

GENERAL TERMS AND CONDITIONS
effective as of 18.03.2025

§ 1. PRELIMINARY PROVISIONS

1. These General Terms and Conditions of Car Rental (hereinafter also referred to as the "**GTC**") define the terms and conditions of car rental agreements concluded by Flex Rent Deutschland GmbH, a German company with its registered office at FLEX RENT DEUTSCHLAND GMBH Olefant 14b, 51427 Bergisch Gladbach DE293864199, registered Sąd Rejestrowy w Kolonii at the Cologne Registry Court under HRB number 80465 (hereinafter also referred to as the "**Lessor**") with the Lessee or user of the vehicle (both the Lessee and the user of the vehicle are referred to hereinafter as the "**Lessee**") and form an integral part of the Rental Agreement (hereinafter also referred to as the "**Agreement**"), a model of which is available on the Lessor's website at www.flextogo.com. Capitalized words have meaning ascribed to them in these GTC and the Agreement. In the event of any discrepancy between the contents of the GTC and the contents of the Agreement, the provisions of the Agreement shall prevail.
2. Subject to sections 3 - 5 below, the condition for concluding the Agreement is the possession, by the Lessee or a person authorised to use the vehicle on behalf of the Lessee, of a driving licence of the appropriate category recognised in the territory of the Federal Republic of Germany for a period of at least 12 months prior to the date of conclusion of the Agreement and being at least 20 years of age, and in the case of premium class vehicles and those designed to transport 9 persons, being at least 25 years of age.
3. Regardless of the class of vehicle rented, the conclusion of the Agreement by a person under the **age of 25 and also over the age of 69 is possible upon payment of an**

additional fee, included in the Lessor's Table of Charges (hereinafter: "Table of Charges"). The Table of Charges is appended to these GTC and available on the Lessor's website at www.flextogo.com.

4. Persons who do not meet the age criteria may rent a vehicle on condition that they pay twice the amount of the deposit referred to in §4, as well as an additional fee, which is included in the Table of Charges.
5. The Lessee or a person authorised by the Lessee to use the vehicle on behalf of the Lessee must hold an identity card (other than a driving licence) valid for a minimum of 12 months preceding the date of the Agreement.

§ 2. COMMENCEMENT AND TERMINATION OF RENTAL RELATIONSHIP

1. The Lessee can make a vehicle reservation on the Lessor's website or through a broker cooperating with the Lessor. The following information is required in order to fill in the form correctly for the reservation to be made:
 - 1) Name and surname;
 - 2) Rental duration;
 - 3) Vehicle collection and return location;
 - 4) Method of payment;
 - 5) Selected extras (e.g. child seat, GPS, WIFI);
 - 6) The email address and contact telephone number of the Lessee.
2. The Lessee receives a confirmation of the booking to the e-mail address specified by the Lessee in the booking form. The confirmation sent to the Lessee contains detailed information about the booking, in particular the duration of the agreement, the amount of rent, the class of vehicle and the place of collection of the vehicle.
3. If a booking is made via an online brokerage portal that presents vehicle rental offers from a number of operators, the Lessee will receive a confirmation of the booking together with details



of the booking from that entity and the terms of the agreement concluded with the brokerage portal.

4. In the event of the Lessee booking a vehicle via a broker portal, the Lessor is not responsible for the provision/performance of any additional services offered and purchased from such a broker, as well as for the Lessee's settlements with such an entity.
5. The Lessor is not responsible for the settlement and reimbursement of fees paid by the Lessee to the brokerage companies through which the Lessee has booked the vehicle.
6. The Agreement is concluded through signature by the Lessee and the Lessor's representative using a device that allows electronic signature confirmation.
7. The date and time of the commencement and termination of the rental is specified in the Agreement.
8. In the case of reservations made on the Lessor's website: www.flextogo.com, cancellation of the reservation, without incurring any costs to the **Lessor** on this account, **is possible at no later than 24 h prior to the planned** handover of the vehicle to the Lessee. The cancellation of a reservation is possible from the customer account or by sending an e-mail to the e-mail address to which the reservation was made or to rent@flextogo.com. In the case of bookings made through an intermediary (broker), the terms of cancellation are specified in the agreement concluded by the Lessee with the intermediary.
9. Extension of the term of the Agreement requires the consent of the Lessor, and the desire for extension must be notified by the Lessee immediately, no later than:
 - 1) 24 hours before the deadline for returning the vehicle - when the return falls on working days from Monday to Friday;
 - 2) 48 hours before the return deadline of the vehicle - when the return deadline falls on Saturdays, Sundays and public holidays.

The Lessee's request to extend the Agreement

for a period longer than 59 minutes must be confirmed by an e-mail sent to rentde@flextogo.com or in person at the Lessor's outlet. In the case of an extension, the Lessor shall be entitled to recalculate the rental rate per rental day according to the Walk-in rental price list valid on the of the extension, which is available for inspection at any Lessor's outlet. The Lessee shall be informed of the applicable Walk-in rental price list rate prior to the decision to extend the Agreement. Failure to notify of the Lessee's intention to extend the Agreement and failure to return the vehicle within 6 hours of the termination or expiry of the Agreement may be treated as a suspicion of wilful misconduct (misappropriation or theft), of which the Lessor may notify the law enforcement authorities. Once the Lessee has notified the Lessor of his/her wish to extend the Agreement by telephone or email, the Lessor shall send a new Agreement to the Lessee's email address for the extension period. The Lessee then confirms the terms and conditions of the Agreement extension in a return reply within a maximum of 12 hours of receiving the email. If the Lessee does not conclude a new Agreement, the extension will not be guaranteed by the Lessor.

10. Reduction of the duration of the Agreement is possible at the written request of the Lessee, notified by e-mail sent to rentde@flextogo.com or in person at the Lessor's outlet no later than 24 h before the planned date of return of the vehicle. The Lessor will reimburse the Lessee the daily charges/fees for the remaining rental days as determined by the Agreement originally concluded with the Lessee. If a booking is made through a broker (intermediary), the amount of the commission charged by the broker shall not be reimbursed (the rules for reimbursement of the commission by the broker shall be specified in the agreement concluded between the Lessee and the broker)

11 The Lessor reserves the right to immediately



terminate the Agreement and take the vehicle back from the Lessee at the Lessee's expense, also through an authorised entity, in the event that the car is found to be used in violation of the terms of the Agreement:

- a) deliberate damage to the vehicle by the Lessee or the person driving the vehicle to whom the Lessee has made the vehicle available, proven by the Lessor,
 - b) damage to the vehicle when driven by the Lessee or the person driving while under the influence of alcohol or intoxication, after the use of drugs or psychotropic substances and/or without a valid driving licence,
 - c) where the person driving the vehicle has fled the scene of the traffic incident (accident or collision),
 - d) damage to the vehicle as a result of filling up with the wrong type of fuel,
 - e) use of the vehicle for participation in races, rallies and competitions, testing on race tracks,
 - f) use of the vehicle in the commission of an offence,
 - g) driving under the influence or after consumption of alcohol, drugs or other intoxicating substances,
 - h) driving the vehicle out of the country without the Lessor's consent and no response to contact attempts by the Lessor for at least 24 hours (by telephone, e-mail or other available means of communication), or if the vehicle's location data indicates that it has moved to countries at high risk of vehicle misappropriation and theft (Lithuania, Ukraine, Belarus, Russia, Morocco, Algeria),
 - i) use of the vehicle for off-road driving.
12. In justified situations, as indicated in paragraph 11, the Lessor will be entitled also to collect the vehicle without the participation

of the Lessee.

§3. RENTAL FEES

1. The rent for a vehicle is calculated as a multiple of 24-hour periods (day) at the rate stated on the Lessor's website, or resulting from the Agreement with the brokerage portal in the event of a booking via such a portal. In the case of payment via the *pre-paid* system referred to in point 3 a), the parties are bound by the rental rate in the amount previously paid by the Lessee against the Agreement via the brokerage portal.
2. The rent is collected in advance, before the vehicle is handed over to the Lessee, in the amount specified in the Agreement.
3. If the Lessee books a vehicle via the broker portal, the fee is paid:
 - a) on a *pre-paid* basis: to the broker portal, prior to collecting the vehicle from the Lessor or
 - b) in the *paid-on-arrival* system: by credit card to the Lessor's account, at the latest at the time of handover of the vehicle to the Lessee by the Lessor.
4. The Lessee will receive a receipt to confirm the charges paid by themselves. Upon request of the Lessee, the Lessor will issue a VAT invoice - whereby for the VAT invoice to be issued it is necessary for the Lessee to provide his/her NIP [tax number] at the latest at the time of collecting the vehicle, on the condition that the receipt is returned to the Lessor (or that it is not collected by the Lessee at the time of the handover of the vehicle) and that this request is made in time to allow the invoice to be issued within the valid deadline (at the latest by the 15th day of the month following the month in which the service was performed), at the latest 2 working days before this deadline expires. The Lessor is authorised to issue VAT invoices without the signature of the Lessee. By accepting the provisions of these GTC, the Lessee agrees to receive VAT invoices electronically. The VAT invoice shall be sent to the Lessee's e-mail address indicated in the Agreement.

5. The Lessor accepts credit cards with the Lessee's full name. Credit cards with incomplete names and initials are not accepted. Payment with a debit card requires the agreement of the Lessor and is only possible with the payment of an additional fee for the removal of the Full Protection deductible and fuel package to secure the execution of the Agreement. The amount of such fees is indicated in the Lessor's Table of Charges available on the website and attached to these GTC. The validity of the credit/debit card may not be shorter than 6 months from the termination date of the Agreement.

§4. LESSEE'S DEPOSIT AND DEDUCTIBLE

1. The condition for releasing the vehicle to the Lessee is the transfer of the deposit to secure the claims of the Lessor that may arise from the Agreement. The deposit is transferred by blocking funds on a credit card (accepted cards: **Visa, Master Card**). Before the vehicle is handed over to the Lessee, the Lessee may purchase, for an additional fee specified in the Table of Charges, a reduction in the amount of the deposit (reduction of the deposit block). The purchase of a reduction of the obligation to hand over the deposit (reduction of the deposit block) does not exempt the Lessee from responsibility for the rented vehicle. Within the scope of the Lessee's responsibility as defined in the Agreement and the GTC, the Lessor has the right to charge the Lessee with contractual penalties and costs for which the Lessee is responsible.

2. The amount of the deposit appropriate for the vehicle class is indicated in the Agreement and in appendix no. 1 to the GTC (also available on the Lessor's website <https://flectogo.com/>). Pre-authorisation by means of blocking the funds on the card is made by the Lessee before the vehicle is handed over and is valid for 7-30 days from the day of its making, depending on the internal procedures of the

card issuer. The release of the blocking (pre-authorisation) occurs automatically in accordance with the procedures adopted by the bank - card issuer. The release of the blocking does not imply waiver of the Lessor's claims against the Lessee. Subject to clause 3, the Lessor undertakes to immediately submit an instruction to cancel the blocking in the event of circumstances justifying the release of the funds, no later than within 7 days after the last day of the Agreement.

3. The deposit paid by the Lessee may be credited to cover claims to which the Lessor is entitled in connection with the restoration of the vehicle to a condition resulting from normal wear and tear, the purchase of additional services, the accrual of penalties in connection with a breach of the Agreement, and in the event of damage to the vehicle or other property handed over to the Lessee during the rental period for reasons for which the Lessee is responsible.

4. Subject to paragraphs 5, 6 and 9 below, damage deductible means the level of the Lessee's financial liability for the vehicle as set out in Appendix 1 and on the Lessor's website.

5. The Lessee shall be fully responsible for damage caused through his/her fault, including damage caused by the person driving the vehicle if the Lessee has made the vehicle available to him/her, including damage caused due to the use of the vehicle contrary to the Agreement or the GTC, documented on the basis of a valuation presented to the Lessee by the Lessor, if the damage was caused by circumstances for which the Lessee is to blame. The Lessee is obliged to exercise due diligence in the event of damage by notifying the Police of the incident, as this may be necessary to process the claim on the basis of the insurance policy of the participant in the incident or the entity responsible for the occurrence of the damage. In the event of damage to the vehicle, the Lessor will provide the Lessee with an estimate of the repair of the damage.

The Lessor will also take photo documentation of the damage or dirt on the vehicle. The photo documentation will be handed over to the Lessee

6. The Lessee shall be liable for the damage caused in an amount exceeding the Lessee's deductible with regard to a breach of the rules for the use of the vehicle set out in the GTC and the Agreement, in the event of:
 - 1) deliberate damage to the vehicle by the Lessee or the person driving the vehicle to whom the Lessee has made the vehicle available,
 - 2) damage to the vehicle when driven by the Lessee or the person driving while under the influence of alcohol or intoxication, after the use of drugs or psychotropic substances and/or without a valid driving licence,
 - 3) damage to the vehicle by the Lessee or the person driving the vehicle as a result of an infringement of road traffic regulations, which will be confirmed by a fine or a final court judgement,
 - 4) where the person driving the vehicle has fled the scene,
 - 5) damage to the vehicle as a result of filling up with the wrong type of fuel.
7. In the cases indicated in the preceding paragraph, the damage shall be covered by the Lessee. The deductible for each damage is set at the amount specified in the provisions of these GTC (Appendix 1) and available on the Lessor's website.
8. The Lessee has the option to waive the deductible for each of the types of damage referred to in paragraph 5 above (with the exception of the cases referred to in paragraph 6 above and paragraph 9 below) by purchasing an additional package for the waiver of the deductible. The Lessee may notify the Lessor of such a wish no later than on the day of handover of the vehicle by the Lessor, against payment of an additional fee.

The description and scope of the additional deductible removal package is presented in Appendix No. 2 to the GTC.

9. **Purchasing the waiver of the deductible does not relieve the Lessee from liability for damage in the event of:**
 - 1) Damage/loss of additional equipment, e.g. WIFI, child seat - to the extent of the value of this equipment
 - 2) Damage/loss of key or remote control - within the value of that key or remote control;
 - 3) Damage/loss of number plate unless reported to the Police - in respect of the cost of obtaining a replacement number plate;
 - 4) Loss of a parking ticket - to the extent of the costs incurred by the Lessor on this account;
 - 5) Filling of the vehicle with the wrong type of fuel - to the extent of the damage thus caused, as documented by a valuation;
 - 6) When the person driving the vehicle is/was found to be under the influence of alcohol/drugs or after consuming alcohol/drugs;
 - 7) Where the vehicle is driven by a third party, not notified to the Lessor as an additional driver or a person not qualified to drive,
 - 8) In the event of unauthorised travel abroad, i.e. travel abroad despite the lack of notification to the Lessor of the wish to travel abroad and the lack of consent of the Lessor for travel abroad - in terms of the additional fee to be charged for unauthorised travel abroad;
 - 9) In the event of failure to submit or exceeding the deadline for submission of the damage report form - to the extent of the damage suffered by the Lessor as a result of the inability to process the claim from the insurance policy of the entity responsible for the damage;
 - 10) In the event of a breach (improper performance or failure to comply with the provisions) of the GTC or the Agreement

with regard to the provisions defining the Lessee's obligations relating to the use of the vehicle - to the extent of damage caused to the Lessor as a result of these breaches

- 11) Where a vehicle is found to be used in contravention of traffic regulations or private parking regulations, resulting in the incurring of costs by the Lessor, i.e.: penalties or administrative charges, additional charges, traffic tickets - to the extent of the costs of these penalties and charges;
 - 12) Return of a dirty car - to the extent of the cost of cleaning the vehicle, as described in the Table of Charges.
10. Immediately after return or replacement (in the case of a replacement vehicle) of the vehicle used by the Lessee, the Lessor reserves the right to charge the Lessee with the following costs:
- 1) missing equipment of the vehicle or parts thereof as described in the delivery and acceptance protocol,
 - 2) the costs of repairing damage for which the Lessee is responsible,
 - 3) the costs of processing the traffic claim for which the Lessee is not at fault - only in the event of the Lessee's failure to fulfil his/her obligations under the agreement or the GTC, which are necessary for the processing of the claim under the insurance policy of the responsible entity (in particular with regard to failure to call the police to the scene of the accident);
 - 4) compensation for the loss of value of the vehicle as a result of a collision or accident in the event that the cause of the accident was the fault or partly the fault of the Lessee, the person driving the vehicle or a passenger in the vehicle, or for the loss of value of the vehicle as a result of carrying out modifications or other changes contrary to the intended use of the vehicle without the consent of the Lessor.
11. In the event of damage exceeding the value of

the deductible caused by a breach of the provisions of the Agreement referred to in Sections 5, 6 and 9 and Section 10 above, the Lessor reserves the right to seek compensation from the Lessee in the full amount (actual damage and lost profits) through legal proceedings.

12. The amount of the deductibles is shown in the table attached as Appendix 1 to the GTC.

§5. HANDOVER AND RETURN OF THE VEHICLE

1. The Lessor will release the vehicle to the Lessee on the date and in the class corresponding to the reservation made, together with a set of documents necessary for its use, with one set of keys and a damage report form. The Lessor reserves the possibility of giving the Lessee a vehicle of a higher class for the rent corresponding to the class of the reserved vehicle.
2. The technical condition of the vehicle will be described in the delivery and acceptance protocol, which contains information about the state of the odometer, the level of fuel, provided equipment and a drawing (projection) of the vehicle bodywork and tires with all the damages marked on it. In the case of doubts of the Lessee as to the technical condition of the vehicle, the Lessee has the right to request verification of the condition of the vehicle with a representative of the Lessor and to report any reservations to the delivery and acceptance protocol. Each time the handover protocol is first handed over to the Lessee for his/her review and acceptance, and then the protocol is handed over to the Lessee on a permanent carrier - via e-mail to the Lessee's e-mail address.
3. Unless expressly agreed otherwise by the parties to the Agreement in a specific case, the Lessee is charged with minor expenses resulting from the ordinary use of the vehicle, i.e. refilling of the windscreen washer liquid, washing the vehicle, refuelling, as well as the obligation of current control of the level of operating fluids according to the indications of

the on-board computer or other indicators, i.e. the level of oil and liquid coolant, control of the operation of light bulbs in the vehicle and the level of pressure in the tyres, material continuity and the condition of the tyres.

4. **If during the rental period the vehicle requires repairs of any kind, the Lessee is obligated to inform the Lessor of this fact each time and without delay by contacting the Lessor by phone on +4922028689603, service@flextogo.com. The Lessor's hotline operates 24/7, e-mail notifications are accepted and processed by the Lessor from Monday to Friday between 9.00 am and 5.00 pm.**
5. The handover of the vehicle takes place on the day of concluding the Agreement, unless the Parties expressly agree on a different date of handing over the vehicle. In the case of the need to change the date of handover of the vehicle the Lessee is obliged to inform the Lessor at least 48 h before the planned handover of the vehicle at the address rentde@flextogo.com, or by phone on **+49 220286896052**.
6. The vehicle shall be handed over with a full tank of fuel, unless a different tank fuel level is indicated on the delivery and acceptance protocol. The fuel level in the returned vehicle should be the same as at the time of handover. Otherwise, the Lessee will be charged an additional fee in an amount calculated in accordance with the Lessor's Table of Charges.
7. After the termination or expiration of the Agreement, the Lessee is obligated to return the vehicle, the keys and all the documents as well as the additional equipment handed over to him/her by the Lessor together with the vehicle. The return of the vehicle during the working hours of the Lessor's outlet allows for verification of the condition of the vehicle together with an employee of the Lessor.
8. The Lessee is obliged to return the vehicle and accessories in an undamaged condition, taking into account the normal wear and tear resulting from the appropriate use of the vehicle and equipment, which will be assessed by the Lessor in accordance with the industry standard for the assessment of the vehicle body, interior, wheels and equipment as set out in the Flex To Go Vehicle Return Guide, the aforementioned scope of which is available at the Lessor's outlets.
9. In the event of the return of a vehicle: (i) the degree of dirtiness of which does not allow an accurate inspection of the condition of the vehicle at the time of its return by the Lessee, or (ii) when the vehicle is returned without the participation of an employee of the Lessor, in particular by returning the vehicle keys to the box located at each Lessor's outlet, including in the case of the return of a vehicle outside the working hours of the Lessor's outlets (working hours 7:00-23:59, except for separately regulated working hours on non-working days and subject to separate working hours of some of the Lessor's outlets, of which information is provided at each outlet), the Lessor will verify the condition of the vehicle without undue delay, no later than within 24 hours from the moment of the return of the vehicle by the Lessee, and will provide the Lessee with a copy of the delivery and acceptance protocol. In such a case, the basis for the final settlement of the condition of the vehicle (in accordance with paragraph 8) will be the delivery and acceptance protocol drawn up by the Lessor, performed after washing of the vehicle by the Lessor's employees. The Lessee shall have the right to request to be informed of the date of such inspection and to participate in such inspection (in person or through an authorised person), on the basis of which the delivery and acceptance protocol will be drawn up. The Lessee's request should be notified by e-mail to rentde@flextogo.com no later than at the time of handing over the vehicle as described in this paragraph 9.
10. In the event of the Lessee questioning the condition of the vehicle resulting from the completed delivery and acceptance protocol referred to in paragraph 9 above, the Lessee is obliged to co-operate with the Lessor, in

particular by immediately providing all information or evidence to the address customer@flextogo.com to prove that the damage did not arise during the term of the Agreement, as well as that the Lessee did not cause it or is not responsible for it.

11. On the day and time of expiry or termination of the Agreement, the Lessee is obliged to return the vehicle at the place specified in the Agreement. The Lessee is entitled to return the vehicle in another place only after obtaining the consent of the Lessor. Bearing in mind the provisions of the preceding sentence the Lessee is obliged to inform the Lessor of the above by sending an e-mail to rentde@flextogo.com, at latest 48 hours before the deadline for returning the vehicle. In the case of rentals shorter than 48 hours the return of the vehicle at another location without the prior consent of the Lessor is not permitted. **Return of the vehicle in a different place than that resulting from the content of the agreement may be associated with the need for the Lessee to incur a fee for this in the amount indicated in the Lessor's Table of Charges.**
12. The length of the return delay is determined on the basis of the vehicle delivery and acceptance protocol. The length of the delay may be determined, in the case of the return of the vehicle outside operating hours or in the absence of an employee of the Lessor, on the basis of indications of the GPS device installed in the vehicle.
13. If the Lessee fails to collect the vehicle at the time specified in the booking (the time indicated), the Lessor may cancel the rental after 59 minutes from the scheduled handover of the vehicle. This provision does not apply to situations in which the delay in collection is due to a delay of the flight on which the Lessee flew to the Lessor's outlet - on the condition that the Lessee, when making the reservation, makes the flight

number available to the Lessor, allowing verification of the flight status.

In the event of a delay in the release of the vehicle by the Lessor of more than 59 minutes, the customer has the right to withdraw from the reservation (cancellation of the reservation).

14. The Lessee receives via e-mail (within 24 hours on working days) a confirmation of the return - a return protocol, together with a drawing of the vehicle indicating its technical condition (including information on any damage, scratches). At the request of the Lessee, it is possible to issue a paper version of the confirmation referred to in the preceding sentence.
15. In the case of returning the vehicle in the manner described in paragraph 9 above (without the presence of the employee of the Lessor), the Lessee is requested to prepare photographic documentation, confirming the technical condition of the vehicle (in particular, clear photos showing the state of the odometer, number plate, fuel level, photos of the interior of the vehicle, detailed photos of the car body - in particular bumpers, wheel arches, door edges, bonnet, headlights, rims, side mouldings and sill mouldings) - in case and for the purpose of being able to verify the emergence of damage in the vehicle in the period of time between the return of the vehicle by the Lessee and inspection of the condition of the vehicle by the employee of the Lessor.

§6. LESSEE'S OBLIGATIONS/CONDITIONS FOR USE OF THE VEHICLE

1. The Lessee, during the term of the Agreement, undertakes to:
 - 1) observe the rules for proper use of the vehicle,
 - 2) carry valid documents required by traffic control authorities,
 - 3) use all fitted anti-theft devices every time the vehicle is abandoned,
 - 4) carry out daily maintenance of the vehicle, including in particular checking the condition of the oil, coolant and brake fluid, and to



follow the recommendations of the vehicle manufacturer; in case of doubt, the Lessee should contact the Lessor or an entity acting on behalf of the Lessor by e-mail or telephone,

- 5) pay attention to the gauges on the dashboard, and in the event of any irregularities to contact the Lessor or the entity acting on behalf of the Lessor immediately in order to be directed to the selected service centres,
- 6) use the right type of fuel,
- 7) keep the vehicle clean,
- 8) secure the vehicle against the negative effects of forecasted violent weather events such as hailstorms, flooding, gales, blizzards - in particular by parking the vehicle in a place that is not susceptible to flooding and covered.

2. The hired vehicle must not be used:

- 1) for towing other vehicles,
- 2) in races, rallies and competitions, tests on race tracks
- 3) under the influence of, or having consumed alcohol, drugs or other intoxicating substances,
- 4) in contravention of the legislation in force, including customs and traffic regulations,
- 5) out of the country without the Lessor's consent (it is strictly forbidden to travel in non-European countries, Russia and countries originating from the former USSR - excluding Lithuania, Latvia and Estonia),
- 6) for off-road driving.

3. In the vehicle the following are prohibited:

- 1) use of tobacco and the use of tobacco heaters, consumption of alcohol, drugs or other intoxicating substances in the vehicle,
- 2) exceeding the permitted payload and carrying more passengers than specified in the vehicle documents,

- 3) transporting animals,
- 4) transporting construction materials in the cab of a vehicle,
- 5) transporting hazardous materials in a vehicle,
- 6) lighting a fire,
- 7) misuse of the vehicle,
- 8) use of CB-radio equipment,
- 9) making alterations or other changes without the consent of the Lessor - this also applies to company stickers and markings used by the Lessor.

4. **In the event of any damage to the vehicle you should: (i) immediately notify the Lessor, at the Lessor's hotline number: +49 22 028 689 603, (ii) secure the vehicle or act in accordance with the instructions of the Lessor or an entity acting on behalf of the Lessor, and in the event of an accident or if third parties are involved in the incident or the damage is due to external factors (e.g. poor condition of the road surface or other road infrastructure, forces of nature, collapse of a tree), also (iii) notify the Police, and if the situation requires it, also other services appropriate to the incident. In the event of the theft of the vehicle, the Lessee is obliged to immediately report the incident to the Police and then immediately inform the Lessor.**

5. In all the circumstances described above, the Lessee is obliged to: (i) complete in full the damage report form found in the vehicle, with the vehicle keys, in the vehicle glove box or with the documents sent at the commencement of the rental, (ii) make every effort to obtain the names of the officers who arrived at the scene of the incident together with the name and location of the unit in which they serve and (ii) **provide the above by email to service@flextogo.com within 48 h of the occurrence of the incident.** The Lessee shall



- be liable for any damage caused to the Lessor by failing to provide the above documentation - to the extent that this breach has prevented the Lessor from processing the claim from its own policy or the policy of the responsible party.
6. If the Lessee does not notify the Police of the traffic incident within 48 hours of the occurrence of the accident or vehicle collision, the Lessee is obliged to provide the Lessor with a fully completed damage report form with the information necessary to process the claim (data of the participants in the incident, the cars involved in the incident, the number of the third party liability insurance policy of the perpetrator of the incident, his/her statement on causing the damage, data from the driving licence and identity document of the person driving the vehicle at the time of the incident).
 7. If the insurer refuses to pay compensation for the costs of repairing caused by the Lessee's culpable non-fulfilment of the obligations stipulated in §6 sections 4-6 of the GTC or in the event that the information provided in the documents referred to in §6 sections 5-6 of the GTC proves to be untrue, the Lessee shall be liable for damage caused to the Lessor as a result of the lack of or improper fulfilment of these obligations.
 8. **If the vehicle requires any repairs during the rental period, the Lessee is obligated to immediately notify the Lessor of this fact.** After prior agreement with the Lessor and obtaining the consent of the Lessor, the Lessee may settle the cost of the repair with the workshop from his/her own funds and collect the VAT invoice on the Lessor's data for the service performed on behalf of the Lessor and transfer it to the Lessor until the end of the rental period in paper form to the Lessor's registered office address or electronically to the address: **customer@flectogo.com**. The Lessor will reimburse the Lessee for the costs incurred in the amount resulting from the VAT invoice together with the documented postage costs.
 9. The Lessor reserves the right to charge the Lessee with the cost of replacing or repairing the tyres fitted on the vehicle if, during the rental period, damage is caused by the Lessee's failure to exercise due care or for any other reason attributable to the Lessee.
 10. The Lessee is entitled to use the assistance service offered by the Lessor as part of the rent. In such an event, the cost of the assistance service shall be borne by the Lessor. The Lessor shall have the right to charge the Lessee with the costs of the assistance service up to the full amount of the service confirmed on the VAT invoice received by the Lessor for the event, in the event that the Lessee needs to use the assistance service:
 - 1) as a consequence of misuse of the vehicle and caused by improperly transported cargo or luggage,
 - 2) if a drive and use error occurs, which is deemed to be the following: jamming of the keys, loss of the keys, damage to the keys, discovery of a lack of fuel, filling the vehicle with the wrong fuel, getting stuck so that you cannot drive off on your own in any area where there are no traffic regulations (private roads);
 - 3) when using the vehicle as an instrument of crime,
 - 4) in a vehicle the driver of which was, at the time of the accident or of arrival of the police at the scene of the accident, under the influence of alcohol or intoxication, under the influence of or after the use of drugs or other similarly acting agents, or when the driver of the vehicle has fled the scene of the accident,
 - 5) in a vehicle the driver of which, at the time of the accident did not have the driving licence required by the Road Traffic Act;
 - 6) when using the vehicle for the transport of hazardous goods, particularly such as fuels, toxic chemicals, medical substances or gases,
 - 7) during rallies, races, training sessions, competitions or the use of the vehicle as a



prop,

8) during a ride abroad unauthorised by the Lessor.

11. Whenever the Lessee reports technical problems with the vehicle or other difficulties in the correct execution of any provision of the Agreement or of the GTC, the Lessee is obliged to report this circumstance to the Lessor (i) by e-mail, in the case of technical problems with the vehicle to: service@flectogo.com, or by telephone to the Lessor's hotline - telephone number: **+49 22 028 689 603**, (ii) in the event of any other difficulties in the proper performance of any provision of the Agreement or of the GTC, by e-mail to: rentde@flectogo.com or by telephone to the Lessor's hotline at: **+49 22 028 689 605**. The Lessee is obliged to act in accordance with the instruction given by the Lessor.

12. In the event that the Lessee identifies damage not indicated in the delivery and acceptance protocol, the Lessee should take photos of the damage and forward them to the Lessor's e-mail address: customer@flectogo.com, indicated as the Lessor's complaint address, indicating the vehicle number and the number of the Agreement concluded with the Lessor.

13. The Lessee does not have the right to hand over the vehicle to a third party(ies) for use or to sublet it without the Lessor's consent.

In the event of a breach of the above obligation, the Lessor is entitled to terminate the Agreement with immediate effect. In such a case, the Lessor shall be entitled to charge the Lessee, in addition to the rent, with the contractual penalty specified in §8.1 of the GTC. The Lessee shall be liable towards the Lessor for the consequences and effects of making the subject of the rental available to third party(ies) as for his/her own acts or omissions.

14. The Lessor reserves the right to take back the vehicle from the Lessee, during the term of the Agreement, in the case of the need to carry out

repairs to the vehicle, carry out a service action on the vehicle or in the case of returning the vehicle at the request of the vehicle financier (if the vehicle is not the property of the Lessor). In such a case, the Lessor is obligated to inform the Lessee about this by means of electronic correspondence with an appropriate advance - not less than 3 working days, to provide the Lessee with a vehicle of at least the same class until the end of the Agreement, as well as to cover the costs of vehicle replacement.

§7. OBLIGATIONS AND LIABILITY OF THE LESSOR

1. The Lessor is obliged to hand over the vehicle to the Lessee in condition useful for the agreed use and maintain it in such condition throughout the entire rental period. In the case of immobilisation of the vehicle resulting from its breakdown, damage to the vehicle or other circumstances preventing further movement of the vehicle, for which the Lessee is not responsible, the Lessor shall provide the Lessee with a replacement vehicle; a replacement vehicle shall be provided immediately, no later than:
 - 1) within 4 hours from the moment of receipt of the notification if the notification concerns a vehicle that is located in the territory of the German - unless the Lessor and the Lessee make individual arrangements mutually accepted by the parties;
 - 2) within 24 hours from the moment of receipt of the notification, if the notification concerns a vehicle that is located outside the territory of the Germany - unless the Lessor and the Lessee make individual arrangements mutually accepted by the parties.
 - 3) The replacement vehicle should be of a standard equivalent to that of the vehicle originally hired or, if this is not possible, of a standard no more than one class lower than that of the vehicle.

Irrespective of the Lessee's entitlement to a replacement vehicle, the Lessor shall reimburse the Lessee a proportion of the fees paid for the time during which the Lessee was unable to use



the vehicle covered by the Agreement or a replacement vehicle.

2. The Lessor shall make every effort to ensure that the Lessee receives a replacement car that is a vehicle from the Lessor's fleet. In the event that it is not possible to provide a replacement vehicle from the fleet of the Lessor, the Lessor shall provide the Lessee with a vehicle supplied by a contractor of the Lessor, which may involve the need for the Lessee to complete additional formalities on behalf of and for the Lessor.
3. In the case of provision by the Lessor of a replacement vehicle from the Lessor's contractor (not as part of the Lessor's own fleet), all issues related to the use of a replacement vehicle provided by the Lessor's contractor are regulated on the same basis as in relation to the vehicle provided to the Lessee for use by the Lessor on the basis of the Agreement, in accordance with the provisions of the Agreement or the GTC. The Lessor reserves the right to settle the cost of a replacement vehicle delivered by a contractor of the Lessor in the event of a breach of the obligations of the Lessee or in the event of improper performance of the Lessee's obligations related to the use of a replacement vehicle.
4. The provision of a replacement car does not apply:
 - 1) in the event of the vehicle being immobilised due to the Lessee losing the car keys for reasons for which the Lessee is responsible,
 - 2) immobilisation of the vehicle due to the Lessee's failure to fill up with fuel or filling up the vehicle with the wrong fuel,
 - 3) in the event of damage to the vehicle as a result of improper use, including *off-road* driving;
 - 4) in the event of damage to a vehicle the driver of which was, at the time of the accident or of police arrival at the scene of the accident, under the influence of alcohol

or under the influence of drugs or other similarly acting agents, or when the driver has fled the scene of the accident;

- 5) in the event of the vehicle being towed away or immobilised by the road services due to infringement of the vehicle parking regulations.

In such cases, the parties to the Agreement may agree on the provision of a replacement vehicle for a separate charge, paid by the Lessee. All vehicle arrangements shall then apply to the replacement vehicle respectively and paragraph 2(1) and (2) above shall not apply.

5. The Lessor shall not be liable for any penalties, tickets or fees (including parking fees) imposed as a result of the Lessee's breach of or failure to comply with the law, including traffic regulations, as well as any other rules/regulations governing the use of roads or car parks. These charges shall be paid by the Lessee. If these charges or costs are charged to the Lessor - the Lessor shall charge these to the Lessee, whereby the Lessor shall be entitled to increase this amount by the actual justified administrative costs incurred (e.g. dispatch of summons, collection costs).
6. The Lessee will incur a lump-sum fee for the Lessor's provision of written information on the vehicle user at the request of law enforcement or administration authorities in the amount of **EUR 50 and 60 EUR in the case of foreign institutions.**
7. Each vehicle is equipped with a GPS transmitter. The Lessor has the right to use the data obtained from the device to monitor the vehicle, secure the vehicle and to ensure the safety of the Lessee, as well as in the event of a breach of the terms and conditions of the Rental Agreement, the Lessor is entitled to use the data collected by the GPS transmitter for the following purposes:
 - 1) collecting data on the condition and performance of the vehicle during the rental period (including vehicle damage, mileage, fuel consumption and other operational data);



- 2) improving the accuracy of settlement processes after the return of the vehicle;
- 3) collecting data on the driver's driving during the rental for reasons of safety, security and the investigation of possible claims, as well as contacting the Lessee if the data suggests that there is a problem with the safety, security or operation of the vehicle.

8. The Lessee has the right to terminate the Agreement with immediate effect in the event of non-performance or improper performance of the rental service by the Lessor for reasons for which the Lessor is responsible.

§8. ADDITIONAL FEES ON ACCOUNT OF RENTAL

Reparation of damage resulting from non-performance or improper performance of the Agreement by the Lessee through the fault of the Lessee, concerning the obligation to return the car in an undamaged condition, shall be made by paying a contractual penalty in the amount specified below:

Return of car with non-permanent (i.e. removable under standard cleaning procedures used at professional car washes) stains on seats, upholstery, in the boot.	EUR 200
ASSISTANCE CALL WITHOUT VALID REASON	Full assistance costs
Damage to the car, including damage requiring repair - the full cost of restoration up to the deductible. In the event of a breach of Agreement, the actual cost of repair	Full cost of repair up to the deductible + administration fee of EUR 150
Basic cleaning/washing of vehicle exterior/interior	EUR 25
Cleaning of very dirty vehicle interior	EUR 200
Smoking in the	EUR 500

vehicle, use of tobacco heaters or consumption of alcohol, drugs or other intoxicating substances by the Lessee - for each of the of the aforementioned types of infringement; In the event of damage to vehicle being caused under the influence of unauthorised substances, the full cost of restoration.	
Damage/loss of car key or remote control	Manipulation fee 150 euro+ real key machining costs and full assistance costs if requested
Damage/loss of car documents	EUR 300
Damage/loss of number plate, window plate sticker (per each item)	EUR 300
Damage/loss of rented equipment - GPS, car seat, WIFI, phone holder, snow chains.	EUR 100
Breaking the ban on transporting animals	EUR 100
Using the vehicle to tow other vehicles	EUR 100
Non-contractual use of the car - tolerated delay of up to 59 minutes from the scheduled return date. If exceeded, an additional fee of EUR 107 will be charged for each commenced hour. If the customer does not return the vehicle by 11:59 p.m. on the day the vehicle is to be returned, an additional day of rental will be	EUR 100 + day of rental for each day started



charged, as well as a contractual penalty for each commenced day of non-contractual use of the vehicle. Additional day according to current rates available at the airport office (walk-in price list).		Return to a location other than the place of issue of the vehicle (within Germany)	EUR 200
Loss of car guarantee through the fault of the Lessee -; acts or omissions of the Lessee resulting in the loss of the guarantee.	EUR 600	The return of a car in a country other than Germany requires individual agreements. In the case of undeclared return in another country, the customer will be charged with a penalty of EUR 1500.	EUR 1500
Vehicle repair due to filling up with the wrong type of fuel - full cost of repair	Full cost of repair and transport; cost/loss due to vehicle downtime	Return or handover of car outside office hours (working days: 07:00 - 23:59, on public holidays at individually arranged times)	Handover: EUR 50 Return: EUR 40
Dismantling, replacing parts of the car or making alterations without the Lessor's consent - full cost of repair.	Full cost of repair	Driving a car by a person other than the Lessee (additional driver without this option being purchased at the time of booking)	EUR 50/ day of use by an unauthorised person
Charge for unauthorised travel abroad without notifying the Lessor ,and paying the fee specified above (gross breach of Agreement by the Lessee) Zone I: Poland, Czech Republic, Austria, Switzerland, Belgium, Netherlands, Luxembourg, France, Denmark Zone II: Italy, Slovenia, Hungary, Slovakia, Spain, Lithuania, Latvia, Estonia Zone III: not included in the Schengen zone	Zone I EUR 500 Zone II EUR 600 Zone III EUR 2000	Filling the missing fuel to the original amount per litre of fuel (the penalty covers the lump-sum cost of purchasing and filling the missing fuel) per litre of fuel or, in the case of electric cars, per KW of electricity	EUR 5 per litre EUR 1 per KW
		Loss of parking ticket when returning the vehicle	EUR 20
		Additional charge for parking in the wrong parking space	EUR 100 + the parking cost
		Re-invoicing of the cost of traffic tickets and the cost of handling traffic tickets	EUR 40 + cost of traffic ticket (fine)

1. The Lessee is obliged to return the parking ticket received upon entering the airport car park to the Lessor's office. In the case of a missing ticket, the Lessor may charge the Lessee with a fee for its loss **up to EUR 20**. In the event that the Lessee terminates the rental before the date indicated in the agreement and without notifying the Lessor leaves the vehicle in a paid car park, which causes the Lessor to incur additional parking costs - the Lessor is entitled to charge the Lessee with the equivalent of these costs.
2. In the event of finding replacement of parts or elements of the vehicle unauthorised by the Lessor, including with more worn-out parts or elements, replacement of tyres, rims, battery with parts other than those installed at the time of the handover of the vehicle - the Lessor is entitled to charge the Lessee with the costs of restoring the vehicle to a condition corresponding to the condition of the vehicle on the day of its handover to the Lessee.
3. In the event of the occurrence of an event giving rise to an obligation to pay a contractual penalty, the Lessor shall notify the Lessee of it by e-mail to the address indicated in the Agreement. The Lessee may present a position to the contrary and evidence to support it. In the event that the Lessee's position is taken into account, the funds will be returned to the Lessee, and the Lessor will notify the Lessee by email of the issuance of a refund instruction.
4. The provisions of this §8 do not limit the Lessor's right to claim damages from the Lessee in excess of the reserved contractual penalties on general principles.

§9. PROTECTION OF PERSONAL DATA

1. The controller of the Lessee's personal data is Flex Rent Deutschland GmbH with its registered office at Olefant 14b, 51427 Bergisch Gladbach DE293864199, c/o Steuerberater Osenau & Sommer, 51465 Bergisch Gladbach. The data provided by the Lessee shall be processed exclusively for the

purpose of proper execution of the Agreement, enforcement of claims by the Lessor if any and for the purpose of complaint proceedings, fulfilment of obligations resulting from the binding provisions of law. The processing of personal data is necessary for the realisation of these purposes. The legal basis for data processing is Article 6(1)(b), (c) or (f) of the EU Personal Data Protection Regulation, or, to the extent indicated in the Agreement, on the basis of consent under Article 6(1)(a) of the EU Personal Data Protection Regulation.

2. Detailed information on the principles of processing the Lessee's personal data is specified in the Lessor's privacy policy available at www.flextogo.com, the basic information obligation concerning the grounds, purposes and principles of processing the Lessee's personal data related to the execution of the Agreement is regulated by the information clause indicated in the content of the Agreement concluded with the Lessor.

§ 10. FINAL PROVISIONS

1. In matters not regulated, the relevant provisions shall apply.
2. The Lessee shall immediately inform the Lessor in writing of any change of mailing address, with the proviso that the Lessee may be charged with additional costs of correspondence resulting from the Lessee's failure to inform the Lessor of a change of mailing address. The Lessee declares that he/she agrees that the Parties may contact each other and submit declarations of intent in connection with the agreement also in electronic form, including by e-mail. Correspondence of the Lessor shall be directed to the e-mail address indicated in the Agreement, while correspondence of the Lessee shall be directed to the address customer@flextogo.com. The Parties undertake to inform each other of any change of e-mail address.
3. All prices mentioned in the GTC, the Agreement, the Table of Charges, protocols and on the website www.flextogo.com are



- gross prices, unless otherwise indicated in the Agreement.ise indicated in the Agreement.
4. All complaints in connection with the conclusion and execution of the Agreement should be addressed through any channel, i.e. in writing to registered office of the Lessor (Olefant 14b, 51427 Bergisch Gladbach DE293864199) or any service point (rental outlet), by e-mail to: customer@flextogo.com, in person at the registered office or any service point (rental outlet), as well as by telephone at the hotline number: **+48 22 028 689 605**. The Lessor shall aim to respond to complaints without delay, but no later than within 14 days of their receipt. The Lessee shall receive a response to the complaint on paper or on another durable medium within the aforementioned period.
 5. In order to facilitate the complaint process, please indicate the following information in your complaint:
 - 1) the number of the Agreement concluded with the Lessor,
 - 2) the reason for the complaint and number of the document from which the disputed charge arises, as well as if possible, provide evidence of the legitimacy of your claims, such as confirmation of the transaction related to the purchase of fuel or additional service, photographs of the disputed damage with the date on which the photographs were taken.

The provision of data or evidence indicated in points. 1)-2) above is only of a non-binding nature and its possible absence does not affect the effectiveness of the complaint submitted by the Lessee.
 6. The agreement is governed by the German law.
 7. Any disputes that may arise in connection with the Agreement shall be settled by the competent common court in accordance with the provisions of the Code of Civil Procedure.
 8. The consumer shall have the possibility to lodge a complaint online via the Online Dispute Resolution (ODR) system available at: <https://ec.europa.eu/consumers/odr/>, where details of this procedure can be obtained. The Lessor's e-mail address for contact in connection with ODR **customer@flextogo.com**.
 9. These General Terms and Conditions have been prepared in German and English language versions. The Lessee and the Lessor unanimously declare that they are aware that the English language version has been drawn up for information purposes only and that the German language version is binding.
 10. The appendixes to the GTC are:
 - 1) A list of the amounts of the Lessee's deductible for damage to the vehicle, theft of the vehicle and the amounts of the deposit (security deposit);
 - 2) deductible waiver packages;
 - 3) Table of Charges.
 11. These GTC shall apply as of 18 March 2025. The GTC as they have been in force to date shall apply to Agreements concluded prior to the entry into force of this version of the General Terms and Conditions.

Annex 1- Excess

Group/Grupa	SIPP Code/Kategoria	Udział własny w szkodzie CDW/Excess CDW (incl. total damage),	Udział własny w kradzieży TP/Excess Theft Protection	Opłata za każdy 1 km nadprzebiegu/Fee for each 1 km of excess mileage	Deposit/ Depozyt
MINI	MDMR, MDAR,EDMR,EXMR,EDAR, EWMR,EDAE	1200 Eur	1500 Eur	0,45 Eur	900 Eur
COMPACT	CDMR,CXMR,CWWMR,CWAR	1300 Eur	1600 Eur	0,45 Eur	900 Eur
	CLMR,CLAR	1300 Eur	1800 Eur	0,45 Eur	1000 Eur
MIDSIZE	IDAR,IDMR,IXMR	1300 Eur	1600 Eur	0,45 Eur	900 Eur
	SDMR,SDAR,SWMR,SWAR	1400 Eur	1800 Eur	0,45 Eur	1100 Eur
PREMIUM	FDAR,PDAR,PFAR, XFAR	2000 Eur	2500 Eur	0,45 Eur	1500 Eur
VANS	IVMR,IVAR, FVMR,FVAR	1500 Eur	2200 Eur	0,45 Eur	1200 Eur
	SVMR,PVMR,PVAR	1500 Eur	2200 Eur	0,45 Eur	1200 Eur
SUV	CFAR	1400 Eur	1800 Eur	0,45 Eur	1000 Eur
	FFAR,FFMR,FXAR,CGAR,CGMR	1400 Eur	1800 Eur	0,45 Eur	1000 Eur

Limit kilometrów tylko do wybranych ofert zakupionych na stronie flextogo.com, w biurach wypożyczalni bądź na stronie www pośrednika rezerwacyjnego/Mileage limit only for selected offers purchased on the website flextogo.com, at the rental offices or on the website of the booking agent

Annex 2 - Packages removing

Customer liability protection packages	Protection against damage to the bodywork (body) and chassis - CDW	Protection against damage to the windshield, side mirrors, tyres - CDW	Theft protection - TP	Basic Road Assistance	Additional driver***	Fuel prepayment***	Mileage limit****	Deposit**
Basic protection scopes	Excess protection. Customer's liability up to the amount of the excess. Excess depending on the vehicle class.	Excess protection. Customer's liability up to the amount of the excess. Excess depending on the vehicle class.	Excess protection. Customer's liability up to the amount of the excess. Excess depending on the vehicle class.	Assistance in the event of a breakdown preventing further movement of the car - not the fault of users	None	None	200 km per day and 2000 max. per rental	Full
Excess reduction - Full Protection	Customer's liability EUR 0	Customer's liability EUR 0	Customer's liability EUR 0	Assistance in the event of a breakdown preventing further movement of the car - not the fault of users	None	None	200 km per day and 2000 max. per rental	EUR 250
Excess reduction - Full Protection Plus (Full Protection + Fuel Prepayment package)	Customer's liability EUR 0	Customer's liability EUR 0	Customer's liability EUR 0	Assistance in the event of a breakdown preventing further movement of the car - in all cases	None	Possibility to return the car with an empty tank	200 km per day and 2000 max. per rental	EUR 0

**The amount of the deposit depends on the vehicle class. If you buy a Full Protection, there is a EUR 250 deposit in case of refilling the missing fuel and additional mileage. In case of going abroad, the deposit may be doubled.

*** Additional products, available for purchase without packages

****Additional kilometres can be purchased

Note! All packages become invalid if the conditions described in the Agreement and in the General Rental Conditions are not met.
Note!The protection packages do not cover damage to the vehicle interior



Annex 3 - Table of Fees

Product/Service	Price in EUR	Once for the entire rental/ daily for each day	In constant sale / To be ordered before pickup*
Excess reduction - Full Protection	Depending on the vehicle class. The offer is available at the rental office	daily	standard
Special Road Assistance Service - road assistance in a situation of a breakdown and complete immobilization of the vehicle-discharged battery, flat tire, broken glass	10 Eur	daily	standard
Fuel prepayment - a tank of fuel paid at the time of release. We do not refund for unused fuel	Average market price per litre of fuel on the day of renting + operating fee of 20 Eur	once	standard
Mileage no limit per rental day	from 10 to 15 Eur	daily	standard
Child safety seat (under 9 kg)	15 Eur	daily	standard
Child safety seat (weight of 9-36 kg)	15 Eur	daily	standard
Snow chains	15 Eur	daily	to be ordered
Young driver - for drivers under 25 (aged 20 to 24)	12 Eur	daily	standard
Additional driver fee	12 Eur	daily	standard
Fee for release/return outside working hours. From 00:00 to 07:00	50 Eur/40 Eur	once	standard
Priority in line/Queue Jump Fee	15 Eur	once	to be ordered
Ferry	70 Eur	once	standard
Child seat (over 36 kg)/Booster Seat	15 Eur	daily	standard
Navigation System (GPS)	7,5 Eur	daily	standard
WIFI	15 Eur	daily	to be ordered
Increase in mileage limit of 500 Km for rental	90 Eur	once	standard
Increase in mileage limit of 1000 Km for rental	150 Eur	once	standard
Unlimited Mileage	200 Eur	once	standard
Foreign trip - zone III countries not included in the Schengen area and Spain, Portugal	to be determined	once	standard
Foreign trip - zone II Cars can cross the borders of Germany to the following countries: Italy, Slovenia, Hungary, Slovakia, Lithuania, Latvia	200 Eur	once	standard
Foreign trip - zone I Cars can cross the borders of Germany to the following countries: Poland, Slovakia, Czech Republic, Austria, Switzerland, Belgium, Netherlands, Luxembourg, France, Denmark	100 Eur up to five days of rental 150 Eur more than five days of rental	once	standard
Return in city (pick-up or collection)	70 Eur	once	standard
Return of the dirty car outside. Note! It does not apply to the devastation of the vehicle.	25 Eur	once	standard
Return at a different airport or city	200 Eur	once	standard
Return in another country not mentioned - to be individually agreed with the rental company. Only at airports	to be determined	once	to be ordered

*To order a product/service, or to find out about the details of the offer, please contact the Customer Service Office by phone **+49 22028689605**, or by e-mail rentde@flextogo.com

