Turo Car Rental

Vehicle handover process

Arrive at location 5-10 minutes early

- [ ] Take photo of the dashboard capturing millage and fuel level
- [ ] Take photos of the outside of the car

Communicate with customer

- [ ] Introduce yourself
- [ ] Ask customer: Can I please see your driving license briefly? “I need to ensure it matches the rental agreement, it’s a legal requirement before releasing the car 😊”
- [ ] Ask customer: Have they driven in the UK before?
- [ ] Ask customer: Do you have any questions? !?
- [ ] Inform customer: Petrol! not Diesel
- [ ] Inform customer: Full to full
- [ ] Inform customer: Be conscious of the road signs in the city, look out for tram lines in Edinburgh
- [ ] Inform customer: If you have any problems use the Turo app to contact Turo support and they will contact us
- [ ] Hand over the car key

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