

## Frequently Asked Questions

### **1. How does listing my car with your Turo rental group work?**

You simply provide us with your car, and we handle everything else—from listing and managing the rental to customer communication, key exchanges, and vehicle maintenance.

### **2. Do I need to handle any customer interactions or bookings?**

No! We take care of everything. From confirming bookings to guest communication and coordinating pick-up and drop-off, we manage all guest interactions and logistical details.

### **3. How will I make money by renting my car out?**

You earn a percentage of the rental fees whenever your car is booked through us. We'll manage everything to maximize your earnings, and you'll receive regular payouts without having to do any of the work.

### **4. What happens if there's damage to my car while it's rented?**

We handle everything. If a guest causes damage to your car, we'll initiate a claim with Turo's insurance coverage. Your car will be repaired, and we'll work through any issues with the guest on your behalf.

### **5. What if the guest crashes my car?**

In the unlikely event that your car is in an accident or crash, we take care of the insurance claim process. Turo provides comprehensive insurance options, and we'll ensure everything is handled, from repairs to guest accountability.

### **6. Can I still use my car if it's listed for rent?**

Yes! You can make your car unavailable whenever you need it. Just let us know the dates, and we'll adjust your availability accordingly.

**7. How do I know my car is being treated properly by renters?**

We carefully screen all renters and verify their driving history. Additionally, we perform thorough inspections of your car before and after each rental to ensure it's in good condition.

**8. Will I have to deal with renters face-to-face?**

Not at all. We manage all communication and key exchanges remotely or with delivery options, so you don't have to meet with renters in person.

**9. How do you determine the rental price for my car?**

We use factors like the make/model, year, condition, and current market demand to set a competitive rental price.

**10. How do I get paid for the rentals?**

We take care of the payments and send you your earnings on a monthly basis via the payment method you have selected. The amount depends on the number of bookings and the pricing we set for your car.

**11. Can I make special requests or requirements for renters?**

Yes! You can set preferences, like mileage limits, cleanliness requirements, or specific renter rules, and we will make sure they are enforced.

**12. What happens if my car breaks down during a rental?**

We provide 24/7 roadside assistance. If your car breaks down, we will coordinate everything, including repairs or a replacement vehicle for the guest, ensuring they are taken care of.

**13. Is my car insured while it's rented out?**

Yes, Turo's insurance coverage will apply to your car while it's rented. You can choose from different protection plans that suit your needs and provide peace of mind.

**14. Do I need to clean my car before renting it out?**

While you don't have to handle the cleaning, it's important to maintain your car's condition. We can coordinate cleaning services as needed to ensure the car is in top shape for each rental.

**15. What happens if my car is returned late?**

We handle any delays or issues with the return. If a guest returns your car late, we work with them to resolve the situation, and you will be compensated for any inconvenience.

**16. Are there any hidden fees I should be aware of?**

No! We maintain transparency. Our service fees are clearly stated, and there are no hidden costs. We explain everything upfront, so you know what to expect.

**17. How often will my car be rented out?**

The frequency depends on the demand, the car's appeal, and how competitive the pricing is. We'll work to keep your car booked as much as possible.

**18. What happens if I want to remove my car from your rental program?**

If you no longer wish to rent your car, just let us know and give us the notice discussed in the contract, and we'll deactivate your listing and return your car to you. You can choose to list it again at any time.

**19. How do you handle refunds or complaints from renters?**

We take care of any issues or complaints from renters, including processing refunds if necessary. Our priority is to ensure both you and your renters are satisfied.

**20. What kind of support do I get throughout the process?**

You'll have a dedicated team supporting you at every stage. From getting your car listed to dealing with any issues, we're here to ensure everything goes smoothly and that your experience is hassle-free.