

GENERAL TERMS AND CONDITIONS effective from 26.02.2025.

§ 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 sp. z o.o. with its registered office in Warsaw, ul. Bitwy Warszawskiej 1920 R. 11, 02-366 Warsaw, KRS 0000648633, REGON 365928831, NIP 7010635672 (hereinafter also referred to as the "**Lessor**") with the **lessee** or user of the vehicle (both the lessee the user of the vehicle are referred to hereinafter as the "**Lessee**") and form an integral part of the Lease 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 T&Cs and the Agreement.
In the event of any discrepancy between the contents of the T&Cs and the contents of the Contract, the provisions of the Contract shall prevail.
2. Subject to sections 3 - 5 below, the condition for concluding the Agreement is the possession, by the Hirer or a person authorised to use the vehicle on behalf of the Hirer, of a driving licence of the appropriate category honoured on the territory of the Republic of Poland for a minimum period of 12 months preceding the date of concluding 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 Contract 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 Fee Schedule is appended to these T&Cs and available on the website 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 Hirer or a person authorised by the Hirer to use the vehicle on behalf of the Hirer 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 RENTAL RELATIONSHIP

1. The hirer can make a vehicle reservation through the intermediary of 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) Lease duration;
 - 3) Vehicle collection and return location;
 - 4) Method of payment;
 - 5) Selected extras (e.g. car seat, GPS, WIFI);
 - 6) The email address and contact telephone number of the Hirer.
2. The hirer receives a confirmation of the booking to the e-mail address specified by the hirer in the booking form. The confirmation sent to the hirer 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 hirer will receive a confirmation of the booking.



- 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 hirer booking a vehicle via a broker portal, the intermediary is not responsible for the provision/performance of any additional services offered and purchased from such a broker, as well as for the Renter's settlements with such an entity.
 5. The Lessor is not responsible for the settlement and reimbursement of fees paid by the Hirer to the brokerage companies through which the Hirer has booked the vehicle.
 6. The Contract is concluded by the Tenant and the Lessor's representative signing it 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 through the intermediary of the intermediary's website: www.flextogo.com, cancellation of the reservation, without incurring any costs to the intermediary on this account, **is possible at no later than 24 h prior to the planned handover of the vehicle to the hirer** . 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 hirer with the intermediary.
 9. Extension of the term of the Contract requires the consent of the Lessor, and the desire for extension must be notified by the Tenant 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 deadline for returning the vehicle - when the return deadline falls on Saturdays, Sundays and public holidays.

The Lessee's request to extend the Contract for a period longer than 59 minutes must be confirmed by an e-mail sent to rent@flextogo.com or in person at the Lessor's point. 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 point. The Tenant shall be informed of the applicable Walk-in rental price list rate prior to the decision to extend the Contract. Failure to notify the Renter of his/her intention to extend the Contract and failure to return the vehicle within 6 hours of the termination or expiry of the Contract 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 Contract by telephone or email, the Lessor shall send a new Contract to the Lessee's email address for the extension period. The Tenant then confirms the terms and conditions of the Contract extension in a return response within a maximum of 12 hours of receiving the email. If the Tenant does not conclude a new Contract, the extension will not be guaranteed by the Lessor.

10. Reduction of the duration of the Contract is possible at the written request of the Renter, notified by e-mail sent to rent@flextogo.com or in person at a branch of the Lessor no later than 24 h before the planned date of return of the vehicle. The Lessor shall reimburse the Lessee the daily charges/fees for the unused rental days, determined on the basis of the Contract originally concluded with the Lessee. If a booking is made through a broker (intermediary), the amount of the commission charged by the broker is not refundable (the rules for the refund of the commission by the broker are set out in the agreement concluded between the hirer 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) demonstrated by the Lessor, deliberate damage to the vehicle by the Hirer or the person driving the vehicle to whom the Hirer has made the vehicle available
 - b) damage to the vehicle when driven by the Hirer 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 a road traffic incident (accident or collision),
 - d) damages vehicle was 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) the vehicle travels outside the country without the Lessor's consent and there is no response to contact attempts on the part of the Lessor for at least 24 hours (by phone, e-mail or other available means of communication), or if the vehicle's location data indicates that it has travelled to countries at high risk of vehicle theft and misappropriation (Lithuania, Ukraine, Belarus, Russia);
 - i) use of the vehicle for off-road (off-road) driving.
12. In justified situations, as indicated in paragraph 11, the Lessor will also be entitled 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 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 Renter to the Agreement via the brokerage portal.
2. The rent is collected in advance, before the vehicle is released to the Hirer, in the amount specified in the Contract.
3. In the event that the hirer 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 delivery of the vehicle to the Lessee by the Lessor.
4. The hirer will receive a receipt to confirm the charges made by the hirer. Upon request The Renter will issue a VAT invoice - whereby for the VAT invoice to be issued it is necessary for the Renter to provide his/her VAT registration number at the latest at the time of collecting the vehicle, on the condition that the receipt is returned to the Renter (or not collected by the Renter at the time of the release of the vehicle) and that this request is made in time to allow the issuing of the invoice within the deadline (by the 15th day of the month following the month in which the service was provided), at the latest 2 working days before this deadline. The lessor is authorised to issue VAT invoices without the signature of the lessee. By accepting the provisions of these T&Cs, the Renter agrees to receive VAT invoices electronically. The VAT invoice shall be sent to the hirer's e-mail address indicated in the Agreement.
5. The Lessor accepts credit cards with the Tenant's full name. Credit cards with incomplete names and initials alone are not accepted.



Payment with a debit card requires the agreement of the intermediary 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 contract. The amount of such fees is indicated in the Lessor's Table of Fees available on the website and attached to these T&Cs. The validity of the credit/debit card may not be shorter than 6 months from the termination date of the Contract.

§4. CAUTION I PARTICIPATION TENANT'S OWN SHARE

1. The condition for releasing the vehicle to the Lessee is the transfer of the deposit (deposit) to secure the claims of the Lessor that may arise from the Contract. The deposit is transferred by blocking funds on a credit card (accepted cards: **Visa, Master Card**). Before the vehicle is handed over to the Renter, the Renter may purchase, for an additional fee specified in the Table of Charges, a reduction in the amount of the deposit (reduction of the deposit lock). The purchase of a reduction of the deposit obligation (reduction of the deposit lock) does not release the Renter from responsibility for the rented vehicle. Within the scope of the Renter's responsibility as defined in the Contract and the T&Cs, the Lessor has the right to charge the Renter with contractual penalties and costs for which the Renter is responsible.
2. The amount of the deposit appropriate for the vehicle class is indicated in the Contract and in Appendix 1 to the T&Cs (also available on the Lessor's website <https://flextogo.com/>). The pre-authorisation for blocking the funds on the card is made by the Renter 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 Renter's property liability for the vehicle as set out in Schedule 1 and on the Lessor's website, .
5. The Renter is responsible in full for damage caused through the fault of the Renter, including damage caused by the person driving the vehicle, if the Renter has made the vehicle available to him , including damage caused due to the use of the vehicle contrary to the Agreement or GTCs, documented on the basis of a valuation presented to the Renter by the Lessor, if the damage was caused by circumstances for which the Renter is to blame. The Renter is obliged to exercise due diligence in the event of damage by notifying the Police of the incident, as this may be necessary to liquidate the damage 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 Renter

6. The Hirer shall be liable for the damage caused in an amount exceeding the Hirer's deductible in the event of a breach of the rules for the use of the vehicle set out in the GTC and the Contract, in the event of:

- 1) deliberate damage to the vehicle by the Hirer or the person driving the vehicle to whom the Hirer has made the vehicle available,
- 2) damage to the vehicle when driven by the Hirer 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 Hirer 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) damages vehicle was 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 Renter. The deductible for each damage has been set at the amount specified in the provisions of these T&Cs (Appendix 1) and available on the Lessor's website.

8. The Renter has the option to waive the deductible for each of the damages 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 Attachment No. 2 to the T&Cs.

9. **The purchase of a waiver of deductible does not relieve the Hirer of liability for damage in the event of:**

- 1) Damage/loss of equipment additional 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/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 in this respect;
- 5) Filling of the vehicle with the wrong the 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) If the vehicle is driven by a third party, not notified to the Lessor as an additional driver or a person who is not qualified to drive,
- 8) In the event of unauthorised travel abroad, i.e. travel abroad despite the lack of notification of the desire to travel to the Lessor and the lack of consent from the Lessor to travel abroad - to the extent of the additional fee to be charged for unauthorised travel abroad;
- 9) In the event of failure to deliver or exceeding the deadline for delivery of the damage report form - to the extent of the damage suffered by the Lessor as a result of the inability to liquidate the damage 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 GTCs or the Contract with regard to the provisions defining the

Renter's obligations related 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, fines - 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 made return or replacement (in the case of a replacement vehicle) used by Renter's vehicle, the Lessor reserves the right to charge the Renter with the following costs:

- 1) shortcomings in the equipment of the vehicle or parts thereof as described in the handover report,
- 2) the cost of repairing damage for which the is responsible
- 3) the costs of removing the traffic damage for which the hirer is not at fault - only in the event of the hirer's failure to fulfil his obligations under the agreement or the GTCs, which are necessary for the liquidation of the damage 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 Renter, 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 Contract 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 is shown in the table attached as Appendix 1 to the T&Cs.

§5. RELEASE 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 the only set of keys and a damage report form. The Lessor reserves the possibility of giving the Lessee a vehicle of a higher class for rent corresponding to the class of the reserved vehicle.
2. The condition of the vehicle is each time described in the acceptance protocol, which contains information about the state of the odometer, fuel level, equipment issued and a drawing (projection) of the vehicle body and tyres, with existing damage marked on it. In the case of doubts of the Renter regarding the condition of the vehicle, the Renter has the right to demand verification of the condition of the vehicle with a representative of the Lessor and to report any reservations to the delivery protocol. Each time the surrender protocol is first handed over to the Renter for review and acceptance, and then the protocol is handed over to the Renter on a permanent carrier - via e-mail to the Renter'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 +48 22 122 86 63, 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 handover date. In the case of the need to change the date of release of the vehicle, the Lessee is obligated to inform the Lessor at least 48 h before the planned release of the vehicle at the address <https://flextogo.com/en/rental-conditions> rent@flextogo.com , or by phone at +48 22 118 90 22.
6. The vehicle shall be handed back with a full tank of fuel, unless a different tank fuel level is indicated on the handover protocol. The fuel level in the returned vehicle should be the same as at the time of delivery. Otherwise, the Renter 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 point of sale allows for verification of the condition of the vehicle together with an employee of the Lessor.
8. The Renter is obliged to return the vehicle

and accessories in an undamaged condition, taking into account the normal wear and tear resulting from the proper use of the vehicle and the equipment, which will be evaluated by the Lessor according to the industry standard for the evaluation of the vehicle body, interior, wheels and equipment, as defined in the Vehicle Return Guide of the Polish Vehicle Rental and Leasing Association (PZWLP), an extract of which, including the aforementioned scope, is available at the Lessor's outlets and on the Lessor's website <https://flextogo.com/en/rental-conditions> .

9. In the event that a vehicle is returned: (i) the degree of dirtiness of which does not allow to carry out a thorough inspection of the condition of the vehicle at the time of its return by the Renter, 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 point, including in the case of the return of a vehicle outside the working hours of the Lessor's points (working hours 7:00-23:59, except for separately regulated working hours on non-working days and subject to the separate working hours of some of the Lessor's points, of which information is provided at each point), the Lessor shall verify the condition of the vehicle without undue delay, no later than within 24 hours of the moment of the return of the vehicle by the Lessee, and shall 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 a take-over protocol drawn up by the Lessor, made after the vehicle has been washed by the Lessor's employees. The Lessee has 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 hirer's request should be made by e-mail



to rent@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 Renter questioning the condition of the vehicle resulting from the completed acceptance protocol referred to in para. 9 above, the Renter is obliged to co-operate with the Lessor, in particular by immediately providing all information or evidence to the address or customer@flextogo.com to confirm that the damage did not arise during the term of the Contract, as well as that the Renter did not cause it or is not responsible for it.
11. On the day and time of expiry or termination of the Contract, the Renter is obliged to return the vehicle at the place specified in the Contract. The Renter is entitled to return the vehicle in another place only after obtaining the consent of the Lessor. With regard to the provisions of the of the previous sentence, the Renter is obliged to inform the Lessor of the above by sending an e-mail to rent@flextogo.com , at least 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 to a place other than that resulting from the content of the agreement may be associated with the need for the Renter 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 handover 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. In the event of non-collection of the vehicle by the Renter at the time specified in the

booking (the time indicated), the Lessor may cancel the rental after 59 minutes from the planned delivery of the vehicle. This provision does not apply to situations in which the delay in collection is due to a delay in the flight on which the Renter flew to the point of the Lessor - on the condition that the Renter 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 intermediary of more than 59 minutes, the customer has the right to withdraw from the reservation (cancellation).

14. The hirer will receive by 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 condition (including information on any damage, scratches). At the request of the Hirer, a paper version of the confirmation referred to in the preceding sentence may be issued.
15. In the case of returning the vehicle in the manner described in para. 9 above (without the presence of the employee of the Lessor), the Lessee is requested to prepare photographic documentation, confirming the condition of the vehicle (in particular, clear photos showing the state of the , 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 of and in order to be 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 Tenant, 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 of all fitted anti-theft devices every time the vehicle is abandoned,
- 4) to 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 Renter should contact the Lessor or an entity acting on behalf of the Lessor by e-mail or telephone,
- 5) to pay attention to the indicators on the dashboard and, in the event of any irregularities, to contact the intermediary or the entity acting on behalf of the intermediary immediately in order to be directed to the chosen service centres,
- 6) using the right type of fuel,
- 7) keeping the vehicle clean,
- 8) security vehicle
against the negative effects of forecasted violent weather events such as hailstorms, floods, gales, blizzards - in particular by parking the vehicle in places that are 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 road traffic,
- 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 it is 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) make alterations or other changes without the consent of the Lessor - this also applies to company stickers and markings used by the intermediary.
4. **In the event of any damage to the vehicle you should: (i) immediately notify the Lessor, at the Lessor's hotline number: +48 22-122-86-63, (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 this event to the Police and then immediately inform the Lessor.**
5. In all the circumstances described above, the Hirer is obliged to: (i) completely complete 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 ,service@flextogo.com within 48 h of the occurrence of the incident.** The Hirer 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 liquidating the damage from its own policy or the policy of the responsible party.
6. If the Renter does not notify the Police of the traffic incident within 48 hours of the occurrence of the accident or vehicle collision, the Renter is obliged to provide the Lessor with a fully completed damage report form with the information necessary to liquidate the damage (data of the participants in the incident, the cars involved in the incident, the number of the 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 GTCs or in the event that the information provided in the documents referred to in §6 sections 5-6 of the GTCs 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 for the service performed on behalf of the Lessor, which he/she is then obligated to hand over to the Lessor until the

end of the rental in paper form to the Lessor's registered office address or electronically to the address: customer@flextogo.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 Hirer with the cost of replacing or repairing the tyres fitted to the vehicle, if damage occurs during the rental period due to the Hirer's failure to exercise due care or any other cause attributable to the Hirer.
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) in the event of a pilot error, which is deemed to be: jamming of the keys, loss of the keys, damage to the keys, finding that the keys are missing fuel, refuelling 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 at the scene of the , 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 driven away from 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



dangerous 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 an unauthorised trip abroad by the Lessor
border of Poland.
11. Whenever the Renter reports technical problems with the vehicle or other difficulties in the correct execution of any provision of the Agreement or of the T&Cs, the Renter is obliged to report this circumstance to the Lessor (i) by e-mail, in the case of technical problems with the vehicle to: service@flextogo.com, or by telephone to the Lessor's hotline - telephone number: **+48 22-122-86-63**, (ii) in the event of any other difficulties in the proper performance of any provision of the Contract or of the T&Cs, by e-mail to: rent@flextogo.com or by to the Lessor's hotline at: **+48 22 118 90 04**. The Tenant is obliged to act in accordance with the instruction given by the Lessor.
12. In the event that the Renter identifies damage not indicated in the acceptance protocol, the Renter should take photos of the damage and forward them to the Renter's e-mail address: customer@flextogo.com, indicated as the Renter's complaint address, indicating the vehicle number and the number of the Contract concluded with the Renter.
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 contract with immediate effect. In such an event, the Lessor shall be entitled to charge the Lessee, in addition to the rent, 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 lease available to

third party(ies) as for his/her own acts or omissions.

14. The Lessor reserves the right to collect the vehicle from the Lessee, during the term of the Contract, 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 Contract, as well as to cover the costs of vehicle replacement.

§7. OBLIGATIONS I LIABILITY OF THE LESSOR

1. The Lessor is obliged to release the vehicle to the Lessee in a state useful for the agreed use and maintain it in such a state throughout the rental period. In the event 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 Renter is not responsible, the Renter shall provide the Renter with a substitute vehicle; the substitute vehicle shall be provided immediately, no later than:
 - 1) within 4 hours from the moment of acceptance of the notification, if the notification concerns a vehicle that is located in the territory of the Republic of Poland - unless the Lessor and the Lessee make individual arrangements mutually accepted by the parties;
 - 2) within 24 hours from the moment of acceptance of the notification, if the notification concerns a vehicle that is located outside the territory of the Republic of Poland - 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 Renter's entitlement to a substitute vehicle, the Lessor shall reimburse the Renter part of the fees paid pro rata for the time during which the Renter was unable to use the vehicle covered by the Contract or a substitute vehicle .

2. The Lessor shall make every effort to ensure that the Lessee receives a substitute car that is a vehicle from the Lessor's fleet. In the event that it is not possible to provide a substitute car from the fleet of the Lessor, the Lessor shall provide the Renter with a vehicle provided by a contractor of the Lessor, which may involve the need for the Renter to complete additional formalities on behalf of and for the benefit of the Lessor.
3. In the case of provision by the Lessor of a substitute vehicle from of the Lessor's contractor (not within the Lessor's own fleet), all issues related to the use of a substitute vehicle provided by the Lessor's contractor are regulated on the same basis as in relation to a vehicle provided to the Renter for use by the Lessor on the basis of the Contract, in accordance with the provisions of the Contract or the T&Cs. The Lessor reserves the right to settle the costs of a substitute vehicle delivered by contractor of the Lessor in the event of a violation of the obligations of the Renter or in the event of improper performance of the Renter's obligations related to the use of a substitute vehicle.
4. The provision of a replacement car does not apply:
 - 1) in the event of the vehicle being parked due to the Hirer losing the car keys for reasons for which the Hirer is responsible,
 - 2) immobilisation of the vehicle due to the hirer'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 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 driven away from the scene of the accident;

5) in the event that the vehicle is towed away or immobilised by the road services due to a breach of the vehicle parking regulations;

In such cases, the contractual parties may agree on the provision of a replacement vehicle for a separate charge, paid by the Hirer. 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 fines, penalties or fees (including parking fees) imposed as a result of the Tenant'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 Hirer. If these charges or costs are charged to the Lessor - the Lessor shall charge the Lessee with these charges or costs, whereby the Lessor shall be entitled to increase this amount by the actual reasonable administrative costs incurred (e.g. dispatch of summons, collection costs).
6. The Lessee will incur a lump-sum fee for the Lessor to provide written information about the vehicle user at the request of law enforcement or administrative authorities in the amount of **PLN 220 in the case of Polish institutions and PLN 240 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 ensure the safety of the Renter, as well as in the event of a breach of the terms of the Rental Contract, the Lessor has the right to use the data collected by the GPS transmitter for 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) improve accuracy processes settlement after the return of the vehicle;
- 3) to collect data on the driver's driving during the rental for reasons of safety, security and the investigation of possible claims, as well as contact the hirer 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 contract 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

Repairing the damage resulting from the non-performance or improper performance of the Agreement by the Hirer through the fault of the Hirer, concerning the obligation to return the car in an undamaged condition, takes place by paying a contractual penalty in the amount specified below:

Return of car with non-permanent (i.e. removable under standard procedures cleaning agents used at professional car washes) stains on seats, upholstery, in the boot.	600,-PLN
Damage to the car, including damage requiring repair - the full cost of restoration up to the deductible. In the event of a breach of contract, the actual cost of repair	Full cost of repair up to the deductible + administration fee of PLN 307.50
Basic cleaning/cleaning of vehicle exterior/interior Cleaning of very dirty vehicles inside	100,- PLN 600,- PLN

Smoking in the vehicle, use of tobacco heaters or consumption of alcohol, drugs or other intoxicating substances by the hirer - 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.	600,-PLN
Damage/loss or loss of car key or remote control	2500 PLN
Damage/loss or loss of car documents	450,- PLN
Damage/loss of number plate Damage/loss of number plate, window sticker (per item)	300,- PLN
Damage/loss or loss of hired equipment - GPS, car seat, WIFI, phone holder, snow chains.	300,- PLN
Breaking the ban on transporting animals	600,- PLN
Using the vehicle to tow other vehicles	1500,- PLN
Non-contractual use of the car - tolerated delay of up to 59 minutes from the scheduled return date. If is exceeded, an additional fee of PLN 107.50 will be charged for each commenced hour (maximum for 5 hours of delay PLN	Additional fee PLN 200 Contractual penalty 537,- PLN+ per day of rental for each day started



537). If the customer does not return the vehicle by 11:59 p.m. on the day the vehicle is , an additional day of rental will be charged, as well as a contractual penalty for each commenced day of non-contractual use the vehicle. Additional day according to current rates available at the airport office (walk-in price list).		Austria, Hungary, Italy, Croatia, Slovenia, Switzerland, Liechtenstein, France, Spain, Portugal, Andorra, Monaco, Luxembourg, Belgium, the Netherlands, Denmark, Norway, Sweden, Finland, United Kingdom, Ireland, Latvia, Estonia Zone III: not included in the zone Schengen	
Loss of guarantee on car through the fault of the hirer -; acts or omissions of the hirer resulting in the loss of guarantees.	5000,- PLN	Return to a location other than the place of issue of the vehicle (within Poland)	up to PLN 600
Vehicle repair due to refuelling with the wrong type of fuel - full cost of repair	Full cost of repair and transport; cost/loss caused by vehicle downtime	The return of a car in a country other than Poland requires individual agreements. W in the case of undeclared return in another country, the customer will be charged a penalty of PLN 6,500.	6500,- PLN
Dismantling, replacing parts of the car or making alterations without the Lessor's consent - full cost of repair.	Full cost of repair	Return or delivery of the vehicle outside of hours (working days: 07:00 - 23:59, on public holidays individually arranged times)	150,00,- PLN
A charge for an unauthorised trip abroad without notifying the Lessor and payment of the fee specified above (gross breach of contract by the Lessee) Zone I: Germany, Czech Republic, Slovakia Zone II: Lithuania,	Zone I 1250 PLN Zone II 1800 PLN Zone III 9000 PLN	Driving a car by a person other than the hirer (additional driver without this option being purchased at the time of	200,- PLN / day of use by an unauthorised person



booking)	
Replenishment of the missing fuel to the original quantity per litre of fuel (the penalty covers the lump-sum cost of purchasing and replenishing the missing fuel) per litre of fuel or, in the case of electric cars, per KW of electricity	14,- PLN per litre 6,- PLN per KW
Loss of Parking ticket when returning the vehicle	130,00 PLN one time
Additional charge for parking in the wrong space	250,00 PLN one time
Re-invoicing of the cost of fines and the cost of handling fines	Cost of fine + 100 PLN

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 missing ticket, the Lessor may charge the Lessee with a fee for losing the parking ticket **up to PLN 130**. In the event that the Renter terminates the rental before the date indicated in the agreement and without notifying the Lessor leaves the vehicle in a paid car park, which results in the Renter incurring by 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 the Lessor's unauthorised replacement of parts or elements of the vehicle, including with more worn-out parts or elements, replacement of tyres, rims, battery with other parts than those installed at the time of the release 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 release 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 inform the Lessee by e-mail to the address indicated in the Contract. The Lessee may present a position to the contrary and evidence to support it. In the event that the hirer's position is taken into account, the funds will be returned to the hirer, and the Lessor will inform the hirer 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 terms.

§9. PROTECTION OF PERSONAL DATA

1. The administrator of the Renter's personal data is Flex Rent sp. z o.o. with its registered office in Warsaw, ul. Bitwy Warszawskiej 1920 r. 11, 02-366 Warsaw. The data provided by the Renter shall be processed exclusively for the purpose of proper implementation of the

Agreement, possible enforcement of claims by the Renter 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 Data Protection Regulation, or, to the extent indicated in the Contract, on the basis of consent from Article 6(1)(a) of the RODO.

2. Detailed information on the principles of processing the Lessee's personal data is specified in the Lessor's privacy policy located 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, in particular: the Act of 30 May 2014 on consumer rights (when the Lessee is a consumer within the meaning of Article 22¹ of the Civil Code), the Act of 23 April 1964 of the Civil Code, the Act of 18 July 2002 on electronic service provision, the Act of 16 July 2004 of the Telecommunications Law, the Regulation of European Parliament and of the Council (EU) of 27 April 2016. 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (RODO), the Act of 10 May 2018 on the protection of personal data.
2. The Tenant shall immediately inform the Lessor in writing of any change of mailing address, with the proviso that the Tenant 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 Contract, 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 T&Cs, the Agreement, the Fee Schedule, the minutes and on the website, www.flextogo.com are gross prices, unless otherwise indicated in the Agreement.
4. All complaints in connection with the conclusion and performance of the Agreement should be addressed through any channel, i.e. in writing to registered office of the Lessor (ul. Bitwy Warszawskiej 1920 r. 11, 02-366 Warsaw) or any service point (rental outlet), by e-mail to: customer@flextogo.com, in person at the registered office or any service point (rental point), as well as by telephone at the hotline number: +48 22 118 90 04). The Lessor shall endeavour to respond to complaints without delay, but no later than within 14 days of their receipt by the Lessor. 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 the body of your complaint:
 - 1) the number of the Contract concluded with the Lessor,
 - 2) the reason for the complaint and the number of the document from which the disputed charge arises, as well as evidence of the legitimacy of his demands, if possible, such as confirmation of the transaction for the purchase of fuel or an additional service, photographs of the disputed damage, bearing the date on which the photographs were taken.

The provision of the data or evidence indicated

in para. 1)-2) above are only of a non-binding nature and their possible absence does not affect the effectiveness of the complaint lodged by the Tenant.

6. The agreement is governed by Polish law.
7. Any disputes that may arise in connection with the Contract shall be settled by the competent common court in accordance with the provisions of the Code of Civil Procedure.
8. The Renter, being a consumer within the meaning of Article 22(1) of the Act of 23 April 1964 of the Civil Code, has the possibility of using out-of-court ways of dealing with complaints and pursuing claims. In particular, the Hirer may use mediation procedures provided by provincial inspectorates of the Commercial Inspection or permanent amicable consumer courts operating at provincial inspectorates of the Commercial Inspection or the procedure for out-of-court resolution of consumer disputes specified in the Act of 23 September 2016 on out-of-court resolution of consumer disputes (Journal of Laws of 2016, item 1823). The register of entities authorised to conduct proceedings on out-of-court resolution of consumer disputes (hereinafter "Authorised Entities"), maintained by the President of the Office of Competition and Consumer Protection, is available at https://uokik.gov.pl/rejestr_podmiot_uprawnionych.php.
9. The use of out-of-court ways of dealing with complaints and claims is voluntary and both parties must agree to the procedure. Detailed information on out-of-court ways of handling complaints and pursuing claims, as well as rules of access to these procedures, including the procedure for out-of-court resolution of consumer disputes referred to in the Act of 23 September 2016 on out-of-court resolution of consumer disputes (Journal of Laws of 2016, item 1823), are available at the offices and on the websites of district (city) consumer ombudsmen, social organisations whose



statutory tasks include consumer protection, provincial inspectorates of the Trade Inspection, e.g. at: spsk.wiih.org.pl and websites of Entities entitled to do so. Detailed information on the operation and organisation of the Trade Inspection in the field of out-of-court resolution of consumer disputes is set out in the Regulation of the Prime Minister of 17 May 2017 on the Regulations on the organisation and operation of the Trade Inspection in the field of out-of-court resolution of consumer disputes.

10. The consumer has the possibility to submit a complaint online using 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 email address for contact in connection with ODR customer@flextogo.com.
11. These General Terms and Conditions have been prepared in the Polish 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 Polish language version is binding.
12. The annexes to the T&Cs are:
 - 1) A list of the amounts of the Hirer's deductible for damage to the vehicle, theft of the vehicle and the amounts of the deposit (security deposit);
 - 2) removal packages;
 - 3) Table of Fees.
13. These GTCs shall apply as of 25 February 2025. The GTCs as they have been in force to date shall apply to Contracts concluded prior to the entry into force of this version of the General Terms and Conditions.



Annex 1

Group/Group	SIPP Code/Category	Deductible CDW/Excess CDW (incl. total damage),	Theft Deductible TP/Excess Theft	Deposit
MINI	MDMR, MDAR,EDMR,EXMR,EDAR, EWMR	6000 PLN	8000 PLN	3000 PLN
COMPACT	CDMR,CXMR,CWMMR,CWAR	8000 PLN	10000 PLN	4500 PLN
	CLMR,CLAR	8000 PLN	10000 PLN	4500 PLN
MIDSIZE	IDAR,IDMR,IXMR	8000 PLN	11000 PLN	4500 PLN
	SDMR,SDAR,SWMR,SWAR	8500 PLN	11500 PLN	5000 PLN
PREMIUM	FDAR,PDAR,PFAR, XFAR	11000 PLN	13000 PLN	7000 PLN
VANS	IVMR,IVAR, FVMR,FVAR	11000 PLN	13000 PLN	7000 PLN
	SVMR,PVMR,PVAR	11000 PLN	13000 PLN	7000 PLN
SUV	CFAR	11000 PLN	13000 PLN	7000 PLN
	FFAR,FFMR,FXAR,CGAR,CGMR	8500 PLN	11500 PLN	5000 PLN
SUPPLIES	LCV	11000 PLN	13000 PLN	7000 PLN



Annex 2 - Deductible waiver packages

Customer liability protection packages	Protection from damage to the body (bodywork) and chassis of the CDW.	Protection from damage to windscreen, side mirrors, CDW tyres	Protection from TP theft	Basic roadside assistance	Limit kilometres	Additional driver**	Prepayment fuel**	Deposit*
Removal of participation Full Protection	Responsibility customer 0 PLN	Responsibility customer 0 PLN	Responsibility customer 0 PLN	Assistance in breakdown situations that prevent the car from continuing to move.	No limit	No	No	600 PLN
Abolition of Full Protection Plus (Full Package) + Fuel surcharge)	Responsibility customer 0 PLN	Responsibility customer 0 PLN	Responsibility customer 0 PLN	Assistance in breakdown situations that prevent the car from continuing to move.	No limit	No	Possibility of returning the car with an empty tank	0 PLN
* Deposit amount dependent on vehicle class. If Full Protection package is purchased, £600 deposit in the event of a fuel shortage.								



Annex 3 - Table of Fees

Product/Service	Price PLN	One-off for the entire rental/per day for each day	On sale at all times/ To be ordered before reception*
Removal of the Full Protection Share	Depending on the class of vehicle. Offer available at the rental office	daily	standard
Prepaid fuel - tank of fuel paid for on issue. Not we reimburse for unused fuel	Average market price per litre of fuel on the day of hire+ operating charge to 100 PLN	one time	standard
Delivery to the hotel	225 PLN	one time	to order
Child seat (under 9 kg)	45 PLN	daily	standard
Child seat (weight 9-36 kg)	45 PLN	daily	standard
Snow chains	150,50 PLN	daily	to order
Young driver for drivers under 25 years of age (from 20 up to 24 years old)	50 PLN	daily	standard
Hotel pick-up	225 PLN	one time	to order
Snow bands	107,50 PLN	one time	to order
Ozonation of the vehicle	150 PLN	one time	to order
Unblocking a deposit - unlocking a deposit early (up to 72h) after returning the car	50 PLN	one time	standard
Reduction of the deposit lock - Reduction of the deposit lock on the the customer's credit card. The deductible for damage or theft remains unchanged depending on the class of car.	200 PLN	one time	standard
Fee for additional driver	35 PLN	daily	standard
Out-of-hours surrender/return fee. During hours from 23:59 to 07:00. Also valid in the event of lateness.	150 PLN	one time	standard
Tyres suitable for winter conditions from 21 March to 31 October	PLN 21.50	daily	standard
Priority in the queue	43 PLN	one time	to order
A pad for big kids	36 PLN	daily	standard
Permission to travel by ferry	350 PLN	one time	standard
Senior - for drivers over 70 years of age	50 PLN	daily	standard
Child seat (over 36 kg)	45 PLN	daily	standard
Navigation system (GPS)	50 PLN	daily	standard
Wi-Fi	50 PLN	daily	to order
Outbound travel zone III (non-Schengen countries)	to be determined	one time	standard
Trips abroad zone II (Lithuania, Austria, Hungary, Italy, Croatia, Slovenia, Switzerland, Liechtenstein, France, Spain, Portugal, Andorra, Monaco, Luxembourg, Belgium, Netherlands, Denmark, Norway, Sweden, Finland, United Kingdom, Ireland, Latvia, Estonia,Bulgaria,Romania)	700 PLN	one time	standard
Trips abroad zone I (Germany, Slovakia, Czech Republic)	400 PLN	one time	standard
Return of a dirty car to the outside. The rental company will not charge the customer for a heavily soiled vehicle the outside. Please note that we do not concerns the devastation of a vehicle.	100 PLN	one time	standard
Return to another airport or city	from PLN 300 to 600	one time	standard
Return in another country I -Hungary- Budapest, Austria- Vienna, Czech Republic- Prague, Germany- Berlin, Dresden, Leipzig. Only at airports	2500 PLN	one time	to order
Return in another country II-Germany-Munich, Frankfurt, Cologne, Dortmund, Dusseldorf, Hannover,Hamburg, Italy-Venice, Milan. Exclusively at airports.	6000 PLN	one time	to order
Return in another country not listed - to be done individually arrangements with the rental company. Exclusively at airports.	to be determined	one time	to order
*To order a product/service or to find out more about the details of the offer, please contact Customer Service by telephone on +48 22 118 90 04, or by e-mail rent@flextogo.com			

