

BUDGET COUNTRY CONDITIONS

ROMANIA

(last updated on 15 November 2024)

Please read these Local Specific Conditions ("**Local Conditions**") together with the General Rental Conditions ("**General Conditions**") before signing the **Rental Agreement Form**. The Rental Agreement Form will include all important information about your rental. It is important to us that you enjoy your rental experience and have all the information you need. It might take you a little time now, but it can save you time later.

Specific local conditions - CONTENTS

<u>Part 1</u>	<p>Important information about your rental: 1. Rental service provider and other general information; 2. Rental requirements; 3. Accepted means of payment; 4. During the rental period; 5. Fuel and electricity; 6. Other clauses.</p> <p>You will find below information about your rights and responsibilities, concrete guidelines for specific situations, applicable rates and fees, detailed explanations of damages and limits of your financial liability.</p>
<u>Part 2</u>	<p>Important information about: 1. insurance and additional products to reduce your financial liability (included in the tariff or optional); 2. additional services in connection with your rental (included in the rental rate or optional); 3. Vehicle accessories and optional equipment.</p> <p>Depending on your options, you can select additional insurance and protection products, additional services and/or optional equipment at the time of booking or at pick-up. The cost of these will be detailed on your rental contract form and will be included in the estimated cost.</p> <p>You will find below information about the terms and conditions that apply as well as details about the costs we charge.</p>
Annexes	<p>Annex 1. Rates and charges centraliser (estimated and final cost)</p> <p>Annex 2. Terms and conditions for electric vehicles (EVs)</p> <p>Annex 3. Privacy policy for connected vehicles (see general conditions, item 23)</p>

	<p>signature on paper and an electronic signature and that the latter has the same legal effect as a handwritten signature on paper. You have been informed and understand that the data relating to the electronic signature and the documents signed in this way will be stored in secure ways and will only be used for the purpose of processing them for the provision of the rental services.</p> <p>Budget FAST BREAK customers. You acknowledge and understand that the rental terms and conditions in effect on the date you present yourself for pick-up of a Vehicle apply to you, even if you are a signatory to a master rental agreement and may not be required to sign a specific rental agreement.</p> <p>CORPORATE customers. By signing the rental agreement, you confirm that you are authorized by the company to enter into the agreement. Unless otherwise stated in your corporate contract, the terms of the rental agreement will remain in effect.</p> <p>Customers booking through an intermediary (e.g. booking website, travel agency) or through a company, regardless of whether the booking was created on a company booking engine or directly in our booking systems: fees and rates for rentals, services and additional products, any other fees and charges, may be different from those indicated in the fees and charges centralising annexes, depending on the commercial conditions established and applicable in the relationship with the booking intermediary or your company.</p> <p>Please note :</p> <p>All the vehicles in the fleet have: a mandatory third-party civil liability insurance policy (RCA), vignette for the use of national roads in Romania and are equipped with winter tires during the period 01 November - 31 March, without paying an additional fee. Equipment, optional services, insurance and/or additional protection products can be contracted separately.</p> <p>The payment of any other taxes or mandatory fees (Fetesti Cernavoda bridge crossing fee, parking fees, any other taxes or mandatory fees) is your responsibility. In addition to the unpaid fee and/or fine applied by the competent authorities, we charge a service fee for the processing and, where applicable, payment of each fine, in the amount of 25.00 EUR.</p> <p>Smoking is NOT allowed in the vehicle. In case the vehicle is delivered with residues and/or specific smell, we apply a service charge for thorough cleaning and preparation of the Vehicle for the next rental, in the amount of 100.00 EUR.</p> <p>Transport of animals: allowed, free of charge, only if they are placed in special transport cages. However, you will be liable for any visible damage to the upholstery/interior of the vehicle and/or professional cleaning costs incurred as a result of transporting your animals.</p> <p>Driving/Relocation of the Vehicle outside the Romanian borders: it is not allowed to drive/relocate the Vehicle outside the Romanian borders without our written authorization and payment of the appropriate supplements.</p> <p>Additional driver(s): allowed, subject to presentation of the required documents and payment of the appropriate supplement. The contract holder must ensure that each additional driver mentioned in the rental contract, as well as each passenger carried in the Vehicle, complies with the terms and conditions of the rental.</p> <p>Young/beginner/senior driver: we charge supplements and/or restrict access to certain vehicle groups depending on the experience and age of the driver.</p> <p>Optional equipment and services: provided on request, subject to the availability of the equipment and/or service and payment of the appropriate fees.</p> <p>Additional protection products: reduce your financial responsibility for damages to the vehicle in specific cases (traffic accident, theft, wind-shield damage) up to a certain amount (Romanian "<i>fransiza</i>"/English "<i>excess</i>"). Read carefully the terms and conditions applicable if they are included in the rental rate or you have opted for them with the payment of the corresponding tariff. Pay special attention to the situations of exclusion and inapplicability of the insurance/supplementary protection. See Part 2 - Insurance and additional protection products.</p>
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	<p>Fees and charges/rental cost : the fees and charges applicable in relation to you. For an explanation of the rates and charges included in the estimated cost and of any additional rates and charges that may arise as a result of the rental (final cost), in particular those applicable in the event of damage, loss, theft or failure to comply with the terms and conditions of the rental, see Part 1, point 6., Damage attributable to you and your liability and Annex 1 - Rates and charges centraliser.</p> <p>Reference currency / invoicing currency / exchange rate used when issuing invoices: the reference currency for applicable taxes and tariffs is EURO. The billing currency is RON. Invoices are issued in RON using the reference price in EURO of the rates and taxes applicable to your rental, at the exchange rate communicated by the National Bank of Romania, valid for the date of the invoice.</p> <p>V.A.T.: the rates, taxes and/or supplements indicated in the specific local conditions, reservation and/or in the <i>rental contract</i> include the value added tax, valid according to the law. The standard VAT rate is 19%.</p> <p>Special offers, discounts, promotions: if you are the beneficiary of special offers, discounts or promotions they will be applicable in relation to you, subject to compliance with the special rules applicable.</p> <p>Reasonable use : our services and rates assume the fair, prudent and reasonable use of the Vehicles and accessories entrusted to you. We reserve the right to refuse a rental to customers who, in previous contracts, have exceeded an acceptable mileage limit (5000 km/month or 800 km/[Saturday +Sunday] or 250 km/day) and/or who have returned vehicles in a state of wear and tear that exceeds the limits of reasonable use, who have behaved unacceptably or who have payment obligations.</p>
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2. RENTAL REQUIREMENTS

<p>Booking information</p> <p>Documents and information needed</p>	<p>When picking up the vehicle, you must indicate your reservation number or present your booking confirmation email. Please refer to the General Conditions for more information.</p> <p>Rental agreement holder. Even if you are the beneficiary of a reservation, you must present to the rental agent, in original, the following documents issued in your name, as it is mentioned in your identity card:</p> <ul style="list-style-type: none"> • driving licence valid at the date of rental, corresponding to the vehicle group of the requested Vehicle and whose expiry date is greater than or equal to the estimated date of return of the Vehicle. • eligible bank card. • identity card (ID card or passport); <p>Please note : We do not accept: <i>damaged driving license, copy of driving licence, replacement proof of driving licence with right to drive, expired driving licence, digital driving licence or provisional licences.</i> Please check with the rental office prior to arrival: if in your case an International Driving Permit (IDP) is required to drive in Romania, including by asking our reservations department; if the name on your ID is the same as the name on your driving licence (changing your name after obtaining a driving licence is common and in such a case make sure you have had your licence exchanged); if we accept the bank card you present and you have the necessary funds; <i>It is your responsibility to present original ID, valid driver's license at the time of rental and eligible bank card. The rental agent will refuse the rental and we have the right to withhold the estimated cost of the rental or charge a no-show fee in the absence or invalidity of any of the documents mentioned, as well as in the absence of the required funds on the accepted credit card, all of which are assimilated to the case of no-show or culpable cancellation of a reservation.</i></p>
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	<p>Additional drivers. You can add one or more additional drivers to the rental contract, if you pay the appropriate supplement and the additional driver personally presents the rental agent with his/her identity card and valid driver's license. During the rental you can add additional drivers only after the vehicle has been checked by us for possible damage during the rental. An additional fee of 7 EUR/day applies for each additional driver, maximum 10 chargeable days. The number of additional drivers is limited to 4. Restrictions on certain car groups and supplements based on age and driving experience also apply to additional drivers.</p>
Driving licences.	<p>Requirement to bring a valid driver's license.</p> <p>We have a legal obligation* to check that your licence is valid for the purpose of the rental and we will refuse the rental if you do not present a valid national driving licence and, where applicable, international driving licence. (<i>*The driving of a vehicle by a person who does not hold a driving licence corresponding to the category or subcategory of which the vehicle is part, whose driving licence has been withdrawn, cancelled or whose right to drive has been suspended or who is not entitled to drive motor vehicles in Romania as well as the entrusting of a vehicle to a person in one of the above situations is an offence under Art. 335 - Driving a vehicle without a driving licence, Romanian Penal Code</i>).</p> <p>A valid driver's license at the time of rental means:</p> <p>(i) your national licence, if you hold a driving licence issued by the authorities of an EU Member State or of a non-EU state that has ratified the 1968 Vienna Convention on Road Traffic or of a state with which Romania has concluded a treaty on the mutual recognition of driving licences;</p> <p>(ii) your national licence and International Driving Permit (IDP), if you hold a licence issued by the authorities of a non-EU state that has exclusively ratified the 1949 Geneva Convention or if your driving licence is not written in Latin characters (Arabic, Chinese, Russian, Hebrew or Japanese characters). If this might apply in your case, please contact us (before collection) as we will be happy to confirm whether an International Driving Permit (IDP) or an official translation is required in your case.</p> <p>If in your case IDP is required and you do not present it we will have to refuse the rental. Please note that the IDP must be issued by the competent authority in the country that issued your driving licence;</p> <p>If your driving licence is issued by a non-EU state that has NOT ratified any of the above-mentioned international conventions, you are not entitled to drive in Romania, even if you additionally present a document entitled "international driving licence".</p> <p>Therefore, in all cases, where your licence is issued by a non-EU state, please inform yourself in advance and if you need clarification please contact us (prior to collection) as we will be happy to confirm whether or not an International Driving Permit (IDP) or an official translation will be required in your case.</p>
Eligible payment card.	<p>You must present the bank card used to make the reservation. Please refer to the general conditions for more information. For additional payments or pre-authorization, you can use an additional card provided that this card is also issued in your name and accepted by us.</p> <p>Eligible bank card: a bank card accepted by us, issued in your name and on which the funds required for pre-authorisation/establishment of a deposit (guaranteed value) are available.</p> <p>Depending on the car group of the Vehicle you intend to rent, you will present one* or two eligible cards at the time of rental. For certain car groups, at least one of the cards presented must be a credit card. You will be informed at the time of booking if 2 cards are required in your case. (*Except for beneficiaries of full credit voucher, Charge Card, Acto, GEB account)</p> <p>CARDS ACCEPTED: Visa, Mastercard, American Express, Diners Club, Discover (debit or credit), Budget Charge Card.</p> <p>NOT ACCEPTED: Maestro (debit), prepaid cards (even if they bear the Visa or Master Card logo), American Express Travellers Cheque, Revolut debit card or any other card not mentioned above.</p>

	<p>We will block the guaranteed amount on the contract holder's eligible card. Any charge, if you have not opted for another payment method, will be made upon return of the Vehicle/at the time of closing.</p>
<p>Pre-authorisations and security deposit</p>	<p>The pre-authorized amount on your card is calculated at the time of pick-up of the rented vehicle as follows:</p> <p>(Estimated vehicle rental cost * + Guarantee max. 400.00 EUR**) MINUS (any amount paid in advance if you have a "Pay Now" booking)</p> <p><i>* "Estimated vehicle rental cost" is the amount indicated in the rental contract, calculated on the basis of the rental rates applicable at the time of reservation or request for services (for rentals without prior reservation), according to your options regarding car group, rental period, rental location, applicable supplements, price of additional equipment and services, additional options, insurances and additional protection products included in the rate or offered at your express request.</i></p> <p><i>** The exact amount of the guarantee is calculated at the time of vehicle pick-up and is usually the equivalent of a full tank of fuel + the rental fee for 1-3 days. If you have purchased the "Pre-Paid Fuel" product, the guarantee value is reduced accordingly.</i></p> <p>The amount we charge as a guarantee is included in the pre-authorized amount and is intended to cover additional amounts due by you at the end of the rental (if applicable):</p> <ul style="list-style-type: none"> i. Missing fuel rate or extra mileage rate (if either of these rates is applicable in your case) ii. Additional fees and charges in case you do not return the vehicle and/or any additional equipment at the date and/or location agreed in the rental contract. iii. Additional fees and charges in relation to fines due as a result of the use of the vehicle during the rental period (to the extent that these have been notified to us prior to the return of the vehicle, which may additionally include the amount of the fine) and/or iv. Any other additional fees and charges in connection with damage to the vehicle (including the actual amount of the damage) and/or due for any other breaches of the rental conditions. <p>Please note that: if the amounts owed by you for any reason as a result of your rental (including fines, damages, penalties, service and administration fees, etc.) are greater than the pre-authorized amount and/or we become aware of the existence and extent of the amounts owed by you after the return of the Vehicle/termination of the contract, we will request payment of the amounts owed by you. Subject to compliance with the legal and contractual provisions, you authorise us to debit your eligible cards with the corresponding amounts.</p>
<p>Valid form of identification</p>	<p>You will need to present the bank card used to make the reservation and photo ID valid at the time of rental.</p> <p>Identity documents accepted: IDENTITY CARD (for EU citizens) or PASSPORT.</p> <p>A driver's license is not accepted as a method of identification for the purpose of the rental contract.</p> <p>We may also ask for additional proof of your current home address or residence, if the identity card presented does not contain such information. (recent utility bill, bank statement or driver's license, if they contain such data).</p>
<p>Driver experience and age requirements</p>	<p>Driving experience requirement. For most of our vehicles, all drivers must have held a driving licence for at least 1 year. However, if your driving experience and/or that of any other additional driver is less than 1 year at the time of pick-up, we allow rental for certain vehicle groups and charge a supplement (<i>see table below</i>).</p> <p>If your driving licence does not indicate the date from which you acquired the right to drive, you must provide additional evidence such as: previous driving licences or an official endorsement issued by the competent authority of the issuing state attesting to your experience.</p>

Driver age requirement. In Romania, the minimum age for driving a car is **18**. However, depending on your age and/or the age of any other additional driver, at the time of taking over (under 21; between 21 and 25, over 70) we charge a supplement and restrict access to certain car groups (see table below).

When booking (or at pick-up if you add additional drivers) if your and/or any other additional driver's experience is less than 1 year or you fall into one of the age categories indicated above, you will mention this and you will be informed about possible restrictions for certain car groups and applicable supplements. In all cases where we apply age and experience supplements, their cost is detailed on your rental contract and is included in the estimated cost.

Supplements depending on age and experience*:

AGE AT DATE OF RENTAL (car group restrictions)	LICENCE AGE	SUPPLEMENT	Supplement value
Over 25 years and up to 70 years (all groups)	1 YEAR	NO	-
Over 70 YEARS (possible car group restrictions)	1 YEAR	YES - Senior driver supplement	7 EUR/day max. 10 chargeable days
Over 21 YEARS and up to 25 YEARS (possible car group restrictions)	1 YEAR	YES - Young driver supplement	7 EUR/day max. 10 chargeable days
Over 18 and up to 21 years old (car group restrictions)	1 YEAR	YES - Additional driver under 21 years old	45 EUR/day
Over 18 YEARS (car group restrictions)	UNDER 1 YEAR	YES - Beginner driver supplement	45 EUR/day

**Supplements depending on age and driving experience are cumulative. For example, if you are between 18 and 21 years old and have held your licence for less than 1 year, the under 21 supplement plus the young driver supplement (between 21 and up to 25 years old) and the learner driver supplement apply.*

Security/credit checks

Except for the verification of the identity document and the card used for booking / pre-authorisation, no other security or credit checks are performed in Romania. However, at the time of signing the rental contract, even if you are the beneficiary of a reservation, *Budget Fast Break* or *Corporate* client, we reserve the right to perform all safety checks and to approve or not approve the rental based on legitimate reasons, in case of unacceptable behavior on your part or on the part of your group members.

3. ACCEPTED PAYMENT METHODS. BILLING

Rental cost

The cost of the rental is the estimated cost at the time of the rental agreement based on the applicable base rates, rental term, applicable add-ons, applicable charges for additional services, options, equipment and/or protection products that we offer at your request, to which may be added, at the end of the rental, other fees, charges and costs. **Further explanations and a complete list of fees and charges applicable to your rental can be found in item 6 - Estimated and final rental cost and in Annex 1 - Rates and charges centraliser.**

<p>Payment methods</p>	<p>Payment methods when returning the Vehicle (card, cash, voucher).</p> <p>The rental cost upon return of the Vehicle/at the time of closing the contract is calculated and will be processed on the eligible card used at the time of rental or you can opt for another means of payment accepted by us. In case of opting for another means of payment, it may take up to 30 days to release the pre-authorized amount on the eligible card at the time of rental. We are not responsible for the time taken by eligible bank card issuers to release or refund pre-authorized or retained amounts.</p> <p>Payment by card. You can pay the rental fee with a bank card accepted by us.</p> <p>CARDS ACCEPTED: Visa, Mastercard, American Express, Diners Club, Discover (debit or credit), Budget Charge Card.</p> <p>NOT ACCEPTED: Maestro (debit), prepaid cards - even if they bear the Visa or Master Card logo, American Express Travellers Cheque cards, Revolut debit card, or any other card not mentioned above.</p> <p>Cash payment. You can pay the rental fee in cash at the end of the rental period. Cash payment can be made exclusively in RON, according to the law.</p> <p>Payment by voucher. You can pay the rental fee using a voucher issued by an intermediary (travel agency, broker) or a voucher issued at the time of booking the Vehicle, if you have opted to pay online or in advance of the estimated rental cost. You will present your voucher when drawing up the rental/pick-up contract. Voucher payments whose value is expressed in convertible currencies are valued at the exchange rate in force at the time of rental established internally at international level. If you choose to pay in a currency other than that used by BUDGET, the exchange rate in force at the time of payment will apply.</p>
<p>Billing</p>	<p>Invoices. Invoices are issued in the name of the contract holder, or as the case may be in the name of the travel agency and/or partner company that placed the booking order for you. In all cases, the contract holder is identified on the invoices issued and is, as a rule, jointly and severally liable for all financial consequences of the rental. If you are not a <i>corporate client</i> (in which case invoices are usually issued in the name of the partner company), but wish to have invoices issued to a legal entity, you may request this at the time of closing your rental contract, subject to making the payments due under the contract and, where applicable, providing the requested information and other necessary verifications.</p>
<p>Late payment penalties</p>	<p>In case of non-payment/ late payment, unjustified refusal of payment, lack or withdrawal of the necessary funds on the eligible card, for the payment of the invoices issued according to the contract, we charge the legal penalty interest until the full recovery of the amount due.</p>
<p>4. DURING THE RENTAL</p>	
<p>Vehicle pick-up</p>	<p>Your rental contract specifies any visible damage to the Vehicle, the number of kilometres on the dashboard and the fuel level supplied or battery level (in the case of EVs) at the time of rental.</p> <p><i>Upon the Vehicle's pick-up:</i></p> <p>Check that the condition of the vehicle corresponds to that described in the rental documents. If you notice any visible damage or any other damage that was not mentioned in the Rental Contract, you undertake to ask our staff to rectify the information on the Vehicle Condition. Otherwise, we will not consider subsequent claims of visible damage and/or damage to be justified.</p> <p>Check and compare the mileage and fuel or battery level (in the case of EVs) on the dashboard with the information specified in the rental documents. You undertake that, in the event of any discrepancies, you will ask for the Rental Contract to be rectified. If you rent a hybrid vehicle, we do not guarantee any battery charge level at pick-up.</p>

<p>Driving/Relocating the Vehicle outside Romania</p> <p>Authorised drivers</p> <p>Vehicle Use</p>	<p>Check that the registration certificate, the TPL insurance policy and the amicable settlement form are in the vehicle.</p> <p>Check that the safety kit is complete (in the boot: two warning triangles, a fire extinguisher, a medical first aid kit; in the passenger compartment: reflective vest). If they are missing, ask our staff to provide you with the missing items.</p> <p>In the case of Electric Vehicles, check that the equipment registered in our systems as being included with that EV is complete. If they are missing, ask our staff to provide you with the missing items or mention their absence in the contract as appropriate, otherwise you will be liable for the absence of the registered cable(s) or any other EV equipment.</p> <p>It is not allowed to drive/relocate the Vehicle outside Romania without our written authorization and payment of the appropriate supplements. Check with the rental office the vehicle groups for which we allow driving outside Romania, the supplements according to the country of destination and the applicable daily fee, exclusively on the territory of the following European countries: Austria, Belgium, Bulgaria, Croatia*, Czech Republic, France*, Germany, Greece*, Hungary, Italy*, Luxembourg, Netherlands, Poland, Slovakia, Slovenia. (*On the mainland side only, it is forbidden to drive to islands.)</p> <p>Border crossing supplement: if you intend to travel outside Romania, you will pay a supplement of a fixed amount between EUR 30.00 and EUR 990.00 and a daily border crossing fee of EUR 5.00/day, according to the valid offers and tariffs applicable at the time of application, depending on the available car group, the declared countries and/or the specific period of rental.</p> <p>No unauthorised persons are allowed to drive the vehicle. The persons authorised to drive the vehicle are exclusively the contract holder and the additional driver(s) named in the contract.</p> <p>Additional driver supplement: 7.00 EUR/day, max. 10 chargeable days.</p> <p>Please refer to the General Terms and Conditions for more information. Please pay attention to the sample list - General Conditions - 8) During rental as well as the sample list below.</p> <p>Abnormal use of the Vehicle: any illegal, dangerous or grossly negligent conduct during the period of the Vehicle's entrustment</p> <p>In particular, abnormal uses of the Vehicle are considered:</p> <ul style="list-style-type: none"> • Misfuelling, clutch failure due to incorrect operation, continued use of the Vehicle despite alarm or fault signals appearing on the Vehicle's dashboard; • Driving of the Vehicle by any person not mentioned in the Rental Contract and/or by a person mentioned in the contract in respect of whom the measure of suspension, cancellation or withholding of the licence has been taken after the date of the Vehicle's surrender; • Leaving the territory of Romania without the written consent of the rental station; • Ignoring road signs and light and/or sound signals at railway level crossings; • Failure to observe the meaning of signs, markings and/or instructions of parking operators and/or ignoring barrier movements when entering/exiting a parking lot; • Use of the vehicle by a person who is under the influence of alcoholic beverages, narcotic products or substances or drugs with similar effects, or who has evaded or refused to take biological or toxicological samples or has left the scene of the accident, in situations where this is not permitted by legal regulations; • Careless, reckless or excessive speed driving, violation of traffic rules, especially those related to red light running, failure to observe the Stop/Crossing sign and the railroad
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<p>Safety</p>	<p>crossing sign, driving on the wrong side of the road or on one-way road sections marked in the opposite direction, use of a mobile phone or any other device that may distract the driver's attention (except hands free devices), failure to obey ambulance and police signals;</p> <ul style="list-style-type: none"> • Use of the Vehicle in areas or on roads not included in the public road network, on unpaved roads, on road sections or areas prohibited to motor vehicle traffic, on roads presenting an increased risk of damage to the Vehicle or as a result of entering areas with size and tonnage restrictions; • Use of the Vehicle in riverbeds or flooded or waterlogged areas (on or off the road) without following the manufacturer's instructions for use in such conditions; • Mounting equipment on the outside of the Vehicle, which may cause damage to the Vehicle (e.g. flag carriers, bicycle racks, stickers, etc.); Using the Vehicle for purposes other than those established by the manufacturer or by the road or civil legislation in force; • Use of the Vehicle to transport flammable, explosive, corrosive, oxidising, toxic, radioactive, noxious, hazardous or illegal materials; • Pushing or towing trailers or other motor vehicles; • Use of the Vehicle for any type of races or competitions (including training), rallies, speed and endurance tests, including those outside an official programme; • Selling, removing or replacing parts of the Vehicle or additional equipment and allowing others to perform these actions; • Use of the vehicle in taxi activities, driving school, subleasing; • Willful destruction or degradation of the Vehicle; • Use of the Vehicle by a person who, at the time of the road traffic event, commits a crime or attempts to evade prosecution following the commission of such a crime; <p>During the rental period you undertake to:</p> <p>Comply with the safety conditions set by the manufacturer, in particular the maximum capacity specific to each Vehicle with regard to the number of occupants and/or the weight of luggage or goods carried ("payload");</p> <p>Check the condition of the vehicle (coolant level, oil level in the engine after 1000 km, tyre pressure);</p> <p>Observe any signals emitted by the vehicle's dashboard indicators and take the necessary action if necessary (especially emergency stop);</p> <p>Immediately inform the Roadside Assistance Service of any warning lights illuminated in the vehicle's dashboard or of any technical faults/defects and follow the instructions given;</p> <p>While parked, lock the vehicle and put all your personal belongings in the boot. Loss and/or theft of your belongings left in the vehicle is not covered by any additional protection product;</p> <p>Make sure that you always have your keys and vehicle documents with you. Loss and/or theft of Vehicle keys and documents is not covered by any additional protection product. Theft of keys and/or documents with the vehicle is an exclusion case for the Theft Protection Supplement (TP) service;</p> <p>Software updates. Vehicles may contain on-board computers that suggest software updates. You should not update the Vehicle's on-board software at any time unless specifically requested to do so by one of our representatives. If you receive a software update during your rental, please ignore it or press Cancel.</p>
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Conduct in case of other unforeseen events	<p>In the event of events such as: technical breakdown, traffic accident or other circumstances leading to damage to the vehicle, theft or attempted theft of the vehicle (including its component parts and accessories) or additional equipment, you are obliged to notify us as soon as possible, follow the instructions given to you and ensure that you obtain and present the necessary documents and declarations, as appropriate. See below, the procedure in case of technical failure, accident, theft and damage</p> <p>Please note that: if we find that you have violated the conditions regarding territorial validity, the conditions regarding authorized drivers, your obligations regarding safety, driving and use of the vehicle, the obligations to inform and comply with the instructions received, the obligations to provide the necessary documents, fees and penalties will be applied. In the event of damage to the Vehicle and/or damage to a third party* any insurance and additional protection products that may have been taken out are inapplicable. Your financial responsibility will be engaged for all attributable damage and any damage caused to a third party* (*The driver of the Vehicle is not considered to be a third party).</p>				
Procedure in case of technical failure, accident, theft and damage	<p>In case of technical failure.</p> <p>In the event of a technical breakdown requiring immediate or rapid intervention, before carrying out any repair (including tyres), contact Roadside Assistance service at:</p> <table border="1" data-bbox="376 837 1522 902"> <tr> <td>From Romania or abroad</td><td>004 0374 47 55 31</td></tr> </table> <p>In case of a traffic accident or other circumstances leading to damage to the Vehicle.</p> <p>Traffic accident: The event that cumulatively meets the following conditions: (i) it occurred on a road open to traffic on public roads or originated in such a place; (ii) it resulted in death, injury to one or more persons or damage to at least one Vehicle or other material damage; (iii) the event involved at least one moving Vehicle (legal definition according to art. 75 of the Road Code OUG 195/2002).</p> <p>Other circumstances: any other situation in which the vehicle is damaged (e.g. hitting an animal, impact of foreign objects, weather phenomena, vandalism, traffic off public roads, etc.), except in cases of force majeure.</p> <p>In case of a traffic accident or other circumstances you have the following obligations:</p> <p>Inform Roadside Assistance service as soon as possible at:</p> <table border="1" data-bbox="376 1496 1522 1561"> <tr> <td>From Romania or abroad</td><td>004 0374 47 55 31</td></tr> </table> <p>FOLLOW THE INSTRUCTIONS YOU RECEIVE!</p> <p>Report within 24 hours from the date of occurrence of the traffic accident or from the date of any other circumstance resulting in damage to the vehicle to the Police unit of the locality where the event took place, in order to draw up the necessary documents.</p> <p>Obtain all necessary documents prior to the return of the vehicle (including the case in which the vehicle suffered damage while it was being driven by an additional driver or an unauthorized driver):</p> <ul style="list-style-type: none"> • If the damage to the Vehicle is caused by a traffic accident with unknown perpetrator or in other circumstances (hitting an animal, impact of foreign objects, weather phenomena, vandalism, traffic off public roads, etc.): The accident report and/or Repair Authorisation issued by the Police (original); • If the damage to the Vehicle is caused by a traffic accident with known perpetrator: Official report and repair authorization issued by the Police (originals) and copies of the 	From Romania or abroad	004 0374 47 55 31	From Romania or abroad	004 0374 47 55 31
From Romania or abroad	004 0374 47 55 31				
From Romania or abroad	004 0374 47 55 31				

following documents of the guilty driver: RCA, registration certificate, identity card, driving license;

- In case of amicable settlement (if 2 cars were involved in the accident, no injuries or fatalities resulted and both drivers agree and opt for this form of finding): fill in correctly and completely the form of Amicable Settlement (one original copy is retained) and together with the other driver involved **go to the nearest settlement office of the insurer and obtain the repair authorization** issued by the insurer of one of the two vehicles involved together with all the necessary documents, i.e. copies of the following documents of the driver at fault: RCA, Registration Certificate, identity card, driving license;

Deliver the necessary documents to the rental office as soon as possible, but no later than the return of the Vehicle (including if the Vehicle has suffered a breakdown while being driven by an additional driver or an unauthorised driver). **Respond to any request from us and provide any necessary documents or statements** within 3 days, if these have not been provided on return of the Vehicle, are incomplete or incorrect. **Failure to do so will render your** insurance and additional protection products inapplicable and your financial liability will be engaged for all attributable damages and we reserve the right to hold you liable for other damages caused, including lost profit due to the prevention or delay in getting the Vehicle repaired.

Please note that:

In case of vehicle damage requiring immediate or rapid intervention, before carrying out any repair (including tyres), contact the Roadside Assistance service at:

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Do not repair the vehicle and do not allow anyone else to do so unless we have agreed to it. If you allow repairs to be carried out without our consent, you will have to pay for it and you will lose the protection offered by any additional protection products or insurance you may have taken out.

In case of damage to the vehicle that does not require immediate repair, regardless of the cause, you must immediately inform the rental office / roadside assistance service.

In the event of a traffic accident, you do not assume responsibility for its occurrence towards any third party, otherwise recovery and reimbursement of costs incurred up to the maximum contractual liability will be difficult. If possible, retain the names and addresses of all persons involved, including witnesses and passengers. If the vehicle is no longer safe to drive, undertake to secure it in its current state and contact the rental office / breakdown assistance service to take it back.

In all cases, the Contract Holder or the additional driver must fully and correctly complete the internal *Driver's Declaration* form regarding the circumstances in which the damage or breakdown of the Vehicle occurred and submit it to the rental station within 48 hours of the occurrence of the event.

In all cases, the contract holder must obtain and hand over all necessary documents according to our instructions or requests. Lack of the required documents is a case of exclusion from the applicability of additional protection products.

In case of theft

In case of theft/attempted theft of the Vehicle, its parts, key and/or documents you have the following obligations:

Inform the Roadside Assistance service as soon as possible at

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	<p>FOLLOW THE INSTRUCTIONS!</p> <p>Report within 4 hours from the time you became aware of the theft or attempted theft to the police unit of the locality where the event took place, file a theft/attempted theft report and submit a full statement of the circumstances of the event as well as a complete list of goods stolen with the vehicle (including key or documents, if stolen with the vehicle or otherwise), a list of missing equipment, components or accessories (if only parts of the vehicle were stolen) or, if applicable, equipment, components or accessories destroyed/damaged as a result of attempted theft of the vehicle.</p> <p>Hand in the report of the complaint, the key of the vehicle and its documents to the nearest rental office within 48 hours. Lack of any of these is a case of exclusion from the applicability of additional protection products.</p>
<p>Offences. Fines. Administrative taxes.</p>	<p>In accordance with the legislation in force you are responsible for any offence committed with the vehicle during the rental period, including all financial consequences. You are therefore informed that your data may be made available to the competent authorities upon request.</p> <p>Offences: violation of traffic rules as well as any other situation of non-compliance with legal obligations related to stopping, parking and driving the vehicle and/or with the payment of mandatory taxes or fees during the rental period (tolls, bridge crossing, parking fees, parking, fees for using public roads outside Romania, etc.).</p> <p>Fines: any amount to be paid as a result of an offence having been committed during the rental period, according to the payment notices received by us from the competent authorities.</p> <p>Administrative taxes: EUR 25.00 representing the cost of administrative procedures in connection with the transmission of information to the competent authorities and/or the payment, where applicable, of fines imposed in connection with offences during the rental period. For each offence we will charge a fee of EUR 25.00 plus the amount of the fine (when paid by us).</p> <p>Please note that: you will be notified as soon as we receive any act issued by a competent authority for the application of a penalty and/or the levying of a fine for offences during the period of your rental, usually within up to 12 months (offences on the territory of Romania) or up to 36 months (offences on the territory of other countries) from the return of the Vehicle/termination of the contract. If you wish to contest the fine or penalty, you must communicate directly with the issuing authority to obtain a cancellation, refund or compensation. Unfortunately we cannot help you with your dispute. You agree that the Administrative Fees and the countervalue of the fines (if paid by us) will be charged to the eligible card used at the time of the contract, together with the e-mail notification of the contravention during the rental period and the related payment invoice.</p> <p>If the rented vehicle is confiscated : unless the confiscation has occurred due to our negligence, our breach of contract or the law, if the vehicle is confiscated by the police, customs or tax authorities or any other authority during the rental period, you will have to pay any costs incurred by us due to the confiscation, loss of rental income and/or any damages, including depreciation of the vehicle during the period the vehicle cannot be rented to someone else.</p>
<p>Return to another rental office</p>	<p>See Part 2 - additional services/options, for a detailed explanation of returning the vehicle to a rental office other than the pick-up office. Please obtain information on this at the time of booking. If your rental rate does not include this option, or if your contract does not provide for this option but you have returned the vehicle to another location, one way charges apply, according to the valid offers and rates applicable at the time of request/at the time of return, depending on the location and the specific rental period.</p> <p>These fees can be: between 10.00 EUR and 400.00 EUR (return within Romania) and between 1400.00 EUR - 5000.00 EUR (return outside Romania).</p>
<p>Maximum mileage / Additional kilometres</p>	<p>Our rental rates usually include unlimited mileage.</p> <p>Some rates include an estimated mileage. In this case, this will be specified at the time of booking and will be indicated in the booking confirmation email and in your rental contract. If</p>

	you exceed this estimate an additional km charge of between 0.10 EUR - 2.00 EUR/km will be applied.
Returning the Vehicle	<p>General rules</p> <p>Return the vehicle, its keys and documents at the date, time and location of the drop-off as set out in the Rental Contract and in all cases during our office working hours.</p> <p>If you return the vehicle outside the rental office's working hours and deposit the Vehicle's keys in the rental office's key box, you remain liable and owe the rental fee and any damages attributable to you (in particular those suffered by the Vehicle) until the Vehicle has been checked by one of our employees after the rental office has reopened.</p> <p>Inform us, as soon as possible, of any event (including in the case of self-quarantine /mandatory quarantine following a positive test for COVID 19) that prevents you from returning the vehicle at the agreed date, time and location, otherwise you may be liable to prosecution for breach of trust or theft. We will file a complaint for theft, in the absence of any communication from you, at the end of a period of 24 hours from the date and time of the return of the Vehicle established in the rental contract. In case of an objective impossibility to return the Vehicle at the date, time and location agreed upon, please contact the rental location as soon as possible. Please make sure that the rented car is parked in a safe, secure and well arranged place where no fines will be applied. The rental contract remains open and you owe additional rental costs until the vehicle is returned to one of our rental stations. If you opt for a pick-up by one of our representatives, pick-up fees will apply for locations where we do not have rental offices.</p> <p>If you wish to extend the rental period, you must contact a rental office 24 hours prior to the original agreed drop-off time, obtain the rental extension agreement and ensure that you have the necessary funds available to pay the additional amounts generated by the contract extension.</p> <p>If the vehicle is excessively dirty on the outside, preventing the identification of any damage caused during the rental, we reserve the right not to process the termination of the rental contract. The termination of the contract will be processed after the vehicle is washed and checked by one of our representatives.</p> <p>In all cases of exceeding the date and hour mentioned in the contract, you owe the rental fee, including additional rental costs, expenses related to late return and possible expenses related to damages suffered by the Vehicle up to the time of return. An additional late return fee of 15.00 EUR/day applies.</p> <p>In case we accept that you return the vehicle to another rental office than the one mentioned in the contract, you will have to pay the applicable one way fees.</p> <p>If we agree to travel in order to pick up the Vehicle from a location other than the drop-off location as per the contract, you are responsible for and owe the rental fee and any expenses related to damage to the Vehicle up to the pick-up as well as one way fees.</p> <p>In all other cases in which the Vehicle, for any reason, is not returned over in accordance with the provisions of the rental agreement you owe in addition all costs related to parking the Vehicle in a paid public parking lot and/or any other fees or fines due for parking (abandoning) the Vehicle in prohibited spaces, up to the time of pick-up of the Vehicle plus all expenses related to the travel of our representatives from the nearest rental office to the location of the Vehicle and any expenses related to the identification of the location of the Vehicle, administrative fees and other applicable service charges.</p> <p>Vehicle Condition Control You have the obligation to check the condition of the Vehicle with our staff when returning the rented Vehicle and to compare it with the condition mentioned in the Rental Contract.</p> <p>If the condition of the Vehicle (including equipment or accessories) at the time of return differs from that at the time of pick-up, you will be held financially liable. For further explanations - <i>see below, item 6 - Chargeable Damages and your liability and Annex 1 - Rates and charges centraliser.</i></p>

	<p>Please note that:</p> <p>If you refuse to participate in the inspection, decide not to carry out the inspection with our staff at the time of the return of the Vehicle or if, for any other reason, you do not participate in the inspection of the condition of the Vehicle, you entrust us with the task of carrying it out and accept the findings made and the billing of the corresponding damages, if any.</p> <p>If the vehicle has suffered damage during the rental and, for whatever reason, you do not attend the vehicle condition check, you are obliged to leave all necessary documents on the right seat (see above - procedure in case of technical breakdown, accident, theft and damage). In the absence of these, for whatever reason (including if you later claim that you did not know the circumstances in which it occurred) the additional protection products are inapplicable and your financial liability will be engaged for all attributable damage and we reserve the right to hold you liable for other damages caused, including lost profit due to the prevention or delay in getting the Vehicle repaired.</p> <p>Personal items forgotten in the vehicle Although we check the vehicle thoroughly upon return, we do not assume any responsibility for forgotten/left items. In case we find forgotten personal items, they will be picked up and inventoried by our staff at the return office. You can retrieve them personally or request, in writing, their delivery to the address indicated. In the latter case, you will pay in advance the cost of delivery services via our partner courier company or national post and a handling fee of between 50 and 150 EUR.</p> <p>WARNING: All personal items found and not claimed within a period of 3 (three) months will be destroyed.</p>
5. FUEL AND ELECTRICITY CHARGES	
Fuel charges – traditional fuel (diesel or petrol) and hybrid vehicles	<p>Fuel We provide you with a vehicle with a full tank of fuel.</p> <p>When you pick up your vehicle you can choose the <i>Pre-paid fuel</i> option. This way, you buy a full tank of fuel at the price indicated in the rental offices and you don't have to worry about finding a refuelling station when you return the vehicle. This option is automatically cancelled if you return the vehicle and have filled up the tank yourself (see solution 1 below).</p> <p>When you take over the vehicle, you are offered 3 possibilities to pay the fuel:</p> <p>Solution 1: In all cases, you can refuel yourself before returning the vehicle. In this case, we do not charge anything for fuel (after presentation of a supporting document proving that refuelling has been carried out within a maximum of 20 kilometres and within a maximum of one hour before arriving at the rental office).</p> <p>Solution 2: If you have chosen the <i>Prepaid Fuel option</i> at pick-up, we will invoice you the price communicated at the time of rental for the entire tank of the Vehicle. The current average price/per litre of fuel applies.</p> <p>Solution 3: If the <i>Pre-Paid Fuel</i> option has not been chosen and the vehicle has not been filled up before returning the vehicle, a missing price per litre as mentioned in the Rental Contract applies. A price of minimum 1.5 - maximum 3 x the current average price/per litre of fuel is charged.</p> <p>"Easy fuel" service: if you have not filled up the tank before returning the vehicle or you do not have a supporting document (solution 1) and you have driven less than 120 km during the rental period, you automatically benefit from the "Easy fuel" service for the amount of 15.00 Euro.</p> <p>Note that: we estimate the missing fuel using the optimal tank as a unit of measurement. Certain vehicles in our fleet ("connected vehicles") have been produced or have been specially equipped with <i>on-board</i> devices that allow an accurate reading of the fuel tank level. This data may be used to calculate the cost of fuel used when the on-board display does not give a clear indication of the fuel level.</p>

Electricity charges (Electric vehicles)	See Annex 2 - Electric Vehicle Terms and Conditions (EV Terms).
6. OTHER IMPORTANT INFORMATION	
Additional charges in case of damage, loss and theft	<p>Please also refer to the section entitled "<i>Damage, Loss, Injury or Theft</i>" in the General Terms and Conditions, which provides information on how and when we charge costs if the vehicle, keys, any accessories or any vehicle documents are lost, stolen or damaged.</p> <p>You can purchase additional protection products to reduce your financial liability - please see <i>Part 2 - 1. Insurance and additional protection products</i>, below.</p> <p>In addition to charging you for any damage or loss incurred, we will also charge you an administrative fee for processing the damage file in accordance with the "Theft, Loss and Damage Policy" (see General Conditions) in the amount of EUR 30.00 and a loss of use fee to cover loss due to non-use in the amount of EUR 150.00.</p>
Attributable damage and your liability.	<p>Attributable damages: are mainly the costs of repair or replacement of parts, equipment and accessories of the Vehicle, up to the market value of the Vehicle (including in case of theft of the Vehicle or parts), to which may be added, where applicable, costs related to transportation and immobilisation, loss of use, other taxes, charges and/or administrative costs and any other direct and foreseeable losses incurred by the service provider as a result of damage and/or deterioration of the Vehicle until the Vehicle is taken over by our staff or in the event of theft of the Vehicle (including component parts). The damage compensation determined according to the damage cost matrix, on the basis of the list of replacement charges for certain accessories or equipment and/or on the basis of the estimated estimate is due independently of our decision to repair or not to repair the vehicle.</p> <p>Please note that: your liability is objective (regardless of fault, except in cases of force majeure) and you undertake to pay the damages attributable to you as a result of damage and/or damage to the Vehicle during the rental period, until the return and inspection of the Vehicle by our staff. You authorize us to charge your Eligible Card with the appropriate amounts, up to the limit of your maximum financial responsibility, depending on the additional protection products included in the tariff or for which you have opted at the conclusion of the rental contract plus, where applicable, transportation and immobilization costs, loss of use, other taxes, fees and/or administrative costs and any other direct and foreseeable losses incurred by the service provider as a result of damage and/or damage to the Vehicle, until the Vehicle is picked up by our staff.</p> <p>In the case of damage caused as a result of a traffic accident caused by the sole fault of an identified third party and if he or his insurer pays compensation, we will refund to you all amounts so received, to the extent of the corresponding payments made by you.</p> <p>Insurance and/or supplementary protection products cover only the situations and risks expressly described and cannot be extended by analogy. If you are the beneficiary of an insurance or a supplementary protection product, please read carefully <i>Part 2 -1.- Insurance and Supplementary Protection Products</i>.</p> <p>Damage not covered by protection services.</p> <p>CAUTION: Certain situations are not covered by any additional protection product and we will charge the applicable flat rate fee or, if applicable, the full cost of damaged or missing parts/equipment/accessories and related labour hours on the rental contract if:</p> <ul style="list-style-type: none"> • The vehicle is powered by a different type of fuel than the one it uses. A flat fee/penalty of 1785.00 EUR will be applied to the rental contract for the replacement of all parts affected by misfuelling (e.g. injectors, exhaust gas catalyst, particulate filter, fuel filters, tank cleaning, fuel system cleaning, etc.). • The clutch assembly is damaged due to improper use.

<p>Billing and payment in case of damage.</p>	<ul style="list-style-type: none"> • The vehicle is damaged or wrecked in circumstances other than a traffic accident as defined by law, i.e. in situations such as extreme weather events, falling bodies from a height, falling snow or snowdrifts, fires, floods, avalanches, vandalism, acts of terrorism, etc. • Damage to the engine, wheels (tyres, rims, wheel covers), the interior of the Vehicle as well as the underbody of the Vehicle. • Damage resulting from theft or attempted theft of GPS/WIFI units/child seats or personal belongings from the Vehicle. • Theft or loss of the Vehicle's key or documents. • Theft, loss or damage to the Vehicle's registration plates. • Theft, loss or damage to the Vehicle's equipment and accessories. • Damages to the glazed surfaces (side windows, rear window etc.) • Damage to the panoramic roof and rear-view mirrors. • Windscreen damage, unless you have opted for the additional LI protection product (reduction of financial liability for damage to the windscreen of the vehicle as a result of road events) <p>Billing and payment in case of damage.</p> <p>You have the obligation to pay the invoices issued corresponding to the amount of the damages noted by our staff at the time of return or later, if, for any reason, the damages could not be observed, noted and/or evaluated at the time of return of the Vehicle. We also charge an administrative fee/damage report and a vehicle impound fee.</p> <p><i>In case of visible damage found at check-in :</i></p> <p>(i) if their value can be established (flat rate/penalty, cost according to the damage cost matrix and/or replacement cost list), the cost is included in your final invoice or, if applicable, in a separate invoice. The invoice is issued and usually sent to you on the spot or within 5 (five) working days to the e-mail address indicated in the rental contract (if you are not present when returning the Vehicle).</p> <p>(ii) if the damage is significant, we will contact an authorised surveyor/repairer to identify the damage and assess the cost of the necessary replacement and repair and will send you the invoice for payment together with the survey documents and the estimated cost as soon as possible to the e-mail address indicated in the rental agreement (depending on the period required for the assessment, normally not more than 60 days).</p> <p><i>In the case of damage and/or deterioration that could not be observed and/or detected upon return</i>, we will send the detailed payment invoice, estimate/repair estimate (if applicable), any other necessary documents accompanied by proof that the damage occurred during the period the vehicle was entrusted to you, to the e-mail address indicated in the rental contract, as soon as possible, usually not more than 30 days.</p> <p>Please note that, <i>unless you have accepted and signed the damage report document and the corresponding invoice at the time of the return of the Vehicle, we will provide you with ALL NECESSARY EVIDENCE FOR ANY COST THAT WE INVOICE YOU FOR IMPUTABLE DAMAGES:</i></p> <ul style="list-style-type: none"> • <i>rental contract number, date and location of return, report on the condition of the Vehicle on return, including all damages identified in your presence or absence, photographs of damage and/or other evidence of damage;</i>
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Disputing damages

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- *necessary explanations when the amount of damage is calculated according to the damage cost matrix or on the basis of the list of replacement rates for certain accessories or equipment;*
- *valuation/estimate from the surveyor/authorised repairer and/or repair invoice, in the case of damage that could not be assessed on the basis of the damage matrix or on the basis of the replacement price list for certain accessories or equipment;*
- *if applicable, driver's statement, minutes, repair authorisations or any official police findings and/or expert reports in case of traffic accident or other circumstances, on-site photographs of damage and odometer;*
- *the excess amount, if you benefit from a financial liability reduction product or, if applicable, the reason for exclusion or inapplicability of the protection product.*
- *where applicable, costs related to transportation and immobilisation, loss of use, other taxes, charges and administrative costs as well as any other direct and foreseeable losses suffered by the service provider as a result of damage and/or deterioration of the Vehicle.*

On the basis of the invoice and the proofs submitted and only after they have been communicated to you at the e-mail address indicated by you in the rental contract (or, in the absence of such address, at the home or mailing address indicated in the contract), you authorize us to debit your eligible card with the amounts due.

Disputing the damages

You may dispute a bill for damages in any situation where you can prove that the billing was not done in accordance with the terms and conditions of the rental agreement, if you believe that:

- the damage is not attributable to you according to the contract;
- there is a case for exclusion or limitation of your financial liability and this case has not been considered;
- the damage was the sole fault of an identified third party and he or his insurer paid the damages;
- the damage is worth less than we have declared, as a result of a calculation error based on the damage matrix and/or the replacement cost list or any other serious error in the damage assessment report or the estimated estimate;
- any other situation that you can prove concerning the existence of the damage, the valuation or the imputed repair cost, if such situation results, in your opinion, in an obligation on our part to refund, reduce or offset the amounts invoiced.

In any case, it is important that you submit an objection and present your arguments and evidence within 15 working days of the communication to you, via e-mail, of the invoice issued and the evidence we have provided you with the invoice, otherwise we will consider that you have unconditionally accepted the invoiced amounts. We will examine the arguments and evidence you have provided and will send you our resolution within 15 working days. To the extent that we consider your complaint to be justified: we will reimburse the costs as chargeable damages (if we have already withdrawn the payment, as the law and the contract allow us to do so) or we will reimburse you the difference if you prove that the damages are worth less than we have declared. If the resolution given by us in relation to your claim is not satisfactory: you can apply to the European Car Rental Conciliation Service (ECRCS), another conciliation body or the competent courts in Bucharest, Romania.

Please note that: the formulation of a dispute and the deadlines for its resolution do not suspend the obligation to pay the invoice issued under the contract, even if you have addressed the conciliation organism or competent courts. In cases where we have not already withdrawn the amounts from your eligible card, upon expiry of a period of 30 days from the date on which we sent you the invoice we will start to calculate penalty interest for each day of delay in accordance with the law, until the invoice and the corresponding interest have been paid in

	<p>full. In case of refusal of payment or <i>charge back</i> on the eligible card and if you have not made the appropriate payments by another payment method (including in case a third party or its insurer makes the payment) we will initiate all legal steps in order to recover the amounts due by you by any means allowed by law. In such a situation you understand that you will also be responsible for bearing any other costs associated with the recovery of the debt (stamp duty, legal fees, enforcement costs).</p>
Other charges, fees and administrative costs	<p>Even if you are the beneficiary of an additional protection product (included in the tariff or offered at your request) we may apply separate administrative fees covering the services or costs we incur for processing fines, handling damage claims and/or other situations such as losses related to the unavailability of the Vehicle/loss of use, travel and intervention costs in specific cases, etc.</p>
Estimated cost and final rental cost	<p>Basic rate/other rental rates.</p> <p>The Base Rate is the rental rate of a Vehicle (without additional equipment, options or services) due per rental day (24h) and/or per km, corresponding to the group of the rented Vehicle, valid in relation to you according to the rates in force at the date of reservation, rental or modification of the reservation or rental conditions, as the case may be.</p> <p>The basic fee includes: third party liability insurance; vignette valid on the territory of Romania (does not cover special bridge fees, where applicable); 24/7 Vehicle Technical Assistance and Replacement Vehicle (see Part 2, item 2 - services included, for further explanation).</p> <p>Some rates include reduced liability in case of damage or theft (CDW and TP) up to the amount indicated in the rental contract (Romanian "fransiza", English "excess"). This will be mentioned in the rental contract.</p> <p>Some rates include an estimated mileage. If you exceed this estimate, an additional mileage charge applies, which is indicated in your booking and in your rental agreement.</p> <p>On the rental contract you will find, in addition to the basic rate, the following rental rates and fees (when applicable): supplements, missing fuel rate, additional km rate, optional equipment and services rate, insurance rate and additional protection products, other applicable rates, as applicable. For further explanations and applicable values, see Annex 1 - Rates and charges centraliser.</p> <p>The rental fee is calculated in 24-hour intervals, starting from the time of the start of the rental contract processing and ending with the processing of the closure of the Rental Contract. We accept a maximum delay of 29 minutes for the return of the Vehicle, assuming that this time is necessary for the return procedures. Once this time limit is exceeded, we will invoice the base rate plus other applicable rental charges, as per the additional options chosen, for each day of delay plus a late return fee of 15.00 EUR/day.</p> <p>The estimated rental cost is the amount indicated in the rental contract, calculated on the basis of the rental rates applicable at the time of reservation or request for services (for rentals without prior reservation), according to your options regarding car group, rental period, rental location, applicable supplements, price of additional equipment and services, additional options, insurance and additional protection products included in the rate or offered at your express request. The cost is "estimated" because it excludes any costs due for fuel, additional km (if applicable) and any other amounts that may be due by you as a result of using the Vehicle during the rental period.</p> <p>A confirmed booking indicates the total price of the reservation calculated on the basis of the rates and offers available on the booking channel of your choice (direct booking, travel agency booking, dedicated websites, corporate / budget fast break bookings, etc.).</p> <p>Upon pick-up of the Vehicle: any changes to the rental conditions mentioned in the reservation or requests for additional services and/or equipment may result in additional charges.</p> <p>Because special offers and discounts often relate to certain time periods, if you take back the vehicle earlier or return the vehicle earlier or later than agreed at the opening of the contract, it is possible that the special rate originally agreed may no longer apply, resulting in an increase</p>

	<p>in the rate. The number of kilometres driven during the Rental Contract is the one indicated by the Vehicle odometer. In case of odometer failure caused by fraudulent actions and if the rental rate includes a limited mileage, we will invoice 1000 km per rental day at the current rate.</p> <p>Final cost</p> <p>Upon return of the Vehicle, the rental cost may be increased by taxes, charges, penalties, damages attributable to you as a result of the use of the Vehicle. Certain costs, fees or charges may be charged by us after the return of the Vehicle if we have knowledge of the fact causing the damage and/or the amount of the damage has become certain after the return of the Vehicle. Rates that include reduced or zero liability in the event of a traffic accident or theft of the Vehicle do not include reduced or zero liability for damage not covered by any additional protection product.</p> <p>Anything not expressly included in the estimated rental cost, i.e. any amount not paid by the Client at the end of the Contract representing damages, costs, fees and/or penalties attributable to him as a result of the use of the Vehicle during the rental period will be subject to a separate invoice, in particular:</p> <ul style="list-style-type: none"> • 24/7 technical assistance for the Vehicle in cases of immobilisation not covered by the technical assistance included free of charge and expressly in the basic rate. • loss or theft of the Vehicle, keys, Vehicle documents, security kit, other equipment and accessories. • loss and/or damage of registration plates. • damage attributable in case of damage or damage to the Vehicle during the rental period, administrative fee related to the processing of the damage file, immobilisation fee and/or non-compliance fee for safety indicators. • Fines (traffic, parking, bridge crossings, road use, etc.) and administrative fees related to processing and paying fines, as applicable. • smoking tax, vehicle cleaning tax, any other tax or penalty expressly provided for and due in the event of the occurrence of one of the situations that entails the payment of the tax and or penalty in question. <p>For further explanations and applicable values, see Annex 1 - Rates and charges centraliser.</p>
Privacy policy and personal data	<p>We collect and process your personal data in accordance with the provisions of EU Regulation No 679/2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and any other applicable European or national regulations. The collection and processing of your data is done in accordance with the terms of the privacy policy - personal data protection notice published on our website.</p> <p>Please note that if you are offered and agree to rent a connected car, your personal data will be processed in accordance with the attached Privacy Policy for Connected Cars.</p>
Extension, termination and cancellation of the rental contract	<p>The terms of extension or early termination of the rental contract can only be determined with our consent. Intention to extend the rental contract shall be communicated at least 24 hours before the expiry of the contract.</p> <p>The contract shall terminate automatically at the end of the rental period or before the initial contractual term, by agreement of the parties or as a result of unilateral termination if one of the parties fails to perform or improperly performs its essential contractual obligations.</p> <p>Termination of the Contract is effective by operation of law, without court intervention, without delay or completion of any additional formalities from the time of transmission of the notice of termination by any of the following means: by telephone (SMS or any other form of electronic messaging from and to the contact numbers provided at the conclusion of the contract); by e-mail from and to the e-mail addresses provided at the conclusion of the contract; by postal or courier transmissions to the addresses provided at the conclusion of the contract.</p> <p>If the payer of the rental is a legal entity under specific agreements, the notice of termination is sent to both the contract holder and the legal entity.</p>

	<p>Both in the event of termination of the Rental Contract before the due date and in the event of termination, the Contract Holder is obliged to return the vehicle within 6 hours from the time of termination by agreement of the parties or from the time of sending the notice of termination. Otherwise you are liable for all actions, costs, claims and damages arising from the repossession of the vehicle. In any event of delay in surrendering the Vehicle we shall have the right to proceed to locate and repossess the Vehicle by our own means at your expense and risk.</p> <p>Regardless of the time or cause of termination, you are liable to us for all attributable damages and financial consequences in connection with the use of the Vehicle during the rental period. In the event of termination due to our failure to comply with an essential obligation, our liability is limited to the amount of the estimated cost of the rental.</p>
Jurisdiction clause. Litigation	<p>Any dispute arising out of the Rental Agreement and which could not be resolved by agreement of the parties or as a result of a resolution issued by a conciliation organism shall be settled by the competent courts in Bucharest, Romania.</p> <p>On the basis of the rental contract signed by you and the invoices issued, we will initiate a court procedure to obtain an enforceable title, through simplified payment order procedures or, where appropriate, through common law procedures, in all cases where more than 30 days have passed since the invoice due date, or we can entrust the pursuit, collection and, where appropriate, enforcement of the amounts due to legal entities specialising in debt recovery. In all cases you will also be responsible for bearing any other costs associated with the recovery of the debt (stamp duty, legal fees, enforcement costs).</p>
Contractual liability	<p>The Contract Holder shall exercise legal custody of the Vehicle and, subject to express contractual clauses, insurance and/or additional protection products relating to limitation or waiver of financial liability, your liability is engaged in all situations except in cases of force majeure.</p> <p>The Contract Holder shall be responsible for the full compliance with all his contractual obligations as well as for the payment of all invoices issued under the Contract and authorizes the Service Provider to withhold, follow up and collect any amounts due under the invoices issued from the eligible card used at the conclusion of the Rental Contract, if the amounts due have not been paid by another means of payment.</p> <p>In case of late payment / non-payment, unjustified refusal of payment, lack or withdrawal of funds required on the eligible card for the payment of invoices issued under the contract, the contract holder owes late payment penalties equal to the B.N.R. reference interest rate plus four percentage points, until full recovery of the amount due.</p> <p>The Contract Holder understands that, even if the contract payer is a legal entity, its liability is personal in respect of compliance with the terms and conditions of the rental and joint in respect of any payment obligation under the rental. In this case, we may proceed to pursue and collect any amounts due from the Contract Holder and/or the legal entity at our discretion.</p>
Convention evidence. Miscellaneous	<p>The image of the Rental Agreement and other contractual documents is stored on a physically unalterable medium. You agree that this image will have the legal value of an original document. You agree that in the contractual relationship with the service provider you will use both a holographic signature on paper and an electronic signature and that the latter has the same legal effect as a holographic signature on paper.</p> <p>In the event of a dispute you agree and authorize us to use in conciliation proceedings, proceedings initiated by a public authority, court proceedings or debt recovery activities through specialized persons/companies, any document or communication that relates to your rental. transmitted or received by any of the following means: by telephone (SMS or any other form of messaging from and to the contact numbers provided at the conclusion of the contract); by e-mail from and to the e-mail addresses provided at the conclusion of the contract; by post or courier to the addresses provided at the conclusion of the contract.</p> <p>In the event of a dispute, the Contract Holder or/and the payer (if invoices are issued in the name of a partner company/travel agency) may not suspend its payment obligations or any other contractual obligations and may not invoke any right of retention in the absence of a court order for suspension. If any provision of this contract is or becomes void or unenforceable, all other clauses shall remain in force.</p>

PART 2 - IMPORTANT TERMS RELATING TO SERVICES, PRODUCTS AND EQUIPMENT (included in the tariff or offered as optional extras)

Additional insurance and protection products are offered at your request (if not included in the basic rate) either as an individual product or as a protection package and require your acceptance, payment of the rates and compliance with the conditions of application of the insurance or financial liability reduction product. You will find them indicated on your rental form. Details of the applicable costs (depending on product and car group), the amount of reduced liability ("fransiza"/"excess") and the amount of liability without accepted protection products can be found in the centralised tables below.

Other optional services and equipment are offered at your request, subject to availability. Details of these services and equipment as well as the costs we charge can be found below.

Please read carefully the terms applicable to the services included in the tariff (24/7 Roadside Assistance, 24/7 Vehicle Technical Assistance, Replacement Vehicle) as well as to **insurances and additional protection products**, in all cases where they are included in your rental tariff or you have opted for them at the time of booking or rental.

Pay attention and make sure you understand: what risks are covered, what are the maximum limits of your financial liability in case of a covered risk and what are the situations of exclusion and/or inapplicability; what are the costs in case of loss/damage of optional accessories, documents and equipment

Ask our *customer service* or rental agent for **further explanation** if you need any clarification.

Insurance and additional protection products are not valid outside the territory of Romania without our written authorization and payment of the appropriate supplements. Insurance and supplementary protection services outside Romania are subject to special conditions and charges.

By opting for an additional protection product (as an individual product or as a package):

-reduce the amount of the maximum financial liability (called Liability) applicable in case of damage(s) caused to the Vehicle or in case of theft of the Vehicle up to a maximum amount indicated in the rental contract ("*fransiza*"/"*excess*"), you may be exempted from paying the cost of technical assistance in specific cases and situations and/or obtain protection for windscreen damage.

- the amount you will have to pay in case of damage(s) or theft of the Vehicle will be the lower of a) the cost of repair or replacement plus the immobilisation fee (loss of use) plus the damage file processing fee **or b)** the financial responsibility mentioned in the rental contract ("*fransiza*"/"*excess*")

Restrictions and exclusions:

- unless otherwise expressly specified, insurance and/or additional protection products are applicable only in the case of damage arising from a traffic accident as defined by law. In case of non-compliance with the terms and conditions of rental, in particular with regard to the rental period, safety, normal and prudent use of the Vehicle, territorial validity, authorized drivers, procedure in case of technical failure, accident or theft and the necessary documents, **the insurances and additional protection products are inapplicable.**

- **certain situations are not covered by any protection product** and you are liable for the applicable flat fee / replacement and repair cost (see section 1 - item 6. *Damages not covered by protection services*).

- **unless otherwise expressly specified, we apply fees or administrative charges for the processing of the damage file and/or other applicable fees (loss of use of the vehicle)**, even if you are the beneficiary of an additional insurance or protection product (included in the tariff or offered at your request)

1. INSURANCE AND ADDITIONAL PROTECTION PRODUCTS

Product (abbreviation)	What is	Indicative costs																	
Third party liability insurance (RCA)	<p>The RCA is mandatory by law and is included in the rental rate. Third Party Liability (RCA) insurance protects you from the financial consequences of bodily injury and/or other property damage that the authorized driver of the Vehicle may cause to third parties as a result of a traffic accident. RCA excludes:</p> <ul style="list-style-type: none"> • bodily injury suffered by the driver and/or passengers of the Vehicle (especially in the event of an accident); • damage to the Vehicle/theft of the Vehicle; • damage caused to goods, objects and animals transported in the Vehicle; 	Included																	
Accident Insurance for Persons in Motor Vehicles (PAI)	<p>PAI is a supplementary insurance provided by an insurance company in Romania and intermediated by us.</p> <p>Covered risks (authorised driver and passengers, within the limit of the seats provided by the constructor): bodily injury and death, permanent disability, permanent aesthetic and functional consequences of trauma, burns or frostbite, temporary loss of working capacity - hospitalisation/sick leave (outpatient treatment), emergency medical expenses, 24/7 medical assistance.</p> <p>Conditions : PAI is accepted at the time of the conclusion of the rental contract and is stated therein; the bodily injury and/or death is as a result of a traffic accident (not caused by an intentional act); the PAI insurance coverage is not cumulative with that of any other individual accident or life insurance that the authorized driver or passengers of the Vehicle have taken out; for each insured person, compensation due for death or disability resulting from the same accident cannot be cumulated; reimbursement is conditional on the provision of supporting documents for the expenses incurred; the sum insured:</p> <table border="1"> <thead> <tr> <th rowspan="2">Personal accident insurance for road accidents</th><th colspan="2">Insured amount - EUR</th></tr> <tr> <th>Driver</th><th>Passenger*</th></tr> </thead> <tbody> <tr> <td>Death – due to car accident</td><td>25.000</td><td>12.500</td></tr> <tr> <td>Permanent disability – due to a road accident</td><td>Max. 50.000</td><td>Max. 25.000</td></tr> <tr> <td>Surgical interventions – due to a road accident</td><td>Max. 1.000</td><td>Max. 500</td></tr> <tr> <td>Hospitalization – due to a road accident</td><td>Max. 50/day</td><td>Max. 25/day</td></tr> </tbody> </table> <p>Hospitalization for a maximum of 180 days.</p>	Personal accident insurance for road accidents	Insured amount - EUR		Driver	Passenger*	Death – due to car accident	25.000	12.500	Permanent disability – due to a road accident	Max. 50.000	Max. 25.000	Surgical interventions – due to a road accident	Max. 1.000	Max. 500	Hospitalization – due to a road accident	Max. 50/day	Max. 25/day	<p>Between*: 6.00-15.00 EUR/day</p> <p>* depending on car group</p>
Personal accident insurance for road accidents	Insured amount - EUR																		
	Driver	Passenger*																	
Death – due to car accident	25.000	12.500																	
Permanent disability – due to a road accident	Max. 50.000	Max. 25.000																	
Surgical interventions – due to a road accident	Max. 1.000	Max. 500																	
Hospitalization – due to a road accident	Max. 50/day	Max. 25/day																	
Damage waiver in case of accident (CDW)	<p>Protection in case of accident (CDW): in the event of damage to the Vehicle as a result of a road traffic accident, reduction of the financial liability up to the maximum amount of the reduced liability ("fransiza"/"excess") stated in the rental contract (see definition of road traffic accident in section B - item 4.5).</p> <p>CDW application conditions: This additional protection product must be accepted by you at the beginning of the rental and indicated in the Rental Contract.</p> <p>Exclusions: You are liable for full payment of damages up to the full value of the Vehicle, plus any expenses and costs related to the transportation and immobilization of the Vehicle, other foreseeable losses and/or any damage caused to a third party, if the damage occurred in any of the following circumstances:</p>	<p>Between*: 12.96-28.79 EUR /day</p> <p>(if not included in the tariff)</p> <p>* depending on car group</p>																	

	<ul style="list-style-type: none"> Abnormal use of the Vehicle (see the list of general conditions and Part 1 - item 4.); the vehicle was being driven at the time of the damage by an unauthorised driver; the damage occurred after the date and time of delivery of the Vehicle indicated in the rental contract; the damage occurred in a location outside the territorial validity limits; the damage occurred in circumstances other than a traffic accident as defined by law and/or as a result of failure to comply with safety conditions damage to the windscreen and glass surfaces, damage to the interior of the vehicle, damage to the panoramic roof and rear-view mirrors and under the bodywork of the vehicle, damage to tyres and wheel rims, unless they are the direct result of a traffic accident caused by the sole fault of a third party and the liability insurer of the vehicle involved in the accident bears the full cost of such damage. <p>WARNING: In case of damage to the Vehicle as a result of a traffic accident, you must follow the procedure in case of an accident. You must provide us with all the necessary documents and statements correctly and completely. Otherwise, the CDW is not applicable.</p>	
Theft Protection (TP)	<p>Theft Protection (TP): in case of theft of the Vehicle, reduction of the maximum financial liability (Liability) to the reduced liability amount ("<i>fransiza</i>"/"<i>excess</i>") specified in the rental contract.</p> <p>TP application conditions: This additional protection product must be accepted by you at the beginning of the rental and indicated in the Rental Contract.</p> <p>Exclusions: You are responsible for the full payment of the maximum financial liability (Liability) applicable in case of theft of the Vehicle, if you do not hand over within 48 hours from the date of the theft: the report of the complaint, the key of the Vehicle and its documents.</p> <p>WARNING: in case of theft of the Vehicle you must follow the procedure in case of theft. You must provide us with all necessary documents and declarations correctly and completely. Otherwise the TP is not applicable.</p>	<p>Between* 12.96-28.79 EUR/day</p> <p>(if not included in the tariff)</p> <p>* depending on vehicle group</p>
Protection Packages (CDW + TP)	<p>Protection packages resulting from the combination of CDW and TP products: in case of damage to the Vehicle as a result of a traffic accident or in case of theft of the Vehicle, reduction of the amount of the maximum applicable financial liability to the amount of the reduced liability ("<i>fransiza</i>"/"<i>excess</i>") indicated in the rental contract.</p> <p>Depending on the applicable rates, the following packages are available:</p> <p>Standard package (CDW + TP): standard protection package. The standard reduced financial liability is indicated on the rental contract. Depending on the group of the vehicle the excess can be between 1428.00 EUR and 3570.00 EUR.</p> <p>Superior Cover Protection Package (SCDW + STP): protection package offering reduced financial liability below the standard amount. Depending on the vehicle group, the coverage can be between 476.00 EUR and 1.190.00 EUR.</p> <p>- rates for 1-4 day rentals</p> <p>- rates for 5-13 day rentals</p>	<p>Between*:</p> <p>25.92- 57.58 EUR/day</p> <p>22.00- 70.00 EUR/day</p> <p>18.00- 50.00 EUR/day</p>

	<p>- rates for 14-27 day rentals</p> <p>- rates for 28-30 day rentals</p> <p>Super cover protection with 0 excess SCDW + STP): protection package that reduces the financial liability to 0 (zero). 0 (zero) deductible is indicated on the rental contract.</p> <p>- rates for 1-4 day rentals</p> <p>- rates for 5-13 day rentals</p> <p>- rates for 14-27 day rentals</p> <p>- rates for 28-30 day rentals</p> <p>Conditions for the application of protection packages : the protection package must be accepted at the beginning of the rental and indicated in the Rental Contract. It can only be taken as a supplement to the CDW and TP.</p> <p>Exclusions and inapplicability : The situations of exclusion and/or inapplicability, the obligations in case of damage or theft mentioned in the CDW and TP are also applicable to protection packages.</p>	<p>14.00- 40.00 EUR/day</p> <p>10.00- 28.00 EUR/day</p> <p>35.00- 100.00 EUR/day</p> <p>26.00- 75.00 EUR/day</p> <p>21.00- 60.00 EUR/day</p> <p>15.00- 42.00 EUR/day</p> <p>*depending on vehicle group</p>
Windscreen damage protection (LI)	<p>LI protection: in case of damage to the windscreen (scratches, chipping, breakage) as a result of a road accident, reduction of the financial liability to 0.00 Euro.</p> <p>LI Application Conditions: This additional protection product must be taken out at the beginning of the rental and indicated in the Rental Agreement.</p> <p>Exclusions: LI does not reduce your financial liability in respect of other damage to the Vehicle (in particular the panoramic roof and rear-view mirrors) or theft of the Vehicle, for which you are liable in any event. LI does not apply: (i) in the case of damage to the windscreen caused off public roads and/or other situations which are not the direct result of driving under normal conditions on a public road (e.g. damage to the windscreen during stopping or parking, hail, falling bodies from a height, avalanches, fire, vandalism, etc.); (ii) if the damage resulted from a traffic accident caused by the sole fault of the driver of the Vehicle.</p>	<p>Between*:</p> <p>6.00-100.00 EUR / day</p> <p>* depending on vehicle group</p>
Extended Roadside Assistance (RSN)	<p>RSN (Roadside Safety Net) protection: exemption from the payment of expenses for technical assistance provided to the Vehicle 24/7, exclusively on Romanian territory and only if the immobilization of the Vehicle occurred on a road open to public traffic, for specific situations not covered by the basic tariff, respectively:</p> <ul style="list-style-type: none"> ● Flat tyre. We intervene at the scene and replace the damaged wheel with a spare or provide towing of the vehicle to the nearest service workshop; ● Battery discharge due to careless use. We intervene at the scene of the event and will provide an assisted engine start; ● Lost/damaged keys or locking the vehicle with the keys inside: we intervene to solve the situation; 	<p>4.00 EUR/day</p>

	<ul style="list-style-type: none"> ● Lack of fuel or incorrect fuel supply. For lack of fuel we bring the fuel necessary to move the vehicle to the nearest petrol station. In case of misfuelling, the vehicle will be towed to the nearest service station. <p>RSN covers only the cost of intervention at the scene of the incident, but does not cover the cost of remedying the situation found, the damage attributable in case of misfuelling, clutch damage or the cost of replacing the Vehicle key.</p> <p>RSN application conditions: This additional supplementary protection service must be concluded at the beginning of the rental and indicated in the Rental Contract.</p> <p>Excluded: Extended Roadside Assistance does not reduce your financial liability for the consequences of Vehicle immobilization, repair expenses, replacement parts, damage and/or theft of the Vehicle, for which you are responsible in any event.</p>	
Other combined packages	check availability at time of rental for other protection products that combine insurance and protection services available.	See tables below.

For the applicable rates, depending on the additional protection product you have opted for (separately or included in a package), the following tables group: prices in EURO for liability without accepted protection services, daily rate for additional protection products (if not included in the rental rate) and proposed coverage (maximum *pay- excess* amount), depending on the available car groups.

Car group	Liability without accepted protection services	Accident Protection (CDW)*	Theft Protection (TP)*	Accident and Theft Protection (CDW + TP)*	Responsibility with CDW and TP accepted
A	20 230.00	12.96	12.96	25.92	1 428.00
B	20 230.00	12.96	12.96	25.92	1 428.00
C	22 610.00	15.35	15.35	28.79	1 785.00
D	22 610.00	15.35	15.35	30.71	1 785.00
E	30 940.00	18.23	18.23	36.47	2 142.00
H	33 320.00	23.99	23.99	47.98	2 142.00
I	22 610.00	15.35	15.35	30.71	1 785.00
J	21 420.00	12.96	12.96	25.92	1 547.00
L	45 220.00	26.58	26.58	53.17	2 856.00
M	40 460.00	23.99	23.99	47.98	2 856.00
N	41 650.00	23.99	23.99	47.98	2 856.00
O	85 680.00	28.79	28.79	57.58	3 570.00
p	83 300.00	28.79	28.79	57.58	3 570.00

***Prices in EUR per rental day, VAT included**

Car group	Superior protection package (SCDW+TP)* 1-4 days	Superior protection package (SCDW+TP)* 5-13 days	Superior protection package (SCDW+TP)* 14-27 days	Superior protection package (SCDW+TP)* 28-30 days	Liability if you accept "superior protection" package (SCDW+STP)	Zero liability for damage to the windscreen of the vehicle*	Roadside Safety Net*	Personal accident insurance for persons in the vehicle *	Full protection package* 1-4 days	Full protection package* 5-13 days	Full protection package* 14-27 days	Full protection package* 28-30 days
A	22.00	18.00	14.00	10.00	476.00	6.00	4.00	6.00	38.00	34.00	30.00	26.00
B	22.00	18.00	14.00	10.00	476.00	6.00	4.00	6.00	38.00	34.00	30.00	26.00
C	28.00	22.00	18.00	13.00	595.00	6.00	4.00	6.00	44.00	38.00	34.00	29.00
D	28.00	22.00	18.00	13.00	595.00	6.00	4.00	6.00	44.00	38.00	34.00	29.00
E	30.00	24.00	19.00	14.00	714.00	9.00	4.00	6.00	49.00	43.00	38.00	33.00
H	36.00	27.00	22.00	15.00	714.00	9.00	4.00	6.00	55.00	46.00	41.00	34.00
I	28.00	22.00	18.00	13.00	595.00	6.00	4.00	6.00	44.00	38.00	34.00	29.00
J	22.00	18.00	14.00	10.00	476.00	6.00	4.00	6.00	38.00	34.00	30.00	26.00
L	49.00	36.00	29.00	20.00	833.00	20.00	4.00	15.00	88.00	75.00	68.00	59.00
M	49.00	36.00	29.00	20.00	833.00	20.00	4.00	6.00	79.00	66.00	59.00	50.00
N	49.00	36.00	29.00	20.00	833.00	20.00	4.00	6.00	79.00	66.00	59.00	50.00
O	70.00	50.00	40.00	28.00	1.190.00	100.00	4.00	6.00	180.00	160.00	150.00	138.00
P	70.00	50.00	40.00	28.00	1.190.00	100.00	4.00	6.00	180.00	160.00	150.00	138.00

***Prices in EUR per rental day, VAT included**

Car group	Superior protection package (SCDW+TP)* 1-4 days	Superior protection package (SCDW+TP)* 5-13 days	Superior protection package (SCDW+TP)* 14-27 days	Superior protection package (SCDW+TP)* 28-30 days	Liability if you accept "superior protection" package (SCDW+STP)	Zero liability for damage to the windscreen of the vehicle*	Roadside Safety Net*	Personal accident insurance for persons in the vehicle *	Full protection package* 1-4 days	Full protection package* 5-13 days	Full protection package* 14-27 days	Full protection package* 28-30 days
A	35.00	26.00	21.00	15.00	0	6.00	4.00	6.00	51.00	42.00	37.00	31.00
B	35.00	26.00	21.00	15.00	0	6.00	4.00	6.00	51.00	42.00	37.00	31.00
C	39.00	29.00	23.00	16.00	0	6.00	4.00	6.00	55.00	45.00	39.00	32.00
D	39.00	29.00	23.00	16.00	0	6.00	4.00	6.00	55.00	45.00	39.00	32.00
E	46.00	34.00	27.00	19.00	0	9.00	4.00	6.00	65.00	53.00	46.00	38.00
H	55.00	41.00	33.00	23.00	0	9.00	4.00	6.00	74.00	60.00	52.00	42.00
I	39.00	29.00	23.00	16.00	0	6.00	4.00	6.00	55.00	45.00	39.00	32.00
J	35.00	26.00	21.00	15.00	0	6.00	4.00	6.00	51.00	42.00	37.00	31.00
L	76.00	58.00	46.00	32.00	0	20.00	4.00	15.00	115.00	97.00	85.00	71.00
M	76.00	58.00	46.00	32.00	0	20.00	4.00	6.00	106.00	88.00	76.00	62.00
N	76.00	58.00	46.00	32.00	0	20.00	4.00	6.00	106.00	88.00	76.00	62.00
O	100.00	75.00	60.00	42.00	0	100.00	4.00	6.00	210.00	185.00	170.00	152.00
P	100.00	75.00	60.00	42.00	0	100.00	4.00	6.00	210.00	185.00	170.00	152.00

***Prices in EUR per rental day, VAT included**

2. INCLUDED AND OPTIONAL SERVICES

Services included.	<p>24/7 roadside assistance. Telephone guidance and roadside assistance service for events where you are obliged to inform us according to the contract documents.</p> <p>24/7 Vehicle Technical Assistance. In case of immobilization of the vehicle on a road open to public traffic, as a result of a traffic accident or technical failure, we intervene as soon as possible to repair or transport the vehicle and/or provide a replacement vehicle (depending on availability, exclusively on Romanian territory). The intervention fee applies. Please note that: you will additionally bear all the costs of the intervention (including spare parts, accessories, fuel, transport of the vehicle to the platform, transport of you and your vehicle to the platform, if applicable) in case of immobilisation due to loss of the vehicle keys, locking the vehicle with the keys inside, battery discharge due to negligence in use, incorrect fuel supply, damage to the clutch, damage to the tyres or rims, in case of immobilisation caused by suction of water from the engine, in case of traffic accident caused by your fault. exclusively, in case of immobilisation due to failure to comply with safety conditions, in case of abnormal use of the Vehicle, in case the Vehicle was driven at the time of immobilisation by an unauthorised driver and/or you have violated the limits of territorial validity.</p> <p>Replacement vehicle. Vehicle replacement service (subject to availability, exclusively in Romania), if the damage / breakdown is not the customer's fault, within 24 hours, depending on the location where the breakdown was detected. If the damage/defect is the fault of the customer, a new warranty will be requested for the replacement vehicle. We reserve the right to refuse to supply a Replacement Vehicle if the breakdown is due to a proven case of abnormal use of the Vehicle.</p>
Optional services.	<p>Budget Travel Partner. Service on request subject to availability. By purchasing the Budget Travel Partner service, you can benefit from:</p> <ul style="list-style-type: none"> • Telephone translation services. Our operators can speak directly to your conversation partners in Romanian, delivering your message correctly in the local language; • Assistance in case of loss/theft of personal belongings; identity documents, bank cards, electronic devices, luggage; • Addresses and contact details of restaurants, hotels, tourist attractions and medical institutions in Romania; • Real-time information about flight schedules. <p>A daily rate is applied depending on the availability of the service.</p> <p>Vehicle deliveries/collections in Romania. The service is on request and depends on the availability of the rental office staff and the payment method. Delivery and pick-up requests must be sent at least 24 hours in advance. Vehicles can be delivered during business hours from the nearest rental office, if you have provided proof of compliance with the rental conditions at the time of booking.</p> <p>In cities where there are Budget rental offices, delivery and pick-up of the Vehicle is to/from any address within the city limits. A delivery/pick-up fee between 10.00 EUR and 30.00 EURO applies. In cities where there are no Budget offices, delivery and pick-up of the Vehicle is subject to the delivery/pick-up fee + additional fee of 1.00 EUR/km (minimum 30.00 EUR) to/from the nearest rental office.</p> <p>Out-of-hours rentals. At certain rental offices it is possible to pick up or return your vehicle outside office hours and be assisted by one of our agents. In this case an additional fee will be charged. Please check with your local rental office or the Reservations department. A flat fee of EUR 50.00 is applicable.</p> <p>Returning the Vehicle to another rental office. You may choose to return the Vehicle to another rental office than the pick-up office, depending on the availability of the requested vehicle. Reservation request is required. The request will be confirmed or refused within 72 hours. Information on this is available at the time of booking. This additional option must be taken at the beginning of the rental and indicated in the Rental Contract. If your rental rate</p>

	<p>does not include this option, one way charges apply, according to the valid offers and rates applicable at the time of the request, depending on the location and the specific rental period.</p> <ul style="list-style-type: none"> • In Romania: between cities where there are rental offices, the fee for relocation is between 10.00 and 400.00 EUR, according to the valid offers and rates applicable at the time of the request, depending on the location and the specific rental period. • Outside Romania, in cities where there are partner offices, the relocation fee is*: Zone 1 (Bulgaria, Hungary) 1400.00 EUR; Zone 2 (Austria, Czech Republic, Greece, Poland and Slovakia) 2200.00 EUR; Zone 3 (Germany, Slovenia) - 3360.00 EUR; Zone 4 (Italy, Belgium, France, Luxembourg and the Netherlands) - 5000.00 EUR. <p><i>*On the mainland side only, passage to the islands is prohibited.</i></p>
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3. ACCESSORIES AND OPTIONAL EQUIPMENT

Vehicle accessories	Keys, registration documents and plates, security kit and other accessories if they are registered in our system as Vehicle accessories (e.g. plug-in hybrid vehicle charging cables).
Optional equipment	<p>For your comfort and safety, we provide optional equipment, subject to availability at the rental office, if you have not opted for it at the time of booking, in exchange for a daily fee.</p> <p>Optional equipment:</p> <p>Child seat* - 15.00 EUR/day, maximum 150.00 EUR</p> <p>GPS/ Wi-Fi unit - 5 EUR/day, maximum 50.00 EUR</p> <p>Option Diesel Motor Vehicles - 3 EUR/day, maximum 45.00 EUR</p> <p><i>*In Romania, children up to 135 cm in height may be transported in vehicles equipped with driver and passenger safety systems only if they are secured or restrained by a child seat restraint installed in the vehicle. You are responsible for the correct installation of the child seat. If it is fitted you are responsible for checking the correct installation before use.</i></p>
Loss and/or damage of accessories, documents and optional equipment	<p>Security kit and charging cables: in case of loss (including theft) or serious damage of the security kit components and/or charging cables we charge a fixed replacement fee on the rental contract. In case of other accessories, a replacement fee will be charged.</p> <p>Optional equipment: you will be invoiced and responsible for paying the replacement value in case of loss (including theft) or serious damage. Replacement values for optional equipment are available and can be presented at the rental desk.</p> <p>Keys: you will be invoiced and responsible for paying the replacement value in case of loss (including theft). Replacement key values are available and can be presented at the rental desk.</p> <p>Documents and registration plates: you will be invoiced and responsible for the replacement value in case of loss (including theft or serious damage). Replacement values are available and can be presented at the rental office. If you fail or refuse to provide the necessary documents and/or declarations, we may additionally charge compensation equivalent to the damage suffered by us during the period in which the vehicle cannot be used for commercial purposes (until we obtain duplicate documents and new registration plates).</p> <p><i>EV equipment - see addendum Electric Vehicles.</i></p>

Thank you for choosing Budget.

Annex 1 – Rates and charges centraliser.

ESTIMATED COST	
MANDATORY FEES AND CHARGES OR, WHERE APPLICABLE, APPLICABLE DEPENDING ON YOUR OPTIONS.	
Basic rate	The rental fee of a Vehicle (without additional equipment, options or services) due per rental day (24h) and/or per km, corresponding to the group of the rented Vehicle. May include CDW and/or TP protection service. This as well as the value of the standard fee will be added to your rental contract.
Participation in Registration Costs (VLF)	Supplement included in the estimated cost at the time of rental/booking, in the amount of 4.00 EUR/day of rental, as a contribution to the costs of registration of the Vehicle.
Vehicle pick-up from an airport / premium location	Surcharge included in the estimated cost at the time of rental/booking at a flat rate of 15% x (basic rate x no. of rental days).
Young Driver Supplement	7.00 EUR/day (maximum 10 chargeable days) for drivers over 21 and up to 25 years of age
Supplement Driver under 21 years	45.00 EUR/day for drivers over 18 and up to 21 years old
Beginner Driver Supplement	45.00 EUR/day (if driving experience is less than 1 year)
Senior Driver Supplement	7.00 EUR/day (maximum 10 taxable days) for persons over 70 years of age
Cross Border Supplement	30.00-990.00 EUR (flat rate, depending on car group, tariff destination, according to valid offers and rates) + 5.00 EUR/day fee.
Additional Driver Supplement	7.00 EUR/day, maximum 10 days/additional driver;
Fuel	prepaid fuel rate (if you have opted for this service) or rate per litre of fuel missing on return, indicated in the rental contract (minimum 1.5 - maximum 3 x current average price/per litre of fuel)
Additional kilometres	between EUR 0.10 and EUR 2.00 per additional km for basic rates including an estimated mileage indicated in the rental contract
OPTIONAL EQUIPMENT	
Child seat	15.00 EUR/day, maximum 150.00 EUR
GPS/ Wi-Fi unit	5.00 EUR/day, maximum 50.00 EUR
Diesel Engine Vehicle Option	3.00 EUR/day, maximum 45.00 EUR
OPTIONAL SERVICES	
Budget Travel Partner	a daily rate applies, depending on the availability of the service.
Deliveries/collections of motor vehicles in Romania	A delivery/pick-up fee between 10.00 EUR and 30.00 EURO applies, within the limits of the cities where there are Budget offices. In cities where there are no Budget offices, the delivery/pick-up fee + additional fee of 1.00 EUR/km (minimum 30.00 EUR) to/from the nearest rental office applies.
Out-of-hours rentals	a flat rate of EUR 50.00 applies
Returning the vehicle to another rental office	In Romania : between cities where there are Avis rental offices, the fee for one way rental is between 10.00 and 400.00 EUR, according to the valid offers and rates

	<p>applicable at the time of the request, depending on the location and the specific rental period.</p> <p>Outside Romania, in cities where there are partner offices, the one way fee is*: Zone 1 (Bulgaria, Hungary) 1400.00 EUR; Zone 2 (Austria, Czech Republic, Greece, Poland and Slovakia) 2200.00 EUR; Zone 3 (Germany, Slovenia) - 3360.00 EUR; Zone 4 (Italy, Belgium, France, Luxembourg and the Netherlands) - 5000.00 EUR.</p> <p><i>*On the mainland side only, passage to the islands is prohibited.</i></p>
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INSURANCE AND SUPPLEMENTARY PROTECTION PRODUCTS - a daily rate applies. For applicable rates, depending on the additional protection product you have opted for (separately or included in a package), **see the tables above** which group: prices in EUR for liability without accepted protection products, daily rate for additional protection products (if not included in the rental rate) and proposed cover (maximum amount payable - excess), depending on the available car groups.

FINAL COST . TAXES AND CHARGES ADDITIONAL TO THE ESTIMATED RENTAL COST

Name of tax/fine	Value (EUR)	Billing conditions
Administration fee for fine	25.00	Administrative services for processing/transmitting information for each offence. Billed with the amount of the fine, if it has been paid by us. A client information is sent with supporting documents.
Damage file processing fee	30.00	Administrative services related to the damage file. It is usually invoiced together with the value of the damage and other costs incurred in determining the damage. If the client does not attend the inspection of the vehicle, a notice with supporting documents is sent.
Fee for collection services	25.00 + parking cost	Pick-up services in case of return of the vehicle and/or abandonment at a place other than the place of delivery according to the contract. Billed together with other actual costs incurred by us. Customer information/agent report + supporting documents. In addition, removal charges apply if the vehicle is located in the territory of another rental office than the one indicated in the contract.
Late return fee	15.00 / day	If you return the vehicle more than 30 minutes late.
Unauthorized return fee	One way fee + pick-up costs	Applicable one way fee for return service Vehicle to another rental office. If the vehicle is abandoned in a city where there are no Budget offices: relocation fee to the nearest Budget office/rental office plus pick-up costs.
Detailed cleaning fee	Between 150.00 and 250.00	Professional cleaning services in case the vehicle is returned excessively dirty. Customer information and/or vehicle photos at the time of vehicle inspection by our agent.
Smoking tax	100.00	If the vehicle is returned with tobacco smell or residue. Informing the customer and / or a report of the finding by our agent.
Wrong fuel fine	1785.00	Damage attributable to the use of another type of fuel. Customer information / authorised service report.
Clutch damage	Repair estimate value	Damage attributable to a damaged clutch assembly. Customer information/report and authorised service estimate.

Missing accessories	Replacement value	In case of theft, loss or damage of keys, documents, license plates, equipment, accessories. Client information and/or report of the damage signed by our agent.
Missing security kit	40.00	In case of theft, loss or damage to the security kit or elements thereof. Client information and/or report of the incident signed by our agent.
Vehicle damage (applicable protection products)	Max. value EXCESS	Damages attributable within the limit of the maximum applicable financial liability (depending on any additional protection products taken out when the vehicle is taken over), in all cases where the vehicle is not returned in the same condition. Customer information ref cost matrix / replacement cost list (where applicable) or authorised service estimate + supporting documents.
Vehicle damage (inapplicable protection products)	Up to Vehicle Value	Damage attributable in all cases where the Vehicle is not returned in the same condition if: (i) the damage/damage is not covered by any additional protection product; (ii) the protection products are inapplicable as a result of breach of the rental conditions and/or the conditions of service provision; (iii) any other situation of exclusion from the applicability of the protection product. Customer information regarding cost matrix / replacement cost list (where applicable) or authorised service quotation + supporting documents.
Theft Vehicle/component parts (protection products applicable)	Max. value EXCESS	Damages attributable within the limit of the maximum applicable financial liability (depending on the additional protection products possibly taken out when the car is taken over). Customer information ref cost matrix / replacement cost list (where applicable) or authorised service estimate + supporting documents.
Theft Vehicle/component parts (inapplicable protection services)	Replacement value	Damages attributable up to the maximum financial liability applicable if the theft of the Vehicle or component parts is not covered by an additional protection product or in cases where these products are inapplicable as a result of breach of the rental conditions and/or product supply conditions; Customer information regarding cost matrix / replacement cost list (where applicable) or authorised service quotation + supporting documents.
Unauthorised driver	7.00 /day + supplements (as appropriate)	Violation of conditions for authorized driver. Penalty equal to the fee due for the additional driver for the entire rental period plus any applicable supplements depending on age and driving experience. Client information and/or report signed by our agent.
Unauthorised border crossing	990.00 + 5.00 EUR/day	<i>Breach of territorial validity conditions.</i> Client information and / or report of the finding signed by our agent.
Forgotten personal items handling fee	50.00 - 150.00	<i>Billed together with other costs incurred, as requested by the customer (usually courier/transport costs)</i>
Missing fuel	price/litre indicated in the contract	If the Pre-Paid Fuel option has not been chosen and the vehicle has not been filled up before returning it. Customer information and/or a report of the finding made by our agent.
Easy Fuel	15.00	If you have not filled the tank before returning the vehicle or you do not have a supporting document (solution 1) and you have driven less than 120 km during the rental period
Additional km	0,10 - 2.00	The rate indicated in the rental contract applies. Client information and / or report signed by our agent.
Odometer malfunction	Equivalent 1000 km/day	In case of fraudulent actions and if the rental rate includes a limited mileage
Intervention in case of Vehicle Immobilisation Fee	50.00* - 180.00	*50.00 EUR if the immobilized car is located within the cities of Bucharest, Craiova, Constanta, Timisoara, Brasov or Cluj Napoca.

		The fee applies to technical assistance interventions not covered by the basic tariff or the applicable protection service (RSN).
Damage Immobilisation Vehicle	Applicable costs/fees depending on the situation that led to the immobilisation	In case of immobilization of the Vehicle to remedy specific situations, including if the Vehicle is no longer usable and must be taken back, the intervention costs (fuel, cost of remedying the situation found, cost of replacing keys, cost of transporting the platform, other applicable costs that can be determined at the time of intervention) are charged. If the immobilisation is due to misfuelling or clutch damage, additional damages for misfuelling (1785.00 EUR) or clutch damage will be charged.
Immobilisation fee (loss of use)	150.00	Applies in all cases of damage to the vehicle to cover loss of use during repairs.
Safety charge (non-compliance with on-board indicators)	Between 400.00 and 1500.00	In the event of failure to comply with the on-board indicator signals, in particular the warnings concerning technical inspections.

Thank you for choosing Budget.

Annex 2 - Terms and Conditions for Electric Vehicles (EV Terms). Please read these terms carefully, which apply additionally if you rent an electric vehicle (EV).

Your option for renting an Electric Vehicle. If you choose to rent an electric vehicle (EV) it is your responsibility to ensure that the EV is suitable for your needs, understand the capabilities and possible limitations associated with the rented vehicle including the specifics regarding EV range, battery recharging, equipment provided.

The charge status of the battery will be indicated on the rental agreement. We will try to ensure that the battery has a state of charge of at least 80%.

IMPORTANT!

The cost of recharging the battery is not included in the rental rate. We will record the EV battery level at pick-up and return. If the EV is returned with at least the same charge level as at pick-up, you will not incur any further recharge costs. If the EV is returned with a lower battery charge level than at pick-up the following recharge charges will apply:

Battery charge level over 80% 0 EUR

Battery charge level 10 - 79 % **32 EUR (incl.VAT)**

Battery charge level 0 - 9% **40 EUR (incl.VAT)**

If the EV is returned with a very low battery (below 10%) and therefore cannot be unlocked we will charge you additional costs involved in gaining access to the EV, loss of use fees and any damage caused to it as a result.

During the rental period, you should plan stops for charging. Recharging an EV is fundamentally different from refueling a gasoline/diesel vehicle.

We recommend that you charge the battery as often as possible to keep it within the 20-80% charge range. EV charging when the battery drops below 20% will mean that the charging time is longer. Best practice is to charge wherever you park, including overnight and top up with a fast charge as necessary.

WARNING: You must not allow the battery charge to drop below 10% as this significantly affects the battery life and may damage the battery. Failures caused by a discharged battery will be your sole responsibility. It is your responsibility to ensure that the remaining battery is sufficient to complete your journey or to reach a charging station. In the event that you request technical assistance service due to battery depletion, you will bear all costs related to pick-up and transportation on the platform to the return location indicated in the rental agreement plus loss of use fees. (These situations are not covered by any additional protection service).

Charging stations. You can charge your EV at any public or private charging station. You may be required to register with your electricity supplier and pay a fee for EV charging. You are responsible for any such registration (including acceptance of the terms and conditions and privacy policy) and any costs.

Loading stations must be used in accordance with the instructions provided at the respective location. You are solely responsible and liable for the use of the charging stations. If you misuse or damage a charging station you may receive a fine or claim for compensation. If this happens we will bill you for the fine and/or damages along with the applicable administrative fee. You must ensure that you use the charging station and the cable (either the cable supplied with the EV or a cable connected to the charging station) in a responsible and careful manner to ensure that you do not cause damage and *or expose yourself or any other person to any form of danger. We reserve the right to support investigations and provide any relevant information to a third party in connection with misuse or damage to charging stations.*

When using a public charging station, you must move the vehicle at the end of the charging session. Failure to do so may result in an inactivity charge or a parking fine which we will pass on to you along with the applicable administration fee.

Equipment.

CHARGING CABLE. One or more charging cables will be supplied together with the EV (charging station connection cable; mains connection cable). Please notify our staff if no cables are present when you pick up the EV. Otherwise, you are responsible for the replacement cost of the cable(s) registered in our systems as being included with that EV.

WARNING: Charging cables must be used with care and caution. If you use a charging cable anywhere other than in an EV charging socket you are responsible for any loss or damage caused. Only cables supplied with the EV should be used when charging the EV, unless the use of a fast charging point requires the use of the cable connected to the charging station. You are responsible for any loss or damage to the cable(s).

CHARGING CARD. We may provide you with a charge card when you pick up your EV, to allow you to use charging stations in partner networks. This will be mentioned in your rental contract. If you use the charge card, all costs associated with the use of the charging station (electricity consumed, inactivity/parking fee, other charges levied by the renter, if

applicable) plus a service charge (flat rate compensation) are billed separately to you and charged to your rental card, without the need for any further authorisation from you. These charges may be billed to you a few days after the end of the rental (depending on the date you receive the consumption reports/other charges from the card issuing partners). You will be responsible for using the card during the rental period and returning the charge card in the same condition at the end of the rental period. In case of damage or loss of the card the appropriate charges will apply.

WARNING: Charge cards must only be used for the EV you have rented. You are responsible for any costs associated with the use of the card throughout the rental period, including if it is used with or without your permission. In the event of damage or theft, you must notify us immediately to proceed with blocking it in the system. You understand that until the card is blocked in the system, all costs associated with the use of the card will be transferred to you.

One Way Rental. The EV must be returned to the location indicated in the rental contract (EV locations) Otherwise you are responsible for the transportation costs (if the EV is to be picked up on the platform for relocation to an EV location) plus applicable fees for violation of the rental conditions.

In addition to the fees and tariffs mentioned in Annex 1, the following special fees and tariffs are applicable:

Name of tax/fee	Billing conditions. Value of fee/tariff *
Recharging charges/service charges Electricity	<p>Battery charge level over 80% 0 EUR</p> <p>Battery charge level 10 - 79 % 32 EUR</p> <p>Battery charge level 0 - 9% 40 EUR</p>
Damaged or lost EV equipment	<p>If you lose or damage your EV equipment you will be charged for the cost of replacing it as follows:</p> <p>Connecting cable type "EV - charging station": 300.00 EUR</p> <p>Connection cable type "EV - home network": 2000.00 EUR</p> <p>EV access key/card: between 400.00 EUR and 600.00 EUR</p> <p>Energy charge card in partner networks : 15.00 EUR</p>

*** All fees and rates indicated include VAT.**

Thank you for choosing Budget.

Annex 3 - on privacy in Connected Cars

1. General information.

Please read these terms carefully as they contain details of the data collected on the vehicles collected. By opting in and/or accepting the rental of a connected vehicle, you acknowledge, understand and agree to these terms, you agree that we may collect and process your data for the purposes set out within this addendum.

What are connected vehicles and the data collected?

Connected car: a vehicle equipped with functions, telematics systems, on-board devices or associated technologies that is capable of collecting data about the vehicle and its use, i.e.: vehicle status; damage and accident records; performance, operational and diagnostic data; mileage and odometer information, acceleration and speed, fuel consumption, fuel level and tyre pressure; location and direction of travel; other information depending on the systems with which the connected vehicle is equipped.

Connected-car data: all information and data collected by the connected vehicle and/or related to the vehicle

Personal Data: While using one of our connected vehicles, all data of the connected vehicle that is directly or indirectly linked to you is your personal information. Connected vehicle data that cannot be linked to you is not your personal information.

Connected-car data collection: data is collected when you or any person (whether customers or our employees):

a) uses a connected vehicle (some information is also collected when the connected vehicle is not used by anyone);

b) connect a device to the infotainment system of a connected vehicle. To prevent the next driver from accessing your Personal Data, please disconnect any devices used and delete any personal information that may be stored in the infotainment system before returning the vehicle.

2. Purposes of the collection of personal data relating to connected vehicles and legal basis of the processing

The following table describes the **Linked Data** (which may include personal data) that we collect, the purposes for which we collect it and the legal basis on which we process it. If we need to use **Personal Data** for any permitted purpose not listed in the table below, we will notify you and explain the legal basis for processing. In addition to the processing described below, Linked Data as including Personal Data may also be disclosed or processed where required by law or necessary to respond to a reasonable request from a law enforcement regulatory organism or agency or competent authority.

Connected-data collected (<u>may include personal data</u>)	Purpose(s) of processing	Legal basis of the processing
Fuel readings	<p>1. Accurate determination of fuel tank fill level, <u>at pick-up and return</u>, and when entering or leaving one of the locations identified using geo-fence technology for the purpose of calculating the fee due for refueling the vehicle at the level it was at check-out.</p> <p>2. To better understand fuel consumption rates and driving efficiency within our fleet.</p> <p>3. If you use our app, your fuel readings will also be displayed on the app.</p>	<p>Execution of the lease (para. 1) (GDPR, Article 6(1)(b)).</p> <p>Legitimate interests (pt.2 and pt. 3) - to maximise fuel efficiency and performance of our fleet; displaying fuel readings on the App) (GDPR, Article 6(1)(f)).</p>
Diagnostics/ maintenance information Vehicle Connected (e.g.	<p>1. Efficient scheduling of services, maintenance and repairs;</p> <p>2. Anticipate and, if possible, prevent vehicle breakdowns;</p>	<p>Execution of a lease (items 1 and 3) (GDPR, Article 6(1)(b)).</p> <p>Legitimate interests (para.2 - to maximise the efficiency and performance of our fleet and to try</p>

warning lights, tyre pressure, service requirements, oil life, etc.).	<p>3. To ensure that the connected vehicle is in working order ; to understand and, where appropriate to assess any damage caused to the vehicle during the rental period.</p>	to avoid breakdowns that impact on your rental) (GDPR, Article 6(1)(f)).
Odometer readings	<p>We collect mileage readings at check-out (including when you leave the rental location) and at check-in, as well as when you enter or leave one of the locations identified using geo-fence technology. If you are a long-term renter, we will perform these remote readings on a regular basis - usually monthly. Purposes of collection:</p> <ol style="list-style-type: none"> 1. to understand the mileage accumulated by the vehicle during the rental period. 2. to manage the mileage of vehicles connected under all our rental contracts (including short and long term contracts); 3. to facilitate the calculation of any mileage-related charges imposed on you in connection with a contract you have with us; 4. to identify service and maintenance requirements by mileage; and 5. if you use our app, to display your mileage on the app. 	<p>Execution of a rental agreement (items 1, 3 and 4) (Article 6(1)(b) GDPR).</p> <p>Legitimate interests (point 2 - to maximise the efficiency and performance of our fleet and 5 - mileage display via the app) (GDPR, Article 6(1)(f)).</p>
Vehicle controls (unlocking, etc.)	<p>If applicable, we will process the information you send in the form of commands to the vehicle in order to enable the connected vehicle to perform the relevant function associated with the command (e.g. a vehicle lock/unlock request). Some of the functions are on all the time, even when other services or other media in the connected vehicle are disabled.</p>	Execution of a lease (GDPR, Article 6(1)(b)).
GPS data, speed, acceleration and other information collected by sensors	<p>Connected vehicles periodically provide information on location, speed, acceleration and other information collected by the sensors the vehicle is equipped with.</p> <p>Purposes of collection :</p> <ol style="list-style-type: none"> 1. GPS : To identify whether the current location of the vehicle is at one of our rental locations or other locations identified using geo-fence technology or off-site. 2.Speed, acceleration and other sensor information: in connection with the establishment and defence of legal claims (e.g. in the event of an accident involving the connected vehicle). 	<p>Legitimate interests (to ensure the security of our fleet and to record that the vehicle has left/has not been returned and in connection with the establishment, exercise and defence of legal claims) (GDPR, Article 6(1)(f)).</p> <p>Consent (if required by applicable local law).</p> <p>The processing is necessary for the establishment, exercise or defence of legal claims (where required by applicable local law).</p>
GPS data collected when a	<p>In the unlikely event that the vehicle is not returned at the location and date/time specified in the rental contract (theft or suspected theft) we collect GPS data and, if applicable, other details</p>	Legitimate interests under the GDPR (e.g. vehicle recovery in case of theft, protection of property and monetary interests, clarification

<p>connected vehicle is not returned</p>	<p>provided at the time of rental. GPS data is collected periodically and, in these circumstances, is used in connection with our attempts to locate and recover the vehicle</p> <p>connected.</p> <p>Purposes of collection:</p> <ol style="list-style-type: none"> 1. to locate the vehicle and, if necessary, notify the relevant police/authorities and/or our insurers. 2. to locate and recover the Vehicle by its own means. 3. to record that the vehicle has been located and recovered or has been returned to the rental location. 	<p>of potential offences) (GDPR, Article 6(1)(f) and where required by applicable local law).</p> <p>Consent (if required by applicable local law).</p> <p>The processing is necessary for the establishment, exercise or defence of legal claims (where required by applicable local law).</p>
<p>Details and nature of certain locations identified.</p>	<p>The use of geo-fencing and GPS technology allows the nature of the location to be identified when the connected car visits that location. <i>E.g.</i> Budget rental and operational locations, certain airports, train stations, identified docks, hotels, workshops and car depots.</p> <p>Purposes of collection :</p> <ol style="list-style-type: none"> 1. to protect the fleet against possible theft and/or loss of vehicles; 2. to better manage fleet availability and distribution, including allowing us to generate inventories of vehicles on our sites; 3. for check-in when the vehicle leaves or returns to our rental locations, including to enable us to manage our check-out and check-in procedures. 	<p>Legitimate interests (to ensure the security of our fleet, the efficient distribution of the fleet and to record that the vehicle has left/has not been returned) (points 1 and 2) (GDPR, Article 6(1)(f)).</p> <p>Performance of the lease (point 3) (GDPR, Article 6(1)(b)).</p> <p>Consent (if required by applicable local law).</p>
<p>Information collected by the vehicle and infotainment system (including details of your contacts, call history and music preferences)</p>	<p>If you connect your smart device to the vehicle's infotainment system, the infotainment system will process your personal data to provide you with available functionality (e.g. to play and store your music choices and preferences, to allow you to make calls and receive hands-free communications). Your personal data is only collected if you choose to sync your smart device with the infotainment system. We do not receive this information unless you remove your data from the infotainment system when you return your connected vehicle to us. Please note that other businesses (such as smartphone or music app providers) may also receive and use your personal data when you use the infotainment systems. Please refer to the terms of use and privacy policies of these third-party businesses.</p>	<p>Legitimate interests (to provide you with the services available as part of the rental vehicle) (GDPR, Article 6(1)(f)).</p> <p>Performance of a contract (Article 6(b) GDPR).</p>
<p>Emergency call (eCall)</p>	<p>Connected vehicles may contain <i>eCall</i> technology. In the event of a serious accident, <i>eCall</i> automatically dials an emergency number. <i>eCall</i> will only transmit data that is absolutely necessary in the event of an accident.</p>	<p>Legal requirement (Article 6(1)(c) GDPR).</p>

Information leaves the vehicle only in the event of a serious accident and is not stored longer than necessary.

We do not have access to the eCall data; the data is transferred directly from the connected car to the government response point/emergency services.

IMPORTANT!

In addition to those mentioned in the table above for specific categories of data, we can use connected - car data as follows :

(i) For the purpose of determining whether a customer will be included on the list of non-rental customers who pose significant risks to our business and/or our staff and who will no longer be able to perform a rental with us. We will only use connected -car data for this purpose to the extent permitted by applicable law. Legal basis of the processing: legitimate interest, to limit risks to our business and/or our staff

(ii) We may aggregate or anonymize the connected data collected to create anonymous and therefore non-personal information. We may use this information for the purpose of improving our products and services and may engage a third party analytics provider to assist us in doing so. Where we process connected -car data to generate such non-personal information, we process it based on our legitimate interests in improving and developing our products and services. Further processing of such non-personal information is no longer subject to the requirements of applicable data protection legislation.

3. Privacy button functionality (if available)

Some of the connected vehicles allow you to share or hide your location information (e.g. by pressing the "privacy button", sending an SMS to the vehicle manufacturer and/or accessing the privacy settings within the on-board systems). The process for disabling location information varies by car manufacturer and vehicle, so we recommend that you **review your privacy settings each time you start a journey**.

If you are unsure how to change your privacy settings, or if you prefer that your location information not be collected, please speak to a member of our team or contact your rental station manager. We will explain how to use your vehicle's privacy settings or do our best to provide you with an alternative connected car that allows you to change your privacy settings as you wish. We cannot guarantee that an alternative connected car will be available at the time of your rental.

IMPORTANT! Regardless of the privacy settings, we will continue to process *connected-car data* (which may include personal data) relating to the performance and operation of the connected vehicle as set out in the table above, and this data will continue to be transmitted to the relevant manufacturer and to ourselves.

If you choose to withhold your location information, we may still request this information from the manufacturer of the connected car in the event of theft, suspected theft or if the return of the connected car is delayed, in order to recover the vehicle and protect our legal rights.

You can activate the "privacy button" in your vehicle, which will stop the processing of **GPS data** as described in the table above (if this functionality is provided by the manufacturer or the vehicle).

4. Other terms applicable to the use of connected vehicle functions. Rights and options.

Use of connected vehicle features is subject to the terms and conditions posted by the vehicle manufacturer and/or technology provider, which may include system and service limitations, warranty exclusions, liability limitations, wireless service provider terms, and user responsibilities.

Some or all of these functions are permanently activated, even when other services or other media in the vehicle are switched off.

Vehicle manufacturers may also collect data on connected vehicles in accordance with their privacy policy and share this data with us. You can view their privacy policy and other terms and conditions related to connected vehicle data on the website of the vehicle manufacturer concerned. Details of the characteristics of your rental vehicle are set out in the "Vehicle Details" section of the Rental Agreement. We cannot guarantee that a vehicle without these features will be available at the time of your rental.

Manufacturer-embedded services or other manufacturer-provided features and platforms may be included and may also collect data about the connected vehicle that is shared directly with the manufacturer. In these circumstances, the manufacturer may also be a data controller of your Personal Data. Please note that connected vehicle data will first be received by the vehicle manufacturer before it is received by us. We encourage you to read the privacy notices relating to these services to understand what Personal Data is collected and the purposes for which it is collected. If you are unsure whether your connected vehicle has such services, please speak to a member of our team or contact your rental station manager.

5. Data retention period *connected car*.

We keep *connected car data* only for as long as necessary to fulfill the purposes for which it was collected. This means that some connected car data may be overwritten very quickly, but in any case we will retain data for no longer than 7 years after the end of the rental agreement (unless there has been an insurance claim, accident or damage or there is an applicable legal or regulatory obligation that requires us to retain the connected car Data).

If you choose to sync a mobile device with your connected vehicle (via Bluetooth, USB or otherwise), **please ensure that you take the necessary steps to remove your information from the system when you return your connected vehicle at the end of the rental period.** Failure to do so may result in your information being retained in the system. If you are not sure that you have removed all your information, please speak to a member of staff or the rental station manager.

If you discover that a previous customer has forgotten to delete their information, please delete it **immediately** or speak to a member of staff or contact the rental station manager.

If you have any questions about the content of this addendum, please speak to a member of our team or contact the rental station manager.

Thank you for choosing Budget.