cannot deliver the car to DFW airport for pick up? (Author: Tu Pham)

Answer [Line 40658]: Hi Tu Pham Excited to host for you

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- [x] Due to ongoing court issues, Turo is unable to operate within DFW airport. However, the pickup location suggested is conveniently close to the airport. I recommend taking an Uber there for a seamless pickup experience." (Author: Hasanath Mohammed)

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Question 2096: driver license uploaded, will let you know when we land tomorrow can you confirm the car will be ready for pick up tomorrow as planned? (Author: Tu Pham)

Answer [Line 40663]: yes (Author: Hasanath Mohammed)

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Question 2097: looks great, will finish checking in good evening, i will return the car as planned tomorrow around 3:45pm to get to DFW on time. assuming i will park the car at the same place and put key in lockbox? (Author: Tu Pham)

Answer [Line 40673]: We hope your rental experience with us has been thoroughly enjoyable!

As a reminder, your vehicle drop-off will be at the 3901 West Northgate Drive, Irving, TX 75062. Upon arrival and parking, here's a succinct guide to ensure a smooth handoff:

For Turo Go Users: Simply secure your belongings, leave the key in the glovebox, and use the Turo Go feature to lock the car through the app.

For Non-Turo Go Users: After parking, make sure to collect all your belongings. Place the lockbox on the window with the lock facing outward, roll the windows up, and securely lock the car. Place the keys inside the lockbox and turn the knob to ensure it's locked. Confirm that the lockbox is securely locked. Capture a photo of the parking spot and send it to us.

Fuel Policy: Please refuel the car to the same level as it was at the start of your rental.

Late Returns: If you anticipate a delay in your return, kindly extend your rental through the app to update your drop-off time accordingly. This will help you avoid any late fees.

Thank you for choosing us for your journey. We look forward to welcoming you back soon! (Author: Hasanath Mohammed)

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Question 2098: I apologize for late response I left my cell at home I'm just now getting home from outting, first off I thought I was renting from Fri to Sunday I'll look at the first email I received in a few. As for exchanging I suppose that would be okay. Okay, could we just get refunded? (Author: Lolly Alexander)

Answer [Line 40686]: You mean you wanna just cancel (Author: Hasanath Mohammed)

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Question 2099: Okay I'll contact them and thanks for showing me how to cancel I'm trying to now. Good morning. I spoke to a Turo representative and after telling her my dilemma she said I could just go through you and rent the car from today till Sunday which is what we need. Idk if you've checked your email but she said she'd touch babes with you so has she? (Author: Lolly Alexander)

Answer [Line 40695]: I don't see an email from turo support (Author: Hasanath Mohammed)

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Question 2100: Just got here. About to send photos. Is one hour parking alright? (Author: Ernest Bennett)

Answer [Line 40722]: Yup that's fine (Author: Hasanath Mohammed)

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Question 2101: No offense, but no flight details were shared by you. Also, if you are exiting the plane, it will take time for you to come out after the bag claim. I will park the car close to your gate. Would that work for you? (Author: Abdullah Khan)

Answer [Line 40749]: We went by the flight info you sent it says terminal B and there is no airline info or flight information. (Author: Hasanath Mohammed)

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Question 2102: Hi. Why am i getting invoices months later? (Author: Ayaan Investments )

Answer [Line 40766]: Hi, I hope you are doing well. I got laid back to charge you. That is why I am charging all the customers at this time. If you have any questions please let me know. Thank you for understanding. (Author: Hasanath Mohammed)

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Question 2103: one question, if i do need it for a few more days, is that okay? im not sure but just in case would i be able to book it for a longer period of time? (Author: johnnie watts)

Answer [Line 40770]: This specific car is booked on Aug 19th so max you can extend one more day . But I do have other vehicles which are available for a longer period . (Author: Hasanath Mohammed)

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Question 2104: hi! would i be able to pick the car up before 2:30? (Author: johnnie watts)

Answer [Line 40774]: What time do you plan to pick it up (Author: Hasanath Mohammed)

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Question 2105: Thank you! Hello, were would you like me to drop off the car tmrw? (Author: Calena Edwards)

Answer [Line 40801]: For drop off, You can park the car near your departure gate , hang the lock box in the window , lock the car and put the key in the lockbox and lock the lockbox by turning the knob. Just take the pictures of where you parked and send it to me. I especially need to know the terminal, Row & Level. (Author: Hasanath Mohammed)

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Question 2106: Thank you for this information. Will I need to pay a fee to exit or return the car to terminal parking? (Author: Arianna Howard)

Answer [Line 40812]: There is no fee for the parking place but you should pay for the toll to exiting from airport (Author: Hasanath Mohammed)

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Question 2107: I know you've also been informed of the tire pressure sensor. Hello. Am I able to drop the car at noon instead of 10am? (Author: Arianna Howard)

Answer [Line 40835]: Im fine with that , I think the insurance policy ends at the drop off time you might wanna check with turo to be on the safer side (Author: Hasanath Mohammed)

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Question 2108: Terminal c I locked the keys in the lock box before closing the window. How soon will you be here? (Author: Arianna Howard)

Answer [Line 40844]: You can unlock the lockbox with the code 0923 (Author: Hasanath Mohammed)

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Question 2109: Hey did the payment go through?? (Author: Anthony Puerto)

Answer [Line 40856]: yes i think (Author: Hasanath Mohammed)

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Question 2110: Do you have our flight number Delta #839? What is your procedure for us to pick up the car? (Author: Dennis Melde)

Answer [Line 40864]: Hi Dennis the pick up address is 4425 w airport fwy Irving tx , this address is very close to the airport but not in the airport . Uber is your best bet to get here (Author: Hasanath Mohammed)

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Question 2111: Hello Mr. Hasanath,

Greetings!

Our flight is scheduled to arrive at 7:38 PM, 2/1/23

Will it be ok to pick up the car at 8:00PM?

Thanks for renting your car out to us for a few days! (Author: Truong Van)

Answer [Line 40879]: Sure (Author: Hasanath Mohammed)

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Question 2112: Hello Mr. Hasanath

We rebooked again for tomorrow night arriving @7:38PM

I will need to modify the reservation

Sorry for the inconvenience! What do I need to do? (Author: Truong Van)

Answer [Line 40889]: No issues go ahead and change your reservation in Turo. Best is to call Turo and they will be able to take care of you (Author: Hasanath Mohammed)

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Question 2113: Contacted Turo

They are modifying for pickup tomorrow same time same place

Let's hope everything will work out

Thanks Will you able to deliver the car tomorrow? (Author: Truong Van)

Answer [Line 40893]: Yes I should be able to if it's at the same tome (Author: Hasanath Mohammed)

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Question 2114: Good afternoon,

What is the age requirement for an additional driver? I have a son who is 20. Will he be able to drive the car as well?

Thank you,

Vicque (Author: Vicque Nubel)

Answer [Line 40945]: Good afternoon , the age requirement is set by turo . You can try to add an additional driver with your son id and see if it allows . I do know there is an additional charge for under 21 drivers but that's set by turo (Author: Hasanath Mohammed)

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Question 2115: We arrive at the airport we are waiting for the luggage. Can I pick up the vehicle? (Author: Dario Perez)

Answer [Line 40962]: yes you can (Author: Hasanath Mohammed)

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Question 2116: I'm in the parking lot in the same place. where do I keep the keys? (Author: Dario Perez)

Answer [Line 40969]: Keep ot in the glove box (Author: Hasanath Mohammed)

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