



Agency Guide

Rent. Rate. Trust.

Everything you need to run your agency on Truqar: add your cars, set your prices, manage bookings, complete the condition report (état des lieux), and build your reputation through reviews.

For	Language	Version
Rental agencies	English	1.1

Updated

19 September 2026

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CHAPTER 1

Welcome to Truqar

Truqar is Morocco's car-rental marketplace built around **trust**. As a verified agency, you showcase your cars to renters (locals, residents, and tourists), receive bookings online, and get **paid at pickup** — with no online payments to handle.

What makes Truqar different

- **Two-way reviews.** You rate your renters, and they rate you. Nobody else in Morocco does this — it's your best reputation asset.

- **Verified agencies only.** Every agency is approved before it appears publicly, so renters know they're booking with confidence.
- **The condition report** with a sealed PDF receipt at pickup, to protect you.
- **Free at launch** — no commission for the first agencies.

THE JOURNEY AT A GLANCE

A renter books (**Pending**) → you **confirm** → you complete the **departure condition report** (the rental starts) → on return, you complete the **return condition report** (the rental ends) → you and the renter review each other.

CHAPTER 2

Create your agency account

- 1 Go to the sign-up page and turn on the **"As an agency"** option.
- 2 Enter your name, email, and a password (a strength meter shows how strong it is).
- 3 Fill in your agency details: **business name**, **city** (from the 12 cities), **address**, **phone**, and WhatsApp (optional).
- 4 Accept the terms, then click **"Sign up"**.
- 5 Open the verification email you receive and click the link to activate your account.



The screenshot shows a mobile app interface for creating a truqar account. The title is "Créer un compte". Below it is a button "Se connecter avec Google". A separator line says "OU CONTINUER AVEC". There are two radio buttons: "En tant que locataire" (selected) and "En tant qu'agence" (which is highlighted in dark grey). The form fields are: "Nom complet", "E-mail" (with the example "you@example.com"), "Mot de passe" (with a strength indicator), "Nom de l'entreprise", "Ville" (with a dropdown menu), "Adresse", and "Numéro de téléphone".

The sign-up form, with the "As an agency" option enabled and the agency fields.

TIP

You can also sign in with **Google**. And if you already have a renter account, you can turn it into an agency account from your profile.

CHAPTER 3

Get your agency verified

Until your agency is verified, your cars **do not appear** on the public site. Verification is done by the Truqar team from the documents you provide.

- 1 Go to **Settings**.
- 2 Upload your agency **logo**.
- 3 Upload your **verification documents** (trade register (RC), insurance, licence). **PDF** files are accepted.
- 4 Wait: as soon as the team approves, you'll get an email and your cars become visible.

truqar

Voitures Agences Villes Comment ça marche

FR Atlas Car Rental

Vue d'ensemble

Gérer les voitures

Gérer les réservations

Tarification

Analytique

Avis

Paramètres

Logo de l'agence

Téléchargez le logo de votre agence. Il apparaîtra sur votre profil public.

Documents de vérification

Téléchargez votre RC (Registre du Commerce), assurance et documents de licence pour la vérification.

1 / 5 photos

s3_sample.pdf

Glissez-déposez vos fichiers ici
ou cliquez pour parcourir

JPEG, PNG, WebP, PDF · Max 10 MB · Jusqu'à 4 fichiers

Règles et politiques générales

Politique de prise en charge

Politique de prise en charge

☐ Prise en charge à l'agence uniquement

☒ Livraison disponible

Lieux de livraison

Aéroport Mohammed V × Gare Casa-Voyageurs × Centre-ville Casablanca ×

Aéroport, Gare, Hôtel...

Enregistrer

Settings — agency logo and verification documents.

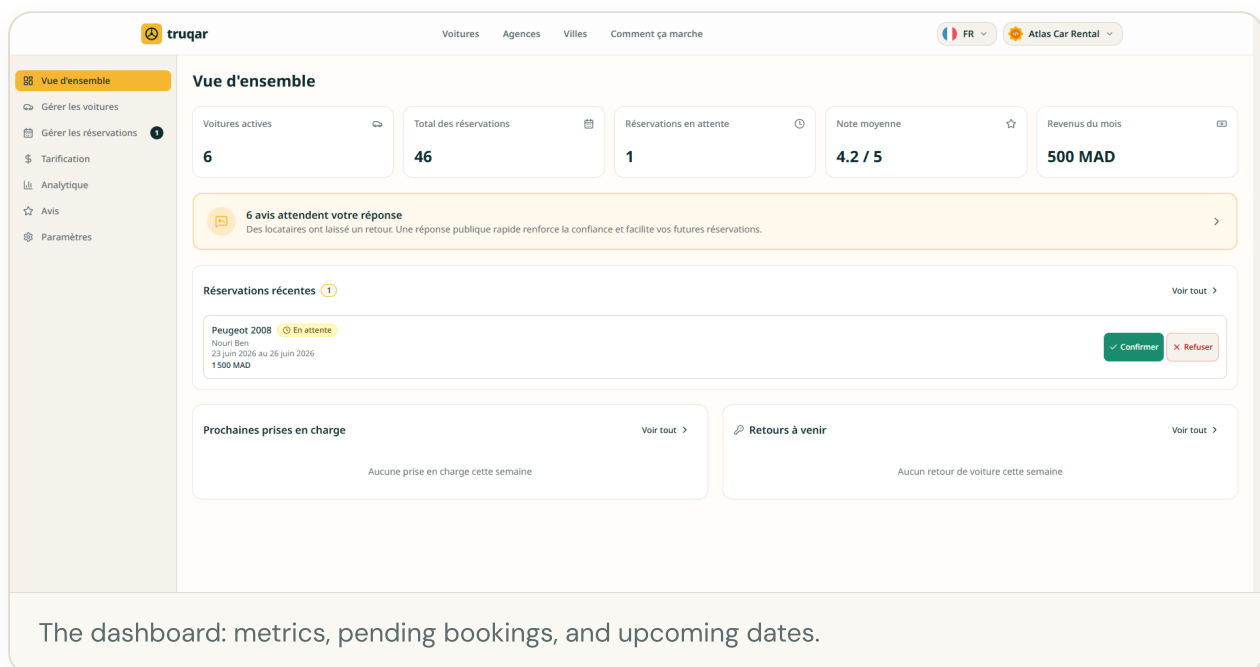
VERIFICATION STATUS

A banner on your dashboard shows whether you're **pending**, **verified**, or **rejected** (with the reason). You can't verify yourself — the team does it.

Your dashboard

The dashboard is your control center. Here you'll find:

- Your key metrics: active cars, bookings, pending bookings, average rating, monthly revenue.
- The **pending bookings** to handle, with quick buttons to confirm or decline.
- Upcoming **pickups** and **returns** (next 7 days).
- A reminder if any reviews are awaiting your reply.



The dashboard: metrics, pending bookings, and upcoming dates.

The left-hand navigation gives access to: **Overview, Manage Cars, Manage Bookings, Pricing, Analytics, Reviews, Settings.**

Add and manage your cars

5.1 · Add a car

- 1 In **Manage Cars**, click "**Add a car**".
- 2 **Basic info**: pick the make (dropdown) — the model list adjusts automatically — then the year.

- 3 **Classification:** body type, category, city.
- 4 **Specs:** transmission, fuel, seats, doors, engine size, mileage, colour.
- 5 **Equipment:** toggle on the features it has (A/C, GPS, Bluetooth, CarPlay, cruise control, child seats, Jawaz...).
- 6 **Pricing:** price per day and deposit amount.
- 7 **Documents & registration:** plate, WW plate, expiry dates (insurance, technical inspection, road-tax vignette). **This information stays private.**
- 8 **Description:** write it in French, English, and Arabic (tabs).
- 9 Save.

The add-car form: make/model, specs, equipment, pricing.

IMPORTANT

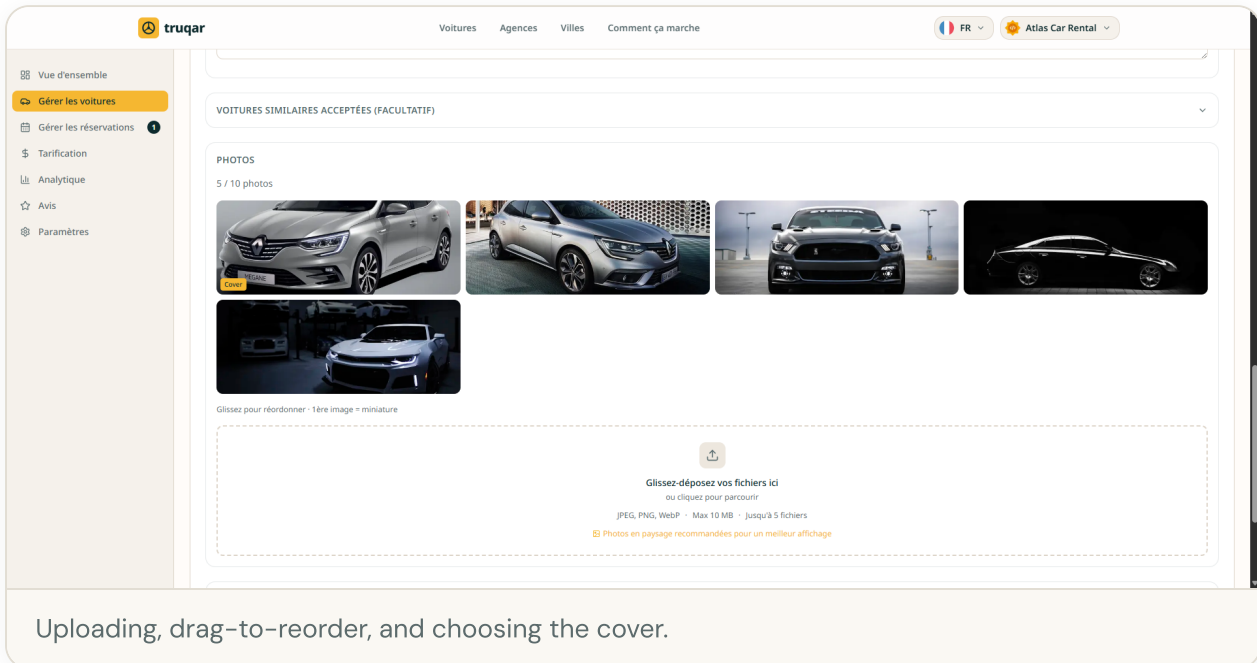
Photos are added after the first save. Fill in the car and save first; you're then taken to the edit page where the photos section appears.

SAVE TIME WITH AI

If the **"Generate with AI"** button appears in the Description section, it writes a natural description for you **in French, English, and Arabic** from the car's details. Fill in at least the make, model, and year first.

5.2 · Add and organize photos

- 1 On the car's edit page (**Details** tab), drag and drop your photos or browse your files, then click "**Upload all**".
- 2 Reorder photos by dragging them: the **first photo is the cover** (marked "Cover").
- 3 To delete a photo, hover over it and click the trash icon.



QUALITY TIP

Favour bright, **landscape** photos showing the exterior (front 3/4 view), the interior, and the dashboard. A great cover photo noticeably boosts bookings.

5.3 · Publish, hide, duplicate, delete

- **Publish / hide:** on the Details tab, the "**Visible to the public**" toggle controls whether it shows on the site.
- **Duplicate:** handy for several identical cars — it copies the public info (not the plates, documents, or photos).
- **Delete:** only possible when the car has no active bookings.

Voitures
Agences
Villes
Comment ça marche

FR
Atlas Car Rental

Vue d'ensemble
Gérer les voitures
Gérer les réservations
Tarification
Analytique
Avis
Paramètres

Gérer les voitures

Toutes
Publiée
Masquée

Car	Carrosserie	par jour	
Volkswagen Golf (2024)	HATCHBACK	400 MAD	...
Mercedes-Benz C-Class (2024) Masquée Par Truqar	SEDAN	800 MAD	Voir la page publique Réservations du véhicule Dupliquer cette voiture Crée une copie modifiable (sans les photos)
Peugeot 2008 (2024)	SUV	450 MAD	Supprimer le véhicule
Renault Clio (2024)	HATCHBACK	250 MAD	
Dacia Logan (2023)	SEDAN	200 MAD	...
Dacia Logan (2023) Masquée	HATCHBACK	250 MAD	...

The car list: visibility filters (All / Published / Hidden) and the actions menu (...) — public page, bookings, duplicate, delete.

CHAPTER 6

Set up your pricing

The **Pricing** section lets you go beyond the base price:

- **Seasons:** apply a different rate over a period (summer, Eid, holidays...). A season can cover the whole agency or one specific car; when two overlap, the higher **priority** wins.
- **Weekend price:** a specific rate for Saturday and Sunday.
- **Duration discounts:** for example -10% from 7 days, to encourage longer rentals.
- **Blocked dates:** make a car unavailable (maintenance, personal use...).
- **Calendar:** a visual month-by-month view of your prices, bookings, and blocks.

VoituresAgencesVillesComment ça marche

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Vue d'ensemble

Gérer les voitures

Gérer les réservations

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Paramètres

Tarification & Disponibilité

SaisonsRemisesDates bloquéesCalendrier

Dacia Logan (2023)

Voir les réservations

< Précédent

Aujourd'hui

Suivant >

Juillet 2026

lun.	mar.	mer.	jeu.	ven.	sam.	dim.
29 250	30 250	1 250	2 250	3 250	4 250	5 250
6 250	7 250	8 250	9 250	10 250	11 250	12 250
13 250	14 250	15 250	16 250	17 250	18 250	19 250
20 250	21 250	22 250	23 Blocked	24	25	26
27	28	29	30 300 SUNNER	31 300 SUNNER	1	2
3 SUNNER	4 SUNNER	5 SUNNER	6 SUNNER	7 SUNNER	8	9

☐ Prix par défaut

☐ Prix saisonnier

☐ Tarif week-end

☐ Réservé

☐ En attente

☐ Bloqué

Cliquez sur un jour pour commencer la sélection, puis sur un autre jour pour définir la plage. Confirmez pour bloquer les dates. Cliquez sur une date bloquée pour la débloquer.

The pricing calendar: daily price, seasons, weekends, and blocked dates.

GOOD TO KNOW

Pickup and return times are **indicative**: they don't affect the price. Pricing is per day.

CHAPTER 7

Manage bookings

In **Manage Bookings**, filter by status, search, and open a booking to see the renter (with their rating and trust badges), the dates, the price breakdown, and the deposit.

Voitures
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Gérer les réservations

Rechercher par locataire ou véhicule...

Tous En attente Confirmée **En cours** Terminée Annulée

Voiture	Locataire	Dates	Prix total	Status
Dacia Logan #12062KAL N'est plus publiée	Youssef Benali 0680923872	27 juillet 2026 au 29 juillet 2026 2 jours	500 MAD	En cours
Dacia Logan #12062KAL N'est plus publiée	Youssef Benali 0680923872	23 juillet 2026 au 27 juillet 2026 4 jours	1 000 MAD	En cours
Renault Clio #12062KAL	Youssef Benali 0680923872	12 juillet 2026 au 14 juillet 2026 2 jours	500 MAD	En cours
Renault Clio #12062KAL	Youssef Benali 0680923872	20 juillet 2026 au 23 juillet 2026 3 jours	750 MAD	En cours
Peugeot 2008 #12062KAL	Youssef Benali 0680923872	13 mai 2026 au 15 mai 2026 2 jours	900 MAD	En cours
Peugeot 2008 #12062KAL	Youssef Benali 0680923872	10 mai 2026 au 12 mai 2026 2 jours	900 MAD	En cours
Peugeot 2008 #12062KAL	Amina Benjeloun	12 mars 2026 au 15 mars 2026 3 jours	1 350 MAD	En cours

The bookings list: search, status filters (All / Pending / Confirmed / In progress / Completed / Cancelled), and for each row the car, renter, dates, price, and status.

Confirm a pending booking

- 1

Open the booking (or use the quick button on the dashboard) and click **"Confirm"**.
- 2

You can adjust the **times**, add a **note** for the renter, and tick **"deposit waived"** if you wish.
- 3

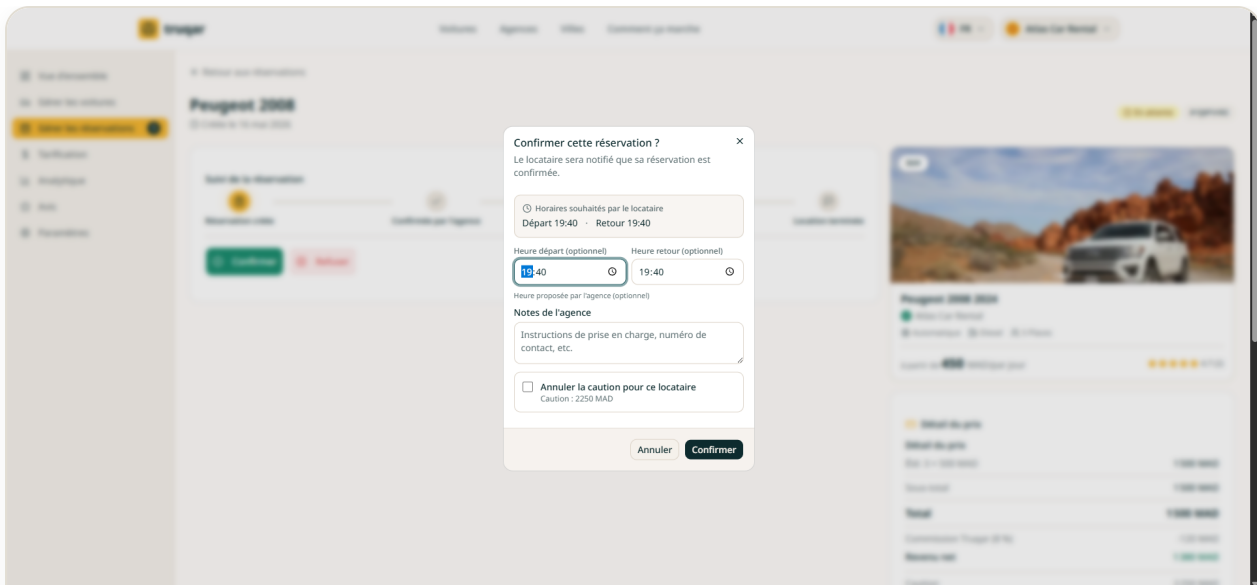
Confirm: the renter is notified by email (with a calendar file) and an in-app notification.

Decline a booking

- 1

Click **"Decline"**.
- 2

Give a **reason** (required) — the renter will see it.



The confirmation dialog: times, note, and the deposit-waiver option.

SWAP THE CAR

On a confirmed or ongoing booking, you can reassign **another car** from your fleet (availability is rechecked, the price stays locked). Useful when something unexpected comes up.

NO "COMPLETE" BUTTON

A rental isn't ended by a button: it automatically becomes "In progress" when you finish the **departure condition report**, then "Completed" when you finish the **return condition report** (see the next chapter).

CHAPTER 8

The condition report (departure & return)

The condition report protects your agency: it locks in the car's condition, mileage, and fuel level in a **PDF receipt** shared with the renter.

8.1 · Prepare the car inspection

On a car's edit page, in the **Inspection / Condition report** tab, set up a reusable reference record:

- 1 Add the **6 angle photos** (front, rear, left, right, dashboard, interior) — a new photo or one reused from the gallery.

- For each of the **12 checkpoints**, set the state: **OK / Note / Damage** (a note or damage opens a text field; damage lets you add a photo).
- Add a general remark and save.

The 6 angle photos and the car's 12 checkpoints.

8.2 · Start the rental (departure)

- On a **confirmed** booking, click "**Start the rental**".
- Check the car's condition, enter the **mileage (required)** and the **fuel level**, and add a note if needed.
- Click "**Confirm departure**". Truqar generates a **PDF receipt**, sends it to both parties, and the rental becomes "In progress".

The departure condition report: mileage, fuel level, and the "Confirm and start the rental" button (generates the PDF receipt).

8.3 · End the rental (return)

- 1 On an **in-progress** booking, click "**End the rental**".
- 2 Enter the return mileage and fuel (shown next to the departure values), then confirm.
- 3 The rental becomes "Completed" and both parties are invited to leave a review.

ONE PDF ONLY

The PDF receipt is generated at **departure** only — it remains the reference for the whole rental.

CHAPTER 9

Two-way reviews

After a completed rental, you rate the renter and they rate you. This is the heart of trust on Truqar.

Rate the renter

- 1 On the completed booking, open the "**Rate this renter**" form.
- 2 Give a rating on 4 criteria: **punctuality, vehicle care, communication, respect of terms**.
- 3 Add a comment (10 characters minimum) and submit.

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Reçu de départ

Évaluer ce locataire

Aidez les autres agences à savoir à quoi s'attendre — **Youssef Benali**

Votre avis sera visible par l'autre partie une fois qu'elle aura aussi soumis son avis, ou après 3 jours.

Ponctualité
Le locataire était-il à l'heure ? ☆☆☆☆

Soin du véhicule
La voiture a-t-elle été rendue en bon état ? ☆☆☆☆

Communication
L'agence était-elle réactive et claire ? ☆☆☆☆

Respect des conditions
A-t-il respecté le contrat de location ? ☆☆☆☆

Commentaire
Commentaire...

Envoyer l'avis

Détail du prix

Détail du prix

Standard: 1 x 450 MAD 450 MAD

Sous-total 450 MAD

Total 450 MAD

Cautiion 2250 MAD

Télécharger la facture

Locataire

Youssef Benali
renter@truqar.ma
★ 3,7/5 (8 reviews) · 19 rentals
3 locations sans caution

0680923872 Email WhatsApp

Dates

Date de début 26 mai 2026 Date de fin 27 mai 2026

1 jour

Lieu de prise en charge

Lieu de prise en charge. Lieu de restitution.

The "Rate this renter" form: the 4 criteria, the blind-review notice, and the renter's card (rating, history).

BLIND REVIEWS

Your review and the renter's stay **hidden** until **both** of you have submitted — or after **3 days**. This keeps reviews honest and uninfluenced.

On the **Reviews** page, you see renters' reviews of your agency, you can filter them (unanswered), and **reply** to each one.

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Avis ★ 4.4 (17 avis)

Tous les avis Sans réponse uniquement

Renault Clio #QZYGXOT

Partager Voir la réservation

Youssef Benali
16 mai 2026
★ 4.8

État du véhicule ☆☆☆☆

Communication ☆☆☆☆

Rapport qualité-prix ☆☆☆☆

Prise en charge ☆☆☆☆

Excellent experience with Atlas Car Rental. The car was spotless and exactly as described, and pickup was quick and smooth. The team was friendly and responsive from start to finish — great value for money. I'll definitely book with them again.

Atlas Car Rental
Thank you so much, Youssef! It was a real pleasure having you as a renter. We're glad the car met your expectations and we hope to welcome you back soon. Safe travels!

Renault Clio #79YTLKBR

Partager Voir la réservation

Youssef Benali
16 mai 2026
★ 4.5

État du véhicule ☆☆☆☆

Communication ☆☆☆☆

Rapport qualité-prix ☆☆☆☆

Prise en charge ☆☆☆☆

المشروع كان تجربة رائعة. السيارة نظيفة تمامًا وبنفس الوصف، والتسليم كان سريعًا وسهلًا. الفريق معتمد ومهني وفريق. والتمتع معقول بآلاف. عادي ارجع لكمي عندهم بدل شكركم. Atlas تجربة رائعة بآلاف مع.

The Reviews page: your average rating and unanswered count, the "All / Unanswered only" filter, each client review with its criteria, and your public reply (shown here on the first review).

How this page works

- **Header** — your agency's average rating and total number of reviews; a badge shows how many are still **unanswered**.
- **Filter** — switch between **All reviews** and **Unanswered only** to focus on the ones that still need a reply.
- **Each review** shows the renter's name and date, the four star criteria (vehicle condition, communication, value for money, pickup) with the overall score, the written comment, and any photos.
- **Reply** — click **Reply**, write your response (10 characters minimum) and submit. It appears publicly under the review with a gold left border, signed with your agency name.
- **Actions** — **View booking** opens the linked reservation; **Share** turns a review into a branded image for social media.

ANSWER YOUR REVIEWS — IT MATTERS

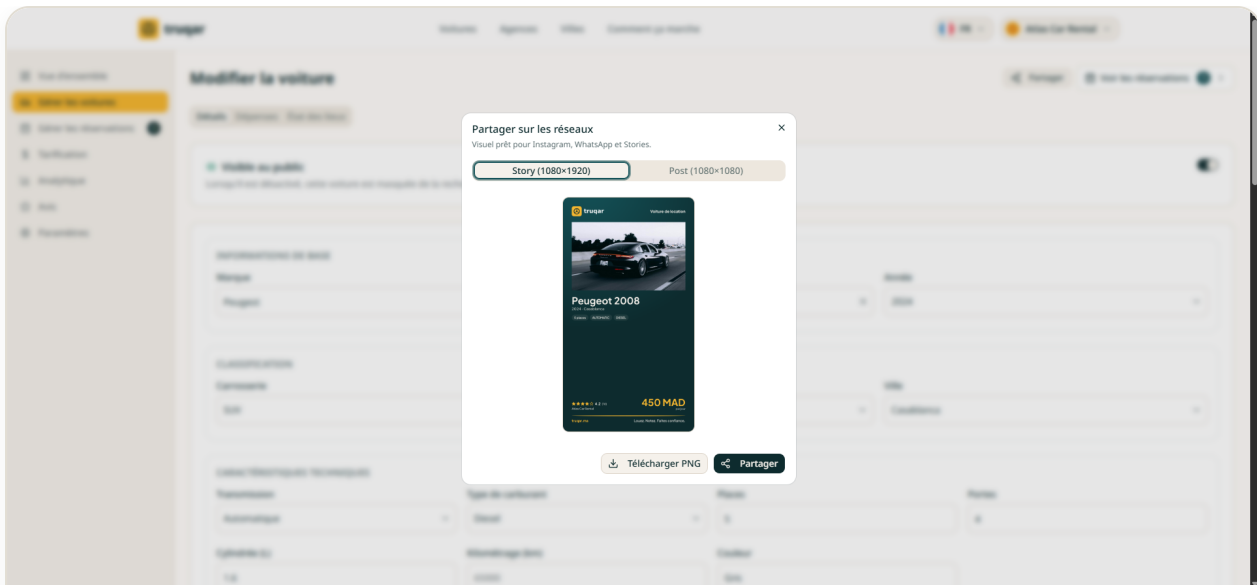
This page is essential: **replying to every review** — positive or negative — is one of the strongest trust signals on Truqar. Your reply is public, so a prompt, courteous response reassures future renters. Use the "**Unanswered only**" filter so nothing slips through — thank happy clients, and address any concern calmly and with facts.

CHAPTER 10

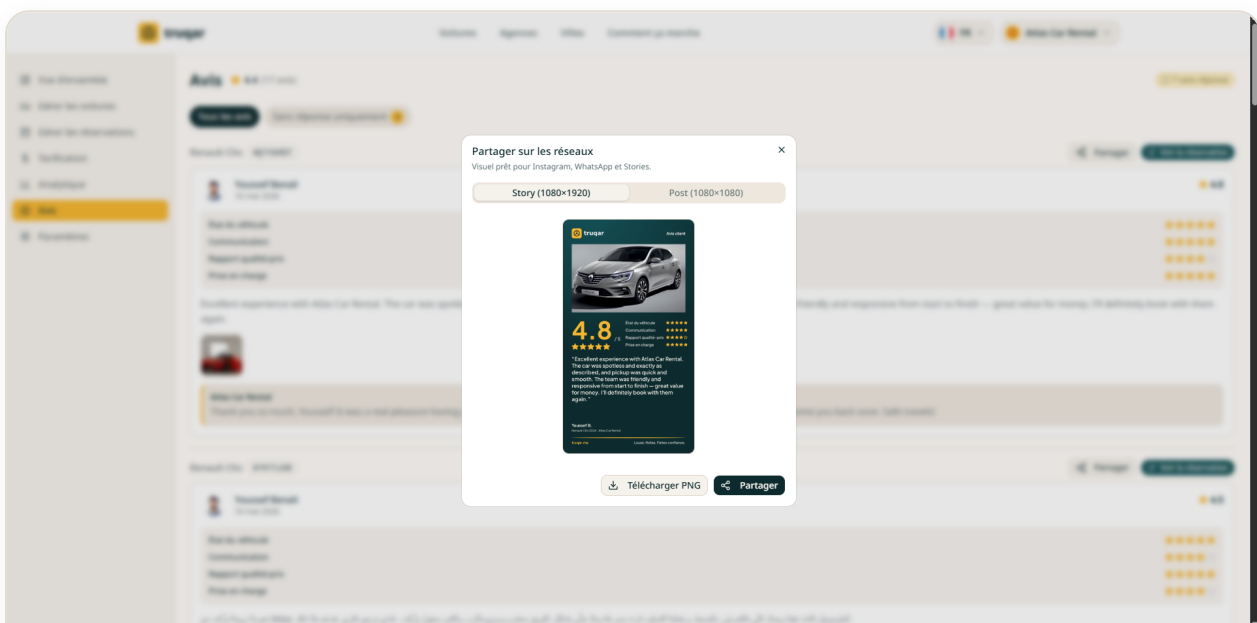
Share on social media

Generate a Truqar-branded shareable image for a car, your agency, or a review you received.

- 1 Click the "**Share**" button (available on a published car, on your verified profile, or on a displayed review).
- 2 Choose the **Story** or **Square** format.
- 3 **Download** the image, or use **Share** to send it directly (on mobile).



The share dialog: image preview, Story / Post tabs, and Download / Share buttons.



Example of a shared client review: the card carries the rating, criteria, and comment — ready to post as a Story or a Post.

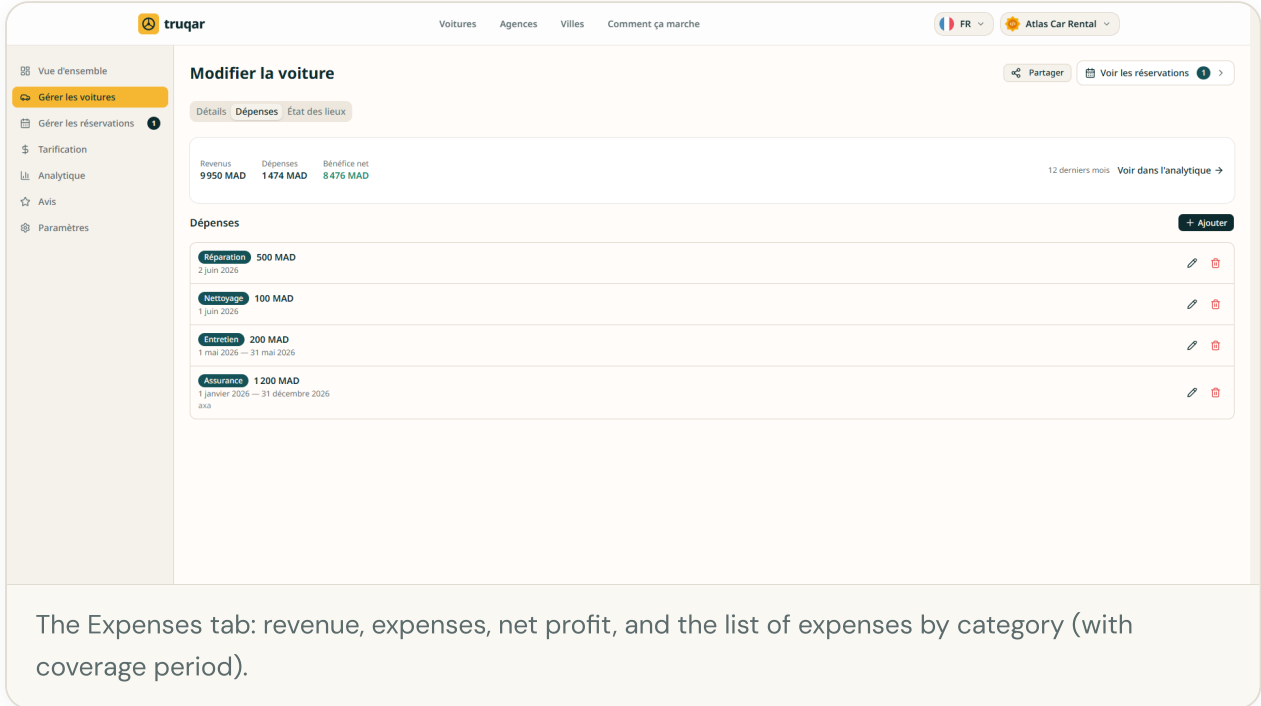
CHAPTER 11

Track your profitability

Track your costs per car and measure your real profitability.

- 1 On a car's edit page, open the **Expenses** tab and click **"Add"**.

- 2 Choose a category (insurance, maintenance, repair, tax, technical inspection, fuel, cleaning, other), an amount, and a coverage period (one-off, month, year, or custom).
- 3 Review the revenue / expenses / net summary, and the **Profitability** view in **Analytics** (with preset periods).



The screenshot displays the 'Modifier la voiture' (Edit car) interface. The top navigation bar includes 'Voitures', 'Agences', 'Villes', and 'Comment ça marche'. The user is logged in as 'Atlas Car Rental'. The left sidebar shows navigation options: 'Vue d'ensemble', 'Gérer les voitures' (selected), 'Gérer les réservations', 'Tarification', 'Analytique', 'Avis', and 'Paramètres'. The main content area is titled 'Modifier la voiture' and has tabs for 'Détails', 'Dépenses', and 'État des lieux'. The 'Dépenses' tab is active, showing a summary table with columns 'Revenus', 'Dépenses', and 'Bénéfice net'. Below this is a list of expenses categorized by type (Réparation, Nettoyage, Entretien, Assurance) with their respective amounts and dates. A '+ Ajouter' button is visible in the top right corner of the expenses list.

Revenus	Dépenses	Bénéfice net
9 950 MAD	1 474 MAD	8 476 MAD

12 derniers mois Voir dans l'analytique →

Dépenses

Type	Montant	Date
Réparation	500 MAD	2 juin 2025
Nettoyage	100 MAD	1 juin 2025
Entretien	200 MAD	1 mai 2025 — 31 mai 2025
Assurance	1 200 MAD	1 janvier 2025 — 31 décembre 2025

The Expenses tab: revenue, expenses, net profit, and the list of expenses by category (with coverage period).

COVERAGE PERIOD

An annual expense (insurance, for example) can be **spread** across the year via the coverage period, so your monthly profitability stays accurate.

CHAPTER 12

Agency settings

- **Profile:** business name, description, address, phone, WhatsApp (email and city can't be changed here).
- **Pickup policy:** "Agency only" or "Delivery available" (with the list of your delivery locations).
- **Rules & terms:** your rental terms, with AI assistance to polish and translate them into French, English, and Arabic.

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Voitures

Agences

Villes

Comment ça marche

FR

Atlas Car Rental

Vue d'ensemble

Gérer les voitures

Gérer les réservations

Tarification

Analytique

Avis

Paramètres

Paramètres de l'agence

Logo & documents

Prise en charge

Politiques

Profil de l'agence

Partager

Vérifié - Vérifié le 14/04/2026

Nom de l'entreprise

Atlas Car Rental

Description

Location de voitures fiable à Casablanca depuis 2015. Large gamme de véhicules pour tous les budgets.

Adresse

123 Boulevard Mohammed V, Casablanca

Téléphone

+212 522 123 455

WhatsApp

+212 622 123 457

Email

atlas@truqar.ma

Ville

Casablanca

Enregistrer

Agency profile and pickup policy.

Rules & policies

The **General rules & policies** section defines your terms **once for all your cars**. They're optional: if you fill nothing, default rules are shown. Six categories are available:

- **Deposit** — refundable, or no deposit.
- **Cancellation** — free 48 h, free 24 h, non-refundable, or custom.
- **Fuel** — full-to-full, like-for-like, or prepaid.
- **Mileage** — unlimited or capped.
- **Driver & documents** — standard or custom.
- **Payment** — the methods you accept (cash, Visa, Mastercard, American Express, bank transfer, cheque).

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Voitures

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Vue d'ensemble

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Glissez-déposez vos fichiers ici
ou cliquez pour parcourir

JPEG, PNG, WebP, PDF · Max 10 MB · Jusqu'à 5 fichiers

Règles et politiques générales

Définies une fois pour toutes vos voitures. Optionnelles — sans rien remplir, des règles par défaut s'affichent.

Caution · Remboursable

Visible

Annulation

Visible

Gratuite 48h

Gratuite 24h

Non remboursable

Personnalisée

FR

EN

AR

Générer avec l'IA

Annulation gratuite jusqu'à 48h avant la prise en charge.

Enregistrer

Carburant · Plein à plein

Visible

Kilométrage · Illimité

Visible

Conducteur & documents · Standard

Visible

Paiement · Espèces, Visa, Mastercard, American Express, Virement bancaire, Chèque

Visible

The Rules & policies section: each category expands (quick preset, free FR/EN/AR text, "Generate with AI" button) and has a "Visible" toggle.

How to fill a category

- 1 Expand the category and pick a **preset** (e.g. "Free 48h" for cancellation).
- 2 If needed, add a **note** in the text area, in each language via the **FR / EN / AR** tabs.
- 3 Leave the category "**Visible**" to show it on your cars, or hide it with the toggle.
- 4 Click **Save**.

GENERATE WITH AI

Write your rule in a single language (even rough), then click "**Generate with AI**": the assistant **corrects and translates** it automatically into French, English, and Arabic and fills all three tabs. Review, then save. The button only appears if AI is enabled on your account.

OVERRIDING FOR A SPECIFIC CAR

These rules apply to the whole agency. Two of them — **Fuel** and **Mileage** — can be **overridden car by car**: on a car's edit page (after the first save), turn the override on and pick a different preset. The other categories stay agency-wide.

For the deposit you only write the **description**: the **amount** (e.g. 2,000 MAD) is shown automatically from the car — you don't type it in.

CHAPTER 13

Frequently asked questions

How do I end a rental?

There's no "Complete" button. Do the **return condition report**: the rental automatically becomes "Completed".

Why don't my cars appear on the site?

Your agency probably isn't **verified** yet, or the car is **hidden**. Check the status banner and the "Visible to the public" toggle.

I don't see the "Generate with AI" button.

This feature isn't enabled on every account. If the button doesn't appear, write the description manually.

How much does Truqar cost?

It's **free** for agencies during the launch phase.

When do I get paid?

Payment is made **at pickup**, directly between you and the renter. Truqar doesn't handle online payments.

CHAPTER 14

Need help?

A question, a snag, or something blocking a booking? Here's how to reach the Truqar team:

- **Contact form** — the best channel in most cases: go to the **Contact** page on the site and send us your message. We reply within 24 business hours.
- **Email** — write directly to contact@truqar.ma.
- **Phone (urgent)** — for anything urgent (a pickup or return in progress, an issue on an active booking), call +212 7 12 56 33 49.

TIP

For a booking-specific question, mention the booking **reference** — it helps us help you faster.