

STANDARD TERMS AND CONDITIONS OF RENTAL AGREEMENT

Effective from December 7th, 2022

1. TERMS USED, NATURE AND OBJECT OF THIS AGREEMENT.

A) From now on following abbreviations and terms are used:

- Conditions – these Standard Terms and Conditions of Rental which govern the rental and use of a vehicle;
 - Lessor – the legal person (renting company) identified on the front page of the Rental Agreement that uses the trademark "Europcar" and "Keddy by Europcar" and has the jurisdiction of forwarding the user rights of the vehicle (hereinafter "Lessor");
 - Customer – a person identified on the front page of the Rental Agreement who obtains the user rights of the Vehicle from the Lessor according to the agreement signed with the Lessor;
 - Rental Agreement – the agreement between the Lessor and the Customer with which the Lessor forwards the user rights of the vehicle to the Customer, according to the stipulations of the Rental Agreement (also referred to as "Agreement") and these Conditions;
 - Vehicle – the self-propelled vehicle identified on the front page of the Rental Agreement that or the user rights of which belong to the Lessor and are forwarded to the Customer according to the Agreement.
- B) The Conditions stipulate the Customer's rights and obligations when using Lessor's Vehicle. The Customer acknowledges that the Vehicle or its user rights are owned by Lessor and he/she does not have the authority to forward the rights and obligations obtained by signing the Agreement to a third party. Any attempted transfer or sub-let of the Vehicle is permitted only in agreement with Lessor. Lessor permits Customer to use the Vehicle strictly in accordance with these Conditions.
- Customer's request prior to signing of the Rental Agreement, Lessor will make these Conditions available to the Customer.
 - The Rental Agreement is signed for the use of one Vehicle in a period that is designated in the Agreement, or until Lessor has actually taken possession of it.
 - By signing the Agreement, the Customer acknowledges that he/she has read these Conditions and will be bound by them. The Conditions and the Agreement are inseparable. The Conditions will not cease to be valid also after the Vehicle has been returned.

2. AUTHORIZED OPERATOR OF THE VEHICLE.

According to the Agreement, the Vehicle must only be driven by the Customer or any other person who has been authorized by Lessor at the commencement of the rental by noting his/her details in the Agreement as an additional driver. The Customer agrees that he/she will not allow anyone (including himself/herself) to drive the Vehicle.

- Person, who does not fulfil the minimum requirements of Lessor or local law regarding age, possession of a valid driving license and/or any other minimum requirements.
- Person, who is under the influence of alcohol, drugs or any other substance impairing consciousness or ability to react, or who is fatigued.

3. PICKUP/DELIVERY AND RETURN OF THE VEHICLE.

A) Lessor will supply the Vehicle to the Customer in good overall and operating condition, complete with all necessary documents. All necessary documents are defined as documentation required by law to use the Vehicle.

- The Customer agrees to return the Vehicle to Lessor at the location and on the date and time designated in the Agreement, in the same condition as rented, with the same documents and accessories.
- The Customer will check the condition of the Vehicle when supplied by Lessor, and with his/her signature, will agree that it corresponds to the description given in the Vehicle Condition Report form. The Customer must have a Lessor's representative eliminate any difference between the Vehicle's actual and the recorded condition before taking over the possession of the Vehicle. The Customer acknowledges that during the rental he/she will be responsible for the careful use, documents and accessories of the Vehicle as well as safe driving.
- The Customer must return the Vehicle to the Lessor's location designated in the Agreement within the normal business hours of the location concerned. The Customer has the right to have a Lessor's representative to check-in the vehicle during normal business hours and mark down any difference between the Vehicle's recorded check-out sheets. If the Customer does not use this right, he/she will remain fully responsible for the Vehicle until Lessor's representatives have taken de jure and de facto possession of the Vehicle. Lessor's personnel will check-in the Vehicle at the Lessor's location. The Customer acknowledges that during the rental he/she will be responsible for the out-of-office hours return instructions for that location.

- In case vehicle is returned after office hours or if returned to the Key-Box, Lessor is not obliged to perform vehicle check-in before beginning of following business day.
- In such case the Customer will remain responsible for the Vehicle until beginning of following business day as from that moment Lessor's representatives will take over de jure and de facto possession of the Vehicle.
- If Lessor has agreed that the Customer may return the Vehicle to a place other than Lessor's rental location, he/she will remain responsible for the Vehicle until Lessor's representative takes possession of it.
- If the Customer fails to return the Vehicle to the agreed return point at the time designated in the Agreement, Lessor will add a rental extension charge (or additional day) and all charges for each 24-hour period of delayed return.
- If the Customer returns the Vehicle but fails to return the Vehicle documents and/or keys to the agreed return point, Customer will be charged for lost documents and/or keys according to valid price list of the Lessor.
- Upon the return of the Vehicle the Customer has exceeded the mileage restrictions specified on the Agreement, the Customer shall pay the Lessor the amount specified on the front page of the Agreement per each exceeded kilometer.

4. CUSTOMER'S RESPONSIBILITY FOR LOSS OR DAMAGE.

- The Customer will be held fully responsible for damage to, theft of or loss of the Vehicle and its parts during the rental period. The vehicle parts described here also include accessories supplied for the rental. The Customer may reduce that responsibility only according to insurances and waivers described in paragraph 4(B) and accepted by the Customer, when signing the Agreement. The Customer's responsibility includes repair and/or replacement costs of the Vehicle or its parts, loss of Vehicle's market value, loss of rental revenue due to repairs (including daily rental charge of respective vehicle group), parking and towing costs and administrative costs related to those costs. Lessor will organize Vehicle repairs as quickly as possible.
- Assuming the Customer complies with all the terms of this Agreement and provided the damage, loss or theft of the Vehicle or its parts is not caused by an unauthorized driver or intentionally or by the gross negligence of an authorized driver, the Customer's responsibility will be limited as follows:
 - If the Customer has accepted Collision Damage Waiver (also known as "CDW") and/or Theft Waiver ("THW") in the Agreement, his/her liability for damage to the Vehicle or its parts is limited to the amount of the non-waivable excess stated in Agreement. The liability in the amount of the non-waivable excess applies for each such incident. If the Customer should be unable to present documents and keys of the Vehicle to Lessor in the event of theft of the Vehicle, he/she will be responsible in an amount that equals to the purchase value of the Vehicle. CDW/THW does not exempt the Customer from his/her responsibility for damages to the vehicle interior.
 - Wheels and Windscreen Insurance - WWI takes effect in the following events:
 - When tires have puncture damages or holes; when rims or alloys are damaged or scratched; when wheel caps are damaged or scratched; when windscreen is damaged or scratched; when front lights are damaged or scratched.
 - Medium package includes CDW/THW, WWI, SPAI and further reduces CDW and THW excess liability. Premium package includes CDW/THW, WWI, SPAI and 0€ excess liability. If the Customer has accepted Medium package or Premium package in the Agreement, his/her liability for damage to the Vehicle or its parts, damage to the Vehicle or its parts resulting from vandalism as well as liability for theft or loss is limited to the amount of the non-waivable excess stated in the Agreement. Medium and Premium are available for purchase only if CDW and THW have been accepted as well.
 - Medium package or Premium package do not exempt the Customer from his/her responsibility for damages to the vehicle interior, lost accessories and extra equipment, lost vehicle keys and/or documents.
- The Customer is fully responsible for damages that are caused by the driver's inability to correctly judge the Vehicle height. The Customer is fully responsible for undercarriage damages (wheels and tires excluded). The responsibility cannot be waived even by accepting insurances as described in paragraph 4(B).
- Inurances described in paragraph 4(B) and accepted by the Customer do not cover damage to the engine, transmission and clutch if they have been damaged by improper driving technique. The cause of those damages will be determined by inspection at an official dealership of the vehicle.
- For the loss or damage of safety equipment and each accessory supplied for the rental period, the Customer is obliged to pay a penalty according to the valid price list of the Lessor. The responsibility cannot be waived even by accepting insurances as described in paragraph 4(B).
- If the Customer wishes to use his/her own stand-alone insurance, when renting a Vehicle, he/she will be obliged to cover all losses from damages and/or theft of the Vehicle and/or its parts. The Customer may be compensated by his/her insurer according to the insurance policy between him/her and the insurance company.

5. USE OF THE VEHICLE.

- The Vehicle may be driven only on conditions contained in paragraph 2 and this paragraph 5. The Customer is responsible for attentive use as well as observant driving and is obliged to use the Vehicle only for its designated purposes. If the Customer does not comply with these conditions, he/she will be fully liable for the loss and damage his/her behavior causes to Lessor or the rented Vehicle and will additionally lose the benefit of limited responsibility gained by any waivers or insurances accepted. Lessor reserves the right to take back the Vehicle at any time, and at the Customer's expense, if he/she is in breach of this Agreement.
- The Customer must lock the doors of the Vehicle and activate its anti-theft systems, if provided, when leaving the Vehicle. The Vehicle must be parked on areas designated for parking. If the Vehicle is equipped with a portable GPS or Wi-Fi router, it must be taken along and stored in a safe place, when leaving the Vehicle. Safety belts and child seats must be used according to the legislation of the country where the vehicle is being used.
- The Customer must use the correct fuel and check the oil and other fluid gauges beyond 1000kms, refilling oil and other fluids as necessary.
- If the Customer experiences any problem due to accident or mechanical failure, he/she must contact Lessor immediately. The Vehicle may be serviced or repaired only with Lessor's prior permission.
- The Vehicle may not be used for:
 - carrying more people than allowed in its registration certificate or technical specifications;
 - carrying more cargo than allowed in its registration certificate or technical specifications;
 - towing or pushing of other vehicles;
 - driving on terrain or roads that are not suitable for the Vehicle;
 - carrying goods that are not properly fastened;
 - carrying goods or objects, the odor of which causes damage to the Vehicle or renders its immediate renting impossible;
 - Rallies, test drives or racing events;
 - Violation of traffic and other regulations;
 - Illegal actions;
 - Re-renting;
 - Driving in areas where traffic is prohibited;
 - Driving lessons;
 - Carrying people or cargo for business purposes;
 - Carrying animals. Transportation of animals is permitted only on prior agreement with Lessor in specially designed cages;
 - Violation of paragraph 2 of the Conditions.
- The Customer is obliged to inform the renting location about his/her driving route when signing the Rental Agreement. The Vehicle may be used on the territory of the renting country, except on following conditions:
 - Lessor's vehicles may be driven in Estonia, Latvia, Lithuania, Poland, Finland and Sweden. Driving or returning the Vehicle to other countries is not permitted.
 - When driving Lessor's Vehicle outside from renting country, Customer must pay the Border Crossing Fee according to the price list of Lessor.
 - The Customer will be fully responsible for any damage or loss, including the repair costs of the Vehicle, caused to the Lessor, the Vehicle, its parts and/or third parties, if he/she breaks any of the conditions in paragraph 5(E). That responsibility cannot be waived even by accepting any of the insurances described in paragraph 4(B).

F) Customer is obliged to park the Vehicle overnight (20:00 pm – 08:00 am) in a parking house or secure (guarded) parking lot. If the event of damage or theft of the Vehicle or it's parts occurs and the Customer is not able to present to the Lessor a receipt or parking ticket as proof all insurances described in paragraph 4(B) and accepted by Customer will be void.

G) When entering Jumala city with rental Vehicle Customer must purchase Jumala entrance pass according to Jumala city council terms. If Customer failed to purchase it till 23:59pm on the entrance day The Lessor will make the payment for pass and invoice Customer adding Administration fee according to the price list of Lessor.

H) Customer is obliged to inform the Lessor if any warning notification on Vehicle's dashboard pops up during rental. If any damages or costs are incurred by Customer's non-compliance with the obligations under this paragraph, he/she is obliged to pay the fine according to the price list of the Lessor. That responsibility cannot be waived even by accepting any of the insurances described in paragraph 4(B).

6. TERMS OF PAYMENT, DEPOSIT AND PRE-AUTHORIZATION.

- By signing the Agreement, the Customer authorizes Lessor to debit all costs arising from completing of the Agreement to his/her credit card or any other method of payment accepted by the Lessor.
- Credit card deposit - Lessor has the right to deposit an amount from the Customer's credit card that equals the sum of estimated rental charges, a tank of fuel and refueling service fee.
- Credit card preauthorization - To adhere to proper card acceptance and validation norms defined by credit card associations and banks and to ensure sufficient funds and account authenticity, Lessor reserves the right to collect, through pre-authorization the following amount from Customer's credit card:
 - "Europcar" brand: 500.00 €
 - "Keddy by Europcar" brand:
 - 600.00 € - EDMR, EDAR, CDMR, CDAR, CWMR, CWAR, CGMR, CGAR
 - 900.00 € - IDMR, IDAR, IXMR, IXGR, IGAR, SDMR, SDAR, SWMR, SWAR, SGAR, SFAR
 - 1350.00 € - FVAR, PVMD

The pre-authorized amount in a holding-state and temporarily reduce one's credit card limit, but it is NOT a transaction charge and will not be reflected in Customer's credit card statement. Depending on Customer's credit card, the pre-authorized amount will drop off typically after 15-90 days.

For assurance, Customers whose credit cards have been pre-authorized are encouraged to check with their respective credit card bank to:

- Confirm the above understanding of pre-authorization;
 - Confirm that a pre-authorization and NOT a charge - has been performed; and
 - Affirm the pre-authorized amount and when it will drop off as scheduled.
- To rent POAR, LXAR, PXAR, PFAR, RFAD, GFAD car groups Customer must possess two credit cards from any of the banks listed below. Lessor's amount set up for additional clearing costs of traffic and/or parking fines and the administrative fees related to them, costs originating from a breach of the Conditions of the Agreement and other costs that are related to the Customer's use of the Vehicle but are not agreed on in the beginning of the rental. According to the signed Agreement, the Customer is obliged to pay for all those costs.
- F) Final costs of the rental will be determined after the Vehicle has been returned.
- G) Customer will always have 14 days to appeal and challenge any additional charges or fees by presenting valid arguments (pictures, videos, official car repair shop damage calculations etc.)

7. CHARGES.

A) Rental charges reflect the use of the Vehicle by the Customer on the conditions agreed on at the time of signing the Agreement. The Rental charges include the price of the rental and charges for supplementary services that the Customer has opted for and/or accepted at the time of reserving the Vehicle and/or signing the Agreement. All charges are taxable according to the legislation of the Renting country.

B) The basis for calculating rental charges is the tariff that is valid during reserving of the Vehicle and has been agreed on between the Customer and the Lessor, and the price list of the Lessor. The Customer must meet the conditions of validity of that tariff. The conditions of validity include but are not limited to time of rental, minimum length of rental and existence of discounts.

C) If by signing the Agreement, the Customer authorizes Lessor to debit all costs arising from completing of the Agreement to his/her credit card or any other method of payment accepted by the Lessor, the Customer is obliged to pay for all those costs.

D) Rental days are calculated as 24-hour periods starting from the pickup time of the rental. Each next rental day will commence after the pickup time has been exceeded by more than 29 minutes.

E) Based on the Customer's actual use of the Vehicle, the rental costs may incur expenses that can't be foreseen in the beginning of the rental. These may include costs related to not meeting the conditions of validity of the tariff, costs related to missing the return time and/or location designated in the Agreement, costs of covering the loss of or damage to the Vehicle and/or its parts, the fee for refueling and the service charge related to it, costs for returning the vehicle to a location other than Lessor's location, costs for additional clearing costs of traffic and/or parking fines and the administrative fees related to them, costs originating from a breach of the Conditions of the Agreement and other costs that are related to the Customer's use of the Vehicle but are not agreed on in the beginning of the rental. According to the signed Agreement, the Customer is obliged to pay for all those costs.

F) Final costs of the rental will be determined after the Vehicle has been returned.

G) Customer will always have 14 days to appeal and challenge any additional charges or fees by presenting valid arguments (pictures, videos, official car repair shop damage calculations etc.)

8. REFUELING COSTS.

- "As Rented" and "Full to Full" fuel policy - The Vehicle must always be returned with the same level of fuel as at the collection as mentioned on the Agreement. If the Vehicle is returned with less fuel than at the check-out, Customer must pay for refueling service fee according to the price list of the Lessor and missing fuel. The missing fuel will be calculated on the full fuel gauge scale of 1 to 8. Minimum quantity of missing fuel is 1/8.
- If, when signing the Agreement, the Customer has indicated his/her intention to purchase a full tank of fuel at the commencement of the rental (the "option"), he/she will pay for it in the amount indicated in the Agreement or in the estimated charges presented to him/her and may return the Vehicle without refilling its fuel tank.

C) When renting electric Vehicle (CDAE) battery is considered as full if it's charged for 80% or more, empty – if it's charged for 10% or less. If the Vehicle is returned with less battery capacity than at the check-out, Customer must pay for missing battery capacity and charging service fee according to the price list of the Lessor.

D) Lessor provides to Customer e-Mobi card to use when charging battery at charging stations. Charging costs of the Vehicle will be covered by the e-Mobi card. Customer is obliged to deposit an amount of 100.00€ from the Customer's credit card to cover costs for battery charging during rental.

9. RESPONSIBILITY FOR PROPERTY.

Lessor takes no responsibility for the property and objects of the Customer, additional drivers and passengers that has been left in the Vehicle during its use or after that.

10. THIRD PARTY LIABILITY INSURANCE.

- Third party liability insurance is included in the basic rental charge.
- The third-party liability insurance of Lessor vehicles meets all legal requirements and protects Lessor, the Customer and any authorized additional driver according to the law and conditions of that insurance.
- The Customer is obliged to compensate Lessor for all the costs that arise from the claims of insurance providers if the use of the Vehicle did not meet the requirements stipulated in paragraphs 2 and 5.

11. DAMAGES, ACCIDENTS, THEFT AND VANDALISM.

- The Customer is obliged to report any damage (including windshield, tires, body etc.), traffic accident and crash, theft of the Vehicle or its parts and/or any other incident the Vehicle is involved in to the Lessor and on its demand the Police.
- Without Lessor's consent, the Customer must not accept any possible liability or free anyone from a possible liability after an incident. The Customer is obliged to take the names, telephone numbers and addresses of the witnesses and persons involved in the incident and may not settle with the collection of oral information only.
- In the event of any damage (including windshield, tires, body etc.), accident, theft and/or vandalism, the Customer is obliged to fill in Accident and Damage report form and submit it to the Lessor not later than 72 hours after end of rental. The Customer must also provide Lessor with a copy of his/her driving license. If failed to present the required documentation, all accepted insurances described in paragraph 4(B) will become void and Customer will be held responsible for the full value of the Vehicle and/or all other costs arising from accident, theft and/or vandalism.
- If the Vehicle is stolen, the Customer must hand the Vehicle keys, portable GPS-unit, Wi-Fi router, vehicle registration and clutch if they have been damaged by the Lessor or if the Customer fails to present the objects to Lessor or violates the conditions of paragraph 11 in any other way, the insurances described in paragraph 4(B) and accepted by the Customer will not free him/her of the responsibility in the amount of the purchase value of the Vehicle and/or other costs arising from the accident, theft and/or vandalism.
- The Customer is obliged to cooperate with Lessor and its insurance providers on the investigation of the traffic accident, theft and/or act of vandalism.
- If weather conditions, darkness, time and/or location of the Vehicle return make it impossible for Lessor's representatives to discover the loss of Vehicle parts and/or damages to the Vehicle and/or its parts, he/she must submit the rental, or if the discovery is difficult due to uncleanliness of the Vehicle, location of the damages and/or initial location of the missing parts, then Lessor has the right to charge for loss or damage also after their discovery. In terms of this paragraph 11(F), Lessor has the right to claim compensation only for loss or damage that has been discovered no later than 15 days after the Vehicle has been returned by the Customer, provided the Vehicle has not been rented again during that time.

D) If the Vehicle is stolen, the Customer must hand the Vehicle keys, portable GPS-unit, Wi-Fi router, vehicle registration and clutch if they have been damaged by the Lessor or if the Customer fails to present the objects to Lessor or violates the conditions of paragraph 11 in any other way, the insurances described in paragraph 4(B) and accepted by the Customer will not free him/her of the responsibility in the amount of the purchase value of the Vehicle and/or other costs arising from the accident, theft and/or vandalism.

E) The Customer is obliged to cooperate with Lessor and its insurance providers on the investigation of the traffic accident, theft and/or act of vandalism.

F) If weather conditions, darkness, time and/or location of the Vehicle return make it impossible for Lessor's representatives to discover the loss of Vehicle parts and/or damages to the Vehicle and/or its parts, he/she must submit the rental, or if the discovery is difficult due to uncleanliness of the Vehicle, location of the damages and/or initial location of the missing parts, then Lessor has the right to charge for loss or damage also after their discovery. In terms of this paragraph 11(F), Lessor has the right to claim compensation only for loss or damage that has been discovered no later than 15 days after the Vehicle has been returned by the Customer, provided the Vehicle has not been rented again during that time.

12. LIMITS ON LIABILITY.

Lessor will not be liable to the Customer or any third party for any loss or damage arising from the rental unless the loss or damage are caused by the gross negligence or willful misconduct of Lessor. Lessor will not be liable for any indirect damages, consequential loss and loss of profits or special damages of any kind. Nothing mentioned above in this paragraph will exclude or reduce the liability of Lessor for death or personal injury if they are caused by the gross negligence or willful misconduct of Lessor, or any other liability which cannot be excluded or reduced as a matter of law.

13. PARKING, SPEED AND OTHER FINES.

- The Customer is fully responsible for payment of parking fees. If parking fee is paid by the Lessor, the Customer will be obliged to pay Administration fee according to the price list of the Lessor.
- The Customer is fully responsible for absorbing the costs for all traffic and parking fines obtained during the rental and any other breach of law and its consequences.
- If the Customer receives traffic or parking penalty during his/her rental, Lessor must be informed about this at the end of rental.
- In case of non-compliance by the Customer with the obligations under paragraph 5(D)(VIII), proved by the notification imposing the administrative penalties from the Competent Authorities (e.g., Traffic Police, Municipal Police, Police in general etc.) to the Lessor, the Customer will be obliged to pay Administration fee(s) according to the price list of the Lessor.
- The Lessor will automatically charge fines and/or fees and Administration fee from Customer's credit card without need of any further authorization from Customer.

14. SUMMARY OF OPTIONAL SERVICES.

A) Vehicle rental charges are a combination of services included in the basic rate and optional services according to the vehicle group reserved. The Customer may purchase/accept optional services in addition to the reserved ones.

B) The Customer will not be guaranteed a specific model but a Vehicle from a vehicle group distinguishable by certain features. For additional fee, the Customer may choose a vehicle from a group other than reserved if possible at the renting location. Lessor vehicle groups are divided into following classes: Mini, Economy, Compact, Intermediate, Standard, Premium, Full-size and Luxury.

C) Specific information about insurances as optional services is given in paragraphs 4 and 15 of these Conditions.

D) If Customer rents GPS device (Navigation system), in-built or portable, an additional fee according to the price list of Lessor will be applied.

15. SUPER PERSONAL ACCIDENT INSURANCE.

A) Super Personal Accident Insurance ("SPAI") corresponds to all requirements Lessor has effectuated on this insurance and its limits. The policy is insured in accordance with the customs and legislation of renting country. Any dispute over the policy will be settled in local language, according to local customs and law of the renting country. Personal accident coverage is up to 10 000€ per person.

SPAI includes Personal Effects Coverage ("PEC") which insures against risk of loss in Vehicle's boot or glove compartment stored personal belongings of the Customer and other passengers while traveling with the Customer during the period of the rental. The cover is available when renting all Vehicle groups except Minivan. If loss occurs Customer is obliged to report incident to police and to submit police report to Lessor. Personal effects coverage is up to 5 000€ per person.

PEC will be valid only if personal belongings are not left visible in unattended vehicles. THE VEHICLE SHOULD BE KEPT LOCKED AT ALL TIMES WHEN NOT IN USE.

B) SPAI takes effect in the following events:

- Loss of life caused by an accident whilst in, entering or exiting the Vehicle;
- Expenses for medical and emergency room treatment resulting directly from an accident in which the Vehicle is involved.

C) Exclusion for SPAI:

- War, civil war, revolution;
- Self-inflicted injury, suicide or an insured person's own criminal act;
- Severing of a pre-diagnosed illness, a chronic medical condition, pregnancy;
- Taking part in a rally, test drive or race;
- Use of the Vehicle for purpose other than listed in paragraph 5 of the Conditions;
- Taking aboard hitchhikers;
- Active military, air force or naval service;
- Exclusions for PEC:
 - Self-inflicted injury, suicide or other conveyances or their appurtenances;
 - Household furniture, currency, coins, stamps, deeds, securities, bullion, tickets, documents;
 - CB radios, radar detectors, guns, merchandise for sale or fire art;
 - IVC Contact lenses, artificial teeth and limbs;
 - Perishables or animals;
 - Loss caused by war or any act of war;
 - Breach of paragraph 5(B), 5(E), 5(F) of the Term and Conditions.

16. PERSONAL INFORMATION.

A) By signing the Agreement, the Customer allows Lessor to scan his/her passport and/or ID card and driver's license and store his/her personal information and data of the Agreement (Customer's name, domicile address, passport data, driver's license data, credit card details, email address, phone number), and process them according to Lessor's needs that include promoter score feedback, credit check, protection of Lessor property and complaint management. To manage the aforementioned Lessor may need to forward Customer's details to third parties - other European countries, travel agencies, brokers, banks, insurance companies etc. according to the needs.

In case of a breach of the Agreement by the Customer (e.g., Traffic laws, parking rules, municipality regulations), Lessor may forward personal information to third parties (legal institutions (e.g., Police, municipality), debt collectors) according to the need of eliminating the damage Lessor has sustained due to that breach of the Agreement, and to eliminate the damage in the future.

B) When picking up Vehicle Customer must provide exact information concerning his/her domicile address. The Lessor may ask for the proof of address dated within the last three months. It is mainly requested for security measures' order to check if the address provided by the Customer is correct.

C) The Customer is aware that if a Contract Number (price code) is used by him/her, when renting the Vehicle, Lessor has the obligation of sharing his/her personal information with the company or institution that owns the Contract Number.

D) The Customer has the right of reviewing his/her information Lessor has stored. For more information on how Lessor treats Customer's personal data, call or read in Privacy Policy available at the following address: <https://www.europcar.lv/en/terms-and-conditions/security-and-privacy-policy>.

17. VALIDITY OF THE CONDITIONS.

A) Lessor reserves the right of changing the Conditions unilaterally and without prior notice.

B) Breach of any of the paragraphs in the Conditions will not void the Agreement and will not free neither Lessor nor the Customer from fulfilling their obligations according to the rest of the Conditions.

C) The Agreement shall be governed by the laws of the Renting Country. Any dispute between Lessor and the Customer will be settled between the parties. If a settlement cannot be reached, any claim against the Customer or consumer shall be brought in the competent court of the Customer's domicile. Any claim against the Customer - business entity / entrepreneur shall be brought in the competent court of Latvia according to the registered address of the Lessor.

18. EARLY RETURN

In case of early return, any prepaid payments or charges made for the rental will might not be refunded and the full total amount shown on the initial Agreement will be charged.

19. FINES AND ADMINISTRATION FEES.

Any prices, fees, fines are available to Customer at vehicle pickup before he/she signs Rental Agreement.

- Refueling / Battery charging Service – 16.53 € + VAT;
- Jumala city entrance pass (per day) – 2.00 €;
- Administration fee (per each Jumala city entrance pass) – 8.26 € + VAT;
- Administration fee for each unpaid parking – 10.00 € + VAT;
- Administration Fee (per each Traffic Fine) – 30.00 € + VAT;
- Administration fee (per each parking fine) – 30.00 € + VAT;
- Administration fee (per damage case) – 32.00 € + VAT;
- Administration fee for returning vehicle in restricted parking premises – 12.50 € + VAT;
- Administration fee for traffic violations which lead to confiscation of vehicle or its parts by legal authorities – 1652.89 € + VAT;
- Administration fee for returning of standard rental agreement's terms and conditions paragraphs 2(A) and 2(B) – 1652.89 € + VAT;
- Administration fee for using/returning vehicle in restricted country – 1652.89 € + VAT;
- Administration fee for returning vehicle in restricted Europcar/Keddy by Europcar location – 1652.89 € + VAT;
- Fine For Lost Documents – 82.64 € + VAT;
- Fine For Lost Vehicle Keys – 330.58 € + VAT;
- Smoking Fine – 165.29 € + VAT;
- Fine For Broken Tire – 165.29 € + VAT;
- Fine for broken / lost vehicle interior parts and equipment – 413.22 € + VAT;
- Fine for broken / lost safety equipment – 165.29 € + VAT;
- Fine for lost or damaged e-Mobi card – 8.26 € + VAT;
- Fine for return of electric car (CDAE) with battery capacity 10% or less – 41.32 € + VAT;
- Fine for unauthorized Border cross – 413.22 € + VAT;
- Fine for violation of standard rental agreement's terms and conditions paragraph 5(H) – 1100.00 € + VAT (FVAR, PVMD, POAR, LXAR, PXAR, PFAR, RFAD, GFAD), 800.00 € + VAT (all other Vehicle groups);
- Dry Cleaning Of Vehicle Interior – 165.29 € + VAT;
- Roadside assistance – 160.00 € + VAT.

Lessor reserves the right to change any rate, fine or fee without prior notice.

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