

SPAIN
Terms & Conditions

A. General Rules

All drivers must carry a valid license from their country of residence along with passport or ID and credit card on driver's name for the deposit amount with the sufficient amount and the booking voucher. A valid driving license and identity document must be presented in physical format for the collection of vehicles. A renter who holds a driving license in non-Latin characters or issued outside the European Union must present a valid international driving license. Temporary driver's licenses will not be accepted. Any application that the DGT or the Spanish control forces do not recognize or is not official for driving in Spain will not be accepted. The license must be valid for the entire rental period. The license must be held for a minimum of 2 years and in superior executive car groups 3 years. All prices are expressed in euros and include VAT or IGIC. We do not guarantee that the color, make or model of the rented vehicle will be the same as the vehicle displayed on any website. The models indicated in the bookings are always indicative. A model with similar or superior characteristics will be delivered. The extra items and pre-authorizations linked to the booking will correspond to the group delivered if it differs from the group initially booked. Our rentals are calculated in periods of 24 hours, counting from the delivery time scheduled in the reservation. The dates and times agreed in the rental agreement will prevail. Maximum rental period 28 days. It is mandatory that the tenant always carries with him his copy of the rental contract in force for the duration of the same. The "rental receipt" document must always be visible on the vehicle. If this obligation is breached, the lessor must assume the penalty and pay the management costs.

DRIVER'S AGE:

Young drivers cannot rent a car. Minimum age 23 years, having a driving license of at least 2 years and in some car groups different ages limits may apply. The maximum age limit is 70 years. The company has the right for security reasons to prevent car rental if they deem the driver unsuitable.

YOUNG /SENIOR DRIVER(S)

Not allowed.

ADDITIONAL DRIVER(S)

Additional drivers must meet all rental requirements. Additional drivers can be added to the contract at any rental branch. It is allowed to change the main driver of the booking up to two hours before the scheduled pick-up time of the vehicle. It is not allowed to appear as the main driver of more than one vehicle during the same period. Both the main driver and the additional drivers must be present at the time of delivery. Daily charge of €8,95 for each additional driver up to 3.

PAYMENT METHOD:

For all categories, the lessee must present a credit card under the driver's name to cover the amounts related to the guarantee/Deposit and the payment of the rental cost (for non-prepaid reservations). For every car rental, a credit card is always required as a guarantee with at least 6 months till the expiration date, even if the renter pays the rent in cash. Accepted cards: **VISA & MASTERCARD only**. We do not accept payments with Amex, Diners, Maestro cards (or any ECKarte card), prepaid cards, or non-nominative cards. Virtual card payments are accepted. It must appear expressly, either on the virtual card itself or in the same application where it is hosted, the name of the holder and its numbering.

It is mandatory to present a nominative payment card, the holder of which must appear as the main or additional driver in the contract. If the payment card is for the additional driver, it requires the purchase of ClickRelax coverage.

WARRANTY

For all rentals, upon receipt of the car, a deposit amount will be reserved on the driver's credit card which will be returned in full at the end of the rental, if no other charges arise. The release of the amount can take up to 30 days depending on the issuing bank of the card. The amount of the warranty varies by car category. The vehicle provider is the ONLY responsible for releasing the pre-authorized amounts to credit card or assist the client to receive the deposit back. H-Lead has no authority or responsibility over these transactions. The vehicle provider agrees that the Customer's liability for any damage shall be limited to the amount of the stated excess, irrespective of the number of incidents. In the event of multiple damage occurrences, the excess shall be applied only once per incident. The vehicle provider further agrees that it is strictly prohibited from charging the excess more than once for the same incident or for multiple incidents where the total damage does not exceed the stated excess. In cases that deposit is with zero amount, credit cards under driver's name is still mandatory. In such cases the Credit card details will be held without being pre-authorized but if there are car damages, fines etc vehicle provider can still charge the costs up to the excess amount via the credit card and without client's further approval.

Below are the excess & deposit amounts of each booking, however, during periods offers may apply and change these amounts which will be included inside your voucher. Analytically:

The vehicle categories offered are organized according to the following grouping:

GROUP 1	GROUP 2	GROUP 3	PANELS	INDUSTRIAL GROUP
ECO (MCMR), ECO+ (ECMR), E+A (NCAR), A (EDMR), AA (EDAR), HYBA (EDAH)	C (CMMR), D (CDMR), DD (CDAR), E (CWMR), EE (CWAR), B (CFMR), BB (CFAR), ELE1 (MBAE), ELEI (MTAE)	I (NTMR), A+ (HCMR), AA+ (HCAR), F (IFMR), FF (IFAR), G (SVMR), GG (RVAR), H (PVMR), H8 (FVMR), HH (PVAR), HYBF (IFAH)	EXI (NBMR), HH+ (UVAD), J (DTMR), JJ (DTAR), MM (DDAR), N (LTMR), P (WFDD), Q (FFMR), QQ (FFAR), QQ+ (UFAH), RR (OCAR), SS+ (WTAD), P1 (WFAR), P2 (WXAR), T (PPAR), W (UTAR)	X (CKMD), X+ (SKMD), Y (XKMD), Y+ (OXMD), Z (OKMD)

B. HEDGING POLICY

PRICE AND INFRINGEMENTS

All fines and administrative penalties resulting from the driver's fault are fully borne by the lessee.

THIRD PARTY LIABILITY (TPL)

It is offered **free of charge** and covers Compensation in case of death. Civil liability to third parties for death, bodily injury, and property damage. All authorized car drivers are exempt for damage to the rented car by fire and are insured with civil liability to third parties for death, bodily injury, and property damage.

THEFT PROTECTION (TP)

Theft protection is included in the rates and should be included in the voucher. If the key is stolen, then an amount equal to excess claim amount will be charged. Renter must present the key to the insurance company to qualify for coverage, otherwise the insurance will be invalidated, and the renter will be liable for the full amount due to the loss of vehicle. In the event of any damage to the vehicle for theft reasons, the insurance does not cover the renter. In cases the TPC is not included Renter has the obligation to compensate the Lessor in the event of theft, loss, or damage to Vehicle and to any person (including his co-passengers) as well as to pay all losses & damages suffers by the Lessor. More specifically: a. Renter is responsible for all the damages he has caused to Vehicle or to

others in case he had violated the terms of use of Vehicle or in case he has been driving same in an illegal manner or in violation of the Greek Driving Code. b. Renter is responsible for partial or total theft or loss of Vehicle unless the Lessor releases Renter from the responsibility for total theft or loss of Vehicle. Such release is valid provided that Renter has already accepted at the beginning of rental the daily charge and the conditions of «Theft Protection» (TPC) of Vehicle, as these terms are defined in the official Lessor’s price-list (tariff), by marking in the «Accepts» box on the front side of this agreement, provided that Renter has taken all the precautions to avoid total theft or loss of the Vehicle and has used it in compliance with the terms of this agreement. It is expressly agreed that theft or loss of the parts accessories and / or equipment (partial theft) of Vehicle is not covered by the above-mentioned acceptance of «Theft protection» (TPC). c. Renter is responsible for damage to the Vehicle due to collision or fire.

Collision Damage Waiver (CDW)

The renter's liability for damage to the rented vehicle may be limited, provided that the Traffic Code is not violated. Excess will be charged per incident. CDW never covers damage to tires, glass, exterior mirrors, underside, interior, roof, engine, damage to the locks and loss of vehicle keys.

1. All rates include CDW insurance covering damage to third parties with a civil liability limit of €50 million and damage to the rented vehicle **with the exceptions detailed in points B.4, B.5, B.6, B.7 and B.8** and with a damage excess according to the group and category of the vehicle, indicated in point A 17 of this text, and the following table:

GROUP	GROUP 1	GROUP 2	GROUP 3	SPECIAL	Industrial
Excess	1.000 €	1.200 €	2.000 €	4.000 €	1.700 €

Any category not expressly mentioned will be affected by the conditions of the group in which it is alphabetically included.

2. As a guarantee against possible damage, a security deposit (hereinafter, pre-authorization) is required in the form of a block on the credit card of an amount equivalent to the excess corresponding to the leased category: €1000 for Group 1, €1200 for Group 2, €1700 for Industrial Groups, €2000 for Group 3, and €4000 for Special Groups. **This security deposit excludes management, recovery or other charges unrelated to damage to the rented vehicle, as well as damage does not subject to excess.** See final summary table section B.

3. In the event of replacement of the vehicle due to a breakdown or accident, the customer will be required to provide a new pre-authorization of the amount corresponding to the new vehicle delivered.

4. Damage caused to the underbody, running boards, roof, interior cabin, hood, keys, tray, antenna, clutch, as well as those caused by driving on poorly paved or unpaved roads, refueling with incorrect fuel, loss or damage to accessory elements of the vehicle (such as triangles, vests, child seats, etc.), of integral parts, of the tenant's properties, as well as roadside assistance costs, will not be covered in any case by CDW insurance or by the additional coverage contracted.

5. Damage caused to the clutch will not be covered under any circumstances. Such damage will be considered a direct consequence of the use and driving of the vehicle during the term of this contract and will therefore be the exclusive responsibility of the customer.

6. Damage resulting from incorrect refueling or not refueling is totally excluded and is the customer's total responsibility. Both the cleaning of the tank and the resulting breakdowns, as well as the necessary roadside assistance.

7. Roadside assistance, windows and wheels are not included in CDW insurance but can be covered by taking out coverage at the time of contracting.

8. The basic CDW insurance only includes roadside assistance when the cause is a breakdown of the vehicle not attributable to the customer's use. All other cases are subject to the coverage contracted at the time of making the contract.

9. Any type of coverage offered by Vehicle provider (ClickRelax, reduced excess, wheels and windows, roadside assistance) does not cover personal injuries suffered by the renter (PAI), nor personal effects left, stored or transported in the vehicle.

10. At the time of formalizing the lease contract, vehicle provider offers the contracting of the following complementary services of extra coverage (it is a contractual product of complement to ClickRent and not an insurance contract with an insurance company):

- **Coverage Wheels and windows.** It removes these elements from the list of exclusions of CDW insurance so that any damage to wheels, rims and windows is covered except for those resulting from negligence, reckless driving or unauthorized use.
- **Excess Reduction Coverage.** It reduces the damage excess to €0 (except for Industrial Groups where it is reduced to €500) and reduces the amount of mandatory pre-authorizations to €350 (**Except for Special Groups, where it is reduced to €1700 and Industrial Groups where both the pre-authorizations and the excess are reduced to €500**)
- **Roadside Assistance Coverage.**: This roadside assistance service offers a Telephone Service available 24 hours a day, which you should call on +34 971 73 06 96 in case of need. Roadside assistance is guaranteed within a maximum of 6 hours for the following reasons: flat tires, accident or vehicle breakdown due to mechanical failures.

The replacement vehicle service within Spanish territory is subject to availability.

In case of mobility need (if the vehicle has been disabled), a total of 45km of taxi is included for the passengers of the vehicle to one of our offices or overnight place. The customer can request reimbursement by presenting a complete invoice for the service, and it is essential that the following information appears Date, time, pick-up location, km traveled, total amount and billing details of the company providing the service. Any receipt that does not meet these requirements will not be accepted. Receipts that exceed the indicated km, a refund will be made of the proportional part of the indicated amount of mileage.

The provision of the replacement vehicle and taxi service is excluded from roadside assistance coverage, in cases where the "Border Crossing" product has been contracted outside Spain. In such a situation, the customer will be responsible for arranging their own mobility if on-site repair of the vehicle is not possible. Likewise, failure to contract the "Border Crossing" product will totally exclude roadside assistance coverage, with both their mobility and the costs of repairing and repatriating the vehicle being the sole responsibility of the customer. Assistance resulting from negligent acts or unauthorized use of the vehicle is expressly excluded, including, but not limited to: driving under the influence of alcohol or drugs, participation in illegal races or any other use of the vehicle contrary to the legal provisions in force.

- **Click Relax Package.** Its contracting means the activation of the three previous coverages, paying only the price of 'Wheels' and windows' + 'Excess Reduction'. A mandatory pre-authorization of €200 will be requested. A pre-authorization of €1700 is established for special categories and a damage excess of €500 for vehicles of the Industrial Group (X, X+, Y+, Z), regardless of the coverage contracted

HEDGING PRICES						
COVERAGE	GROUP 1	GROUP 2	GROUP 3	PANELS	INDUSTRIAL GROUP	SPECIFICATIONS
WINDOW AND WHEEL COVERAGE	10€/day					min. 2 days*
ROADSIDE ASSISTANCE COVERAGE	PENINSULA: 42,90€ /contract -- BALEARIC ISLANDS 32,90€/contract					-
EXCESS REDUCTION COVERAGE	21€/day	26€/day	32€/day	38€/day	32€/day	min. 2 days*
CLICKRELAX PACKAGE	31€/day	36€/day	42€/day	48€/day	42€/day	min. 2 days*

*A minimum of 2 days of contracting is established for coverage in contracts issued at the offices of Airports and Train Stations.

COVERAGE INCLUDED	PRE-AUTHORISATIONS(DEPOSITS) & DAMAGE DEDUCTIBLES AIRPORT OFFICES & TRAIN STATIONS									
	GROUP1		GROUP2		GROUP3		PANELS		INDUSTRIAL GROUP	
	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS
NO COVERAGE	1.000 €	1.000 €	1.200 €	1.200 €	2.000 €	2.000 €	4.000 €	4.000 €	1.700 €	1.700 €
WINDOW & WHEEL COVERAGE	1.000 €	1.000 €	1.200 €	1.200 €	2.000 €	2.000 €	4.000 €	4.000 €	1.700 €	1.700 €
ROADSIDE ASSISTANCE COVERAGE	1.000 €	1.000 €	1.200 €	1.200 €	2.000 €	2.000 €	4.000 €	4.000 €	1.700 €	1.700 €
EXCESS REDUCTION COVERAGE	350 €	0 €	350 €	0 €	350 €	0 €	1.700 €	0 €	500 €	500 €
CLICKRELAX PACKAGE	200 €	0 €	200 €	0 €	200 €	0 €	1.700 €	0 €	500 €	500 €

COVERAGE INCLUDED	PRE-AUTHORISATIONS (DEPOSITS) AND DAMAGE EXCESSES IN COASTAL AND BEACH OFFICES									
	GROUP 1		GROUP 2		GROUP 3		PANELS		INDUSTRIAL GROUP	
	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS	PRE-AUTHORIZATION	DAMAGE EXCESS
NO COVERAGE	500 €	1.000 €	700 €	1.200 €	900 €	2.000 €	2.000 €	4.000 €	500 €	1.700 €
WINDOW AND WHEEL COVERAGE	500 €	1.000 €	700 €	1.200 €	900 €	2.000 €	2.000 €	4.000 €	500 €	1.700 €
ROADSIDE ASSISTANCE COVERAGE	500 €	1.000 €	700 €	1.200 €	900 €	2.000 €	2.000 €	4.000 €	500 €	1.700 €
EXCESS REDUCTION COVERAGE	200 €	0 €	200 €	0 €	200 €	0 €	1.700 €	0 €	500 €	500 €
CLICKRELAX PACKAGE	200 €	0 €	200 €	0 €	200 €	0 €	1.700 €	0 €	500 €	500

11. **In cases of breakdown caused by the negligence of the driver, the full amount of the repair will be charged, as well as elements not subject to excess and broken down in points B.4, B.5, B.6, B.7 and B.8, which may be higher than the blocked amount.**
12. Any coverage will be subject to the customer's compliance with the conditions set out in the rental agreement. These include the obligation to submit the accident report, or failing that, a police report or report, within a maximum period of 48 hours from the occurrence of the incident. Failure to comply with this obligation will result in the automatic exclusion of the coverage contracted, leaving the customer without the right to provide them.
13. Damages caused by the customer **not included** in the contracted coverage will be charged to the card provided according to the table of values of parts, working hours and repair time published in Supplier's website, available in ANNEX 3 of this text and previously shown to the customer.
14. **Any coverage contracted from intermediaries does not imply the reduction of the excess or any coverage with vehicle provider or H-Lead, it being the responsibility of the client to claim from the external company any possible reimbursement of damages.**
15. Any alteration in the vehicle not included in the **Pick-up (delivery)** document, as well as a problem in its operation, must be reported to the staff before leaving the facilities or place of delivery of the vehicle.
16. Any warning light of the vehicle that comes on during the rental period must be immediately notified by the office or the agreed Roadside Assistance channel, and the lessee will be liable for any damage caused by non-compliance with this obligation.
17. It is forbidden to carry out any type of modification or repair to the rented vehicle without the express consent of vehicle provider.
18. Theft Protection (TP) will only apply when the renter surrenders the original set of keys and the original document on the police report of the incident. This refers to the customer's responsibility for the entire vehicle. Glass breakage or damage to the vehicle due to vandalism or attempted theft of personal belongings from the interior are excluded.

C. SUPPLEMENTS AND EXTRA ITEMS:

1. Extra Contractable Items:

GROUP	ARTICLE	PRICE	SPECIFICATIONS
VEHICLE CIRCULATION	Inter-island traffic	110€/contract	It allows the lessee to travel with the vehicle between the Balearic Islands, where there is a vehicle supplier's office, returning the vehicle to the same headquarters where it was collected. It does not exempt from any payment for damage caused to the vehicle and is independent of the coverage contracted. Circulation to the island of Formentera is totally prohibited.
	Crossing borders	€19.99/day (Max. 15 days)	The acquisition of this product allows you to cross ONLY AND EXCLUSIVELY to the countries included in the following list: Andorra, France, Portugal and Gibraltar. Border crossings to countries that are not on this list are not allowed. Crossing borders without the inclusion of this product will result in a penalty by the customer for 'improper or unauthorized use'. Additional penalties can be found listed in section XX,XX of these terms and conditions. It does not exempt from any payment for damage caused to the vehicle and is independent of the coverage contracted.
APPROVED CHILD RESTRAINT SEATS	Group 0+ child seat	10,95€/day	(0-13 kg; 0-15 months)
	Group 1 child seat	10,95€/day	(9-18 kg; 9 months-4 years)
	Group 1 child seat with Isofix system	12,95€/day	(9-18kg; 1-4 years)
	Group 2 child seat	10,95€/day	(15-25 kg; 4-6 years)
	Group 3 child seat	7,95€/day	(22-36 kg; 6-12 years)
CONDUCTIVE SUPPLEMENTS	Additional driver	8,95€/day	Up to 3 additional drivers can be hired per contract in addition to the main one.
	Conductor novel	7,95€/day	<25 years of age and/or <4 years of license
	Conductor junior	15,95€/day	<21 years of age and/or <2 years of license
	Conductor senior	7,95€/day	>70 years old
EXTRAS VANS	Hand Truck	9,99€/day	
SPECIAL DELIVERIES AND RETURNS	Airport Pickup	45€/service	Pre-agreed and prepaid services.
	Airport Drop-Off	45€/service	
	Tickets de parking	up to 15€	Applicable only to Airport pick-up services and independent of Airport delivery/drop-off service payment
	Transfers (drop-off/drop-off at hotel or requested)	€30 / €45 each way depending on distance	Subject to availability. Prior consultation with the delivery/return office is required

address)		
Roof racks	10,00€/day	Subject to availability. Prior consultation with the delivery office is required
Snow chains	7,95€/day	Subject to availability. Prior consultation with the delivery office is required
Express Service.	€40.00	Preferential attention at the counter, subject to availability in the office.

2. Hourly surcharges:

All pick-ups and returns are free of charge during the office's business opening hours, which may vary throughout the year and are previously communicated and displayed.

Outside these hours, the following surcharges apply, also previously agreed:

- o Night delivery of the vehicle: 55€
- o Overnight return of the vehicle: 55€

For any booking outside office hours, it is essential to provide the valid flight number and contact the branch in advance to arrange the delivery in advance.

D. MILEAGE AND OTHER CHARGES

a. Mileage Policy:

- o **Balearic Islands and Canary Islands:** unlimited.
- o **Iberian Peninsula:** including 250 km free of charge for each day of rental, with a maximum per contract of 1750km. The kilometers exceeded the maximum allowed or contracted will be charged upon return of the vehicle. 0.50€ per kilometer exceeded.

Early return of the vehicle will adjust the mileage considering the calculation of 250km*day of rental (with a maximum of 1750 kilometers per contract)

- Extended mileage package. 80€
Purchasing the Extended Mileage Package increases the daily limit up to 500km, with a contract maximum of 3500km.

b. Other charges:

GROUP	ARTICLE	PRICE	SPECIFICATIONS
CLEANINGS	Cleaning normal vehicle use	included	
	Special Cleaning	€150.00	When special cleaning is required derived from stains that cannot be washed with a normal cleaning cycle and/or may be detrimental to the immediate use of the vehicle by the next user. Smell of tobacco or the presence of ash, sand, pet hair, stains on the upholstery
	Special cleaning of child seats	€50.00	Cleaning of approved child restraint accessories

	Loss of documentation	€20.00	Loss of documentation €20.00 Due to loss of the technical sheet, registration certificate, insurance policy certificate or electric car charging card.
DAMAGE, BREAKDOWNS AND REPAIRS	Loss or breakage of safety elements	€90.00	vests, triangle...
	Loss or breakage of child seats.	Group 0+ (€180), Group 1 (€100), Group 2 (€100), Group 3 (€50)	
	Damage appraisal cost	€60.00	One-time cost
	Damage to the vehicle not covered by included or contracted coverages	Annex 4 to this text	
	Uncovered Roadside Assistance	Annex 3 to this text	Travel prices depend on the distance between the vehicle and the rental office and the type of on-site repair required
	Loss and breakage of motorcycle helmets/ Dirt	150€/100€	
	Loss or breakage of the wheelbarrow	80 €	
	Missed the luminous goal	80 €	
PENALTY AND FINE CHARGES	Abandonment of the vehicle	€180.00	It does not include the possible costs generated by the recovery.
	Misuse or Unauthorized Use.	€300.00	Driving without due diligence, drivers not authorized by contract, maritime transport of the vehicle or leaving national borders without contracting the products indicated for it.
	Fine Management Fee	50€/fine	It does not include the payment of the penalty. Vehicle provider reserves the right to pass on the payment of the fine in the event of impossibility of identification for reasons beyond the company's control.
	Return of the vehicle to the wrong place	€120.00	It does not include the possible costs generated by the recovery.

All tenants and/or additional drivers will be jointly and severally liable for all the obligations of the rental contract, as well as for drivers not authorized by contract.

Any use of the rental vehicle that interferes with the immediate subsequent use of the rental vehicle due to the conditions in which it is found upon return is subject to Special Cleaning or Misuse charges as expressed in the

table in section D of this document. This item includes, but is not limited to, items 19 and 20 of Section A of this document.

PETS

Pets are allowed to be transported inside the rental vehicle, provided that a carrier is used.

E. FUEL POLICY

- a. Full-Full Modality: Vehicles are delivered with a completely full tank free of charge and must be returned in the same condition. In case of missing fuel when returned, the amount of this will be charged to the customer, together with a management and refueling fee: €35
- b. Quick Return Modality: The vehicles are delivered with a completely full tank and the amount of this is charged to the customer at the time of formalizing the rental contract, together with the management and refueling fee 35€. Upon the return of the vehicle and once the fuel level has been checked according to the eight-eight marker, the amount corresponding to the unused fuel will be refunded. The handling and refueling fee is non-refundable.
- c. The contracting of the commercial product "Prepaid fuel" will allow the customer to prepay the amount of the tank and be able to return it completely empty without paying the Refueling Fee. The return of the vehicle with fuel will not generate any payment. The cost of the tank will be marked by the table indicated in point 6. of this same section.
- d. Any incident in the condition of the vehicle's tank upon delivery of the vehicle must be reported by the customer before leaving the facilities. No claim will be accepted subsequently.
- e. Fuel prices for each category are published and updated on **Vehicle provider s website**. They do not include the price of the refueling fee. (Average price/yearly*vehicle capacity)
- f. The fuel prices in effect at the time of pick-up of the vehicle will apply. Vehicle provider reserves the right to modify them following the fluctuations of the oil market.

ECO, ECO+, E+A, I, EXI	85€
AGAINST, MOT1, ELE1, ELEI	20€
A, AA, HYBA, A+, AA+	96€
E, EE, K, KK, F, FF, HYBF	125€
C, SS+, X, X+, D, DD, B, BB, J, JJ, N, MM	120€
G, GG	130€
Q, QQ, W	150€
H, H+, HH, HH+, Y, Y+, Z, T, RR	154€
P, P1, P2, QQ+	180€

G. DELIVERY AND RETURN

Iberian Peninsula:

Airport Offices:

Alicante Airport: Our vehicles are delivered to our office next to the airport located at Carretera CV 852 del Aeropuerto a Torrellano, 03320, Elche. Included in your reservation is a courtesy transfer service between the Airport and the vehicle provider s facilities. To get to the meeting point of the courtesy shuttle follow the instructions below on arrival, take the elevator or escalators to floor -2. Exit the terminal and go straight until the last pedestrian crossing where you will see the signs for stops 36-55. Turn right and walk to the end. You will find our courtesy bus on platforms 47-43.

Asturias Airport: Our vehicles are delivered to our office next to the airport located at N-632, Km. 109, 33459, Castrillón, Asturias. Exit the terminal and cross into the general car park via the zebra crossing on the right. Walk to the last lane of the car park where you will find the meeting point, where you will be picked up by our courtesy bus. You can notify the office of your arrival at the meeting point on +34 971 730 696.

Barcelona Airport: Our vehicles are delivered to our office next to the airport located at Plaça Pla de l'Estany, 1, 2, 08820 El Prat de Llobregat, Barcelona, Floor -1 Parking Hotel Barcelona Airport Affiliated by Meliü. Upon arrival, to take the courtesy minibus that will take you to our office and that has a frequency of 15-20min follow the instructions below:

- *Terminal 1:*

From the baggage claim point, proceed to the main hall and follow the signs for "Parking G" until you exit outside. Go down to the lower floor and walking to your left you will find the bus area, where you will find our free minibus that will take you to our facilities. You can notify the office of your arrival at the meeting point on +34 971 730 696

- *Terminal 2:*

Once your baggage has been collected, go outside and follow the signs to terminals B and C. Please note that the terminal is divided into 3 parts: A, B AND C. At the end of Terminal B, continue straight until you reach the minibus park. At the back of this car park, you will find our free minibus that will take you to our facilities. You can notify the office of your arrival at the meeting point on +34 971 730 696

Bilbao Airport: Our vehicles are delivered to our office next to the airport located at Calle Beresi 12, Derio 48160 Bizkaia. To find our courtesy

bus, you must go up to floor 3 (SALIDAS/DEPARTURES) and exit the terminal. Right in front of you will be our courtesy bus. +34 971 730 696.

Madrid Airport: Our vehicles are delivered to our office next to the airport located at Calle Lola Flores, 20, 28022, Madrid, Piso -1 Parking Hotel Madrid Airport Suites Affiliated by Meliü. Upon arrival take the courtesy minibus that will take you to our office and which has a frequency of 15-20min follow the instructions below. Do not hesitate to contact the office, as we offer service in 3 terminals of the airport. +34 918029339 / +34 608022626:

- *Terminal 1:*

Once your luggage has been collected, exit the terminal and follow the "LUGGAGE STORAGE" sign turning right and continue until you reach the "HOTEL BUS" sign which is located directly in front of the Luggage Storage office. This is the meeting point of our courtesy minibus, please contact us +34 918029339/+34 608022626.

- *Terminal 2:*

Once you have collected your luggage, follow the "BUS CONNECTING" sign on the left until you locate the "P. EXPRESS" sign. Follow it until you exit the terminal. Once outside, cross the street, and on the right-hand side you will find the signs for Bus Stop EMT Hotels – Agencies. This is the meeting point of our courtesy minibus, please contact us +34 918029339/+34 608022626.

- *Terminal 4:*

Once you have collected your luggage, follow the "BUS&FLY" sign on your left. Follow it until you exit the terminal. Once outside the terminal, cross the street and follow the signs for "BUS HOTEL" on the left. This is the meeting point of our courtesy minibus, please contact us +34 918029339/+34 608022626

Malaga Airport: Our vehicles are delivered to our office next to the airport located at Avenida del Comandante Garcva Morato 24 – 26 29004

Malaga. When exiting the arrivals terminal, cross the main street following the signs for "Train". Leaving the train terminal on your right, you will find a space reserved for courtesy buses, where you will find our Shuttle service to the office. +34 971 730 696

Santander Airport: Our vehicles are delivered to our office next to the airport located at Calle Eugenio Lopez Doriga 15, 39600 Maliapo, Cantabria. To find our courtesy bus, exit the terminal at any of the main exits on the left and you will find our minibus in the pick-up lane in front of the terminal. You can contact us at +34 971 730 696.

Santiago de Compostela Airport: Our vehicles are delivered to our office next to the airport located at Calle Noval 37 15890 Lavacolla, Santiago de Compostela. Once on floor 0 "Arrivals", pass the baggage claim area and go up by elevator to floor 1 "Boarding and departure of vehicles". On departure, please contact us on +34 971 730 696.

Valencia Airport: Our vehicles are delivered to our office next to the airport C/Requena 6, 46940, Manises, Valencia Our courtesy bus will pick up customers at the Meeting Point in Parking P6. When exiting the terminal, follow the sidewalk of the terminal on the left for 150 meters. You will find signs for "P4 P6". Continue to the end of the terminal, a covered path will take you to Car Park P6 where you will find our courtesy bus. +34 971 730 696

Vigo Airport: Our vehicles are delivered to our office next to the airport located at Camipo Pipeiro Manso, 36318 Peinador, Pontevedra. Included in your booking is a complimentary shuttle service between the airport and the vehicle provider s facilities. To get to the meeting point of the courtesy shuttle, follow the instructions below: Once you have collected your luggage, access the airport hall. In front you will find the exit door. Step outside and head to the center lane, where our courtesy minibus will pick you up.

City and Train Station Offices:

Alicante Terminal Train Station: Our vehicles are delivered to our office next to the train station located at Calle Carlet 3, 03007 Alicante within the APK2 car park

Barcelona Sants Train Station: Our vehicles are delivered to our office next to the train station located at Calle Numancia 44, bajo, 08029, Barcelona.

Madrid Atocha Train Station: Our vehicles are delivered to our office next to the train station located at Calle Cenicero 13, 28012, Madrid floor -3 within the HOMEY ATOCHA Car Park.

Madrid Chamartvn Train Station: Our vehicles are delivered to our office next to the train station located on Calle de Jose Vasconcelos 27, 28046 Madrid, Floor -1 Parking Centro Norte.

Madrid Getafe: Our vehicles are delivered to our office at Avenida Ada Lovelace 23, Hotel Ramada by Wyndham, 28906 Polgono de Getafe.

Malaga Maria Zambrano Train Station: Our vehicles are delivered to our office next to the train station located at Calle Hroe de Sostoa 21, 29003 Malaga.

Sevilla Santa Justa Train Station: Our vehicles are delivered to our office next to the train station located at Avenida de Kansas City 5, 41018 Seville.

Valencia Sorolla Train Station: Our vehicles are delivered to our office next to the train station located at Calle Maestro Sosa 39, bajo, 46007, Valencia.

Zaragoza Delicias Train Station: Our vehicles are delivered to our office next to the train station located at Calle Miguel Roca i Junyent - 7, 50011, Zaragoza inside the bus station.

Madrid Getafe: Our vehicles are delivered to our office located at Avenida Ada Lovelace 23, Hotel Ramada by Wyndham, 28906 Getafe.

Madrid Getafe Train Station: Our vehicles are available for pick-up at our office located at Avenida Ada Lovelace 23, 28906 Getafe Industrial Park (Hotel Ramada by Wyndham), just 5 minutes from the train station. Upon arrival, proceed to the main exit and request complimentary transfer service by calling +34 676 614 759 or +34 971 730 696. Our shuttle will pick you up directly outside the station

Gandva: Our vehicles are delivered to our office located at Gran Vva del Castell de Bairin, 42, 46701 Gandva, Valencia.

Castellon: Our vehicles are delivered to our office located at Av. Europa 230 corner C/ Francia 12006 Castellon.

Castello Train Station: Our vehicles are available for pick-up at our office located at Av. Europa 230 corner C/ Francia 12006 Castellon, just 5 minutes from the train station. Upon arrival, please proceed to the main exit and request our complimentary transfer service by calling +34699 671 967 or +34 971 730 696. Our shuttle will pick you up directly outside the station.

Balearic Islands:

Airport Offices:

Mallorca Airport: Our vehicles are delivered to our office adjacent to the airport, located at Polvono Son Oms, C/ Can Rius, 5, Palma. To find our courtesy bus, you must exit the arrivals terminal between gates B and C. Then, walk along the mechanical belts in the direction of the parking building. Once you have crossed the pedestrian crossing (the first regulated by a traffic light), turn left and walk along the pavement for 50 meters to the next zebra crossing, where a black pedestrian path begins with the sign "Other VTCs". Follow this corridor, enter the car park building and continue until you find a red door with the sign "Subscribers G". Go through it and, just opposite, you will find the meeting point with our courtesy service. Contact telephone number: +34 971 730 696.

Ibiza Airport: Our vehicles are delivered to our office next to the airport located at Carrer Sant Jordi 30, Polvono Industrial Can Frigoles, 07817 Sant Jordi, Ibiza. Our courtesy bus will pick up customers at the Parking P3 meeting point. As you exit the terminal, follow the sidewalk to the left without crossing the street until you reach the designated parking lot P3, Plaza 52, where our courtesy bus will be waiting for you. +34 971 730 696

Menorca Airport: Our vehicles are delivered to our office next to the airport located at Carrer de s'Espero, 23, Poima, Mahon. Our courtesy bus will pick up customers at the Meeting Point in the car park. As you exit the terminal, cross into car park P1, turn left following the signs on the roof that will take you to the "Meeting Point" where you will find our courtesy bus. +34 971 730 696

Coastal and beach offices:

Playa de Palma: Our vehicles are delivered to our office located at Carrer Marbella, 43 Palma

Magaluf: Our vehicles are delivered to our office located at C/Blanc, 3 in Magaluf (Calvia).

Cala Mandva: Our vehicles are delivered to our office located at Carrer Son Moro, 57 bajo (Cala Mandia).

Cala Millor: Our vehicles are delivered to our office located at Avinguda del Bon Temps, 5. (Cala Millor).

Cala Rajada: Our vehicles are delivered to our office located at Carrer Elionor Severa, 9 (Cala Rajada).

Alcudia Arta: Our vehicles will be delivered to our office at Carretera de Artü 56, Puerto de Alcudia (Alcudia).

Alcudia Pere Mas i Reus: Our vehicles are delivered to our office at Calle Pere Mas i Reus 2, 07400 Alcudia

Alcudia Playa de Muro: Our vehicles are delivered to our office at Carretera d'Arta 113, 07400 Alcudia

Can Picafort: Our vehicles are delivered to our office at Paseo Colon 149, 07458 Can Picafort

Canary Islands:

Airport Offices:

Gran Canaria Airport: Our vehicles are delivered to our office next to the Airport, located at Calle Practicante Casto Moros, S/N, 35219 Ojos de Garza, Las Palmas de Gran Canaria. To find our courtesy minibus:

1. Go up to the First Floor (Top Floor, Exits).
2. Exit the Terminal through Gate 2.
3. Cross the street to the public car park and turn right.
4. Locate the "Meeting Point" sign 25 meters away. Here you will find our courtesy minibus.

For more information: +34 971 730 696.

Tenerife North Airport: Our vehicles are delivered to our office next to the airport located at Camino El Yugo, Nave 3C, 38206 La Laguna, Santa Cruz de Tenerife. To find our courtesy minibus, go up to the top floor (Departures) and exit the terminal through the door on the right-hand side with directions to the P4 Long Stay Car Park. Go down the stairs/ramp and follow the covered path to the P4 long-term car park. Our courtesy minibus will be waiting for you here. You can contact us at +34 971 730 696.

Tenerife South Airport: Our vehicles are delivered to our office located at Pasaje Atogo 3, 38611 Granadilla, next to the airport. To find our courtesy minibus: Exit the terminal and turn left. Walk approximately 100 meters in the direction of the Departures area at the end of the terminal. Our shuttle bus will be waiting for you between bus platforms E4 and E7. You can contact us on +34 639 207 208.

In all our offices, the customer can go directly to our facilities at the time scheduled in their reservation, where the contract will be formalized

and their vehicle will be delivered. **At the airport offices to pick up the vehicle it is not necessary to wait for the minibus at the airport, the Customers can go directly to the office at the time of booking where the delivery of the vehicle will be managed and the contracting process will be finalized.**

- If you have any questions about our location or opening hours, you can contact +34 971 730 696.
- The vehicle must be returned after the end of the rental period at the same premises as indicated in the contract.

CAR TYPE CHANGES

The company reserves the right, subject to availability, to provide a different type of car from that of the original reservation with a corresponding, or larger category.

DELIVERY AND RECEIPT

Renter received Vehicle, which he examined and found to his complete satisfaction, in perfect condition & appropriate to the purpose he rents it. Renter must return Vehicle and all documents, tools & accessories that accompany it to the Lessor in the same condition he received it at the location and on the date designated in this agreement. Otherwise, and upon expiration of the Rental period. The renter will be obliged to pay to the Lessor the normal rental charge plus expenses for any loss or damage. The Lessor reserves the right to gain repossession and use of vehicle at any time without notice and without Renter's consent, but at Renter's expense from wherever and by any means if at the discretion of the Lessor there is danger or damage or loss of Vehicle as well as risk of not receiving the rental charge or any other due compensation. The Lessor has the right beside the above-

mentioned case to gain repossession and use of Vehicle if it has been used in violation of this agreement or of designated Rental period.

PICK UP OF THE VEHICLE

H-LEAD's car rental provider will provide the User with the General and Particular Conditions of the hire prior to signing the Contract, providing the necessary clarification for full understanding, informing the User in advance of the activation of the security deposit for damage to the vehicle, the proof and the value of the damage. Delivery of the Vehicle to the User will take place on the date, time and place indicated in the Particular Conditions of the Contract. The delivery of the Vehicle is preceded by a check by car rental company and the User, as a result of which a 'Vehicle Check Sheet' is drawn up, which forms an integral part of the Contract, describing the state of repair of the Vehicle and indicating any defects and/or damage, and is validated by both by signing it. The Vehicle is delivered by the car rental company with FUEL POLICY LIKE FOR LIKE. If the User wishes to extend the rental period, they must first contact the car rental company to sign a new contract or renew the current one, subject to approval. The car rental company guarantees the provision of an equivalent service or the availability of a superior vehicle in the event of the unavailability of the vehicle previously hired or booked, or in the event of a breakdown, at no additional cost to the User. In the case of a request made by an Insurance Company, car rental company will fulfil the type of Vehicle corresponding to the request made and will abstain from any responsibility for it.

CONDITIONS FOR RETURNING THE VEHICLE

Vehicles must be returned to the same office at the previously agreed time. For "airport" type offices, our courtesy minibus will transfer customers to the nearest airport. For your peace of mind and in case of possible unforeseen events, we recommend being in our office 3 hours before the departure of the flight. A valid return flight number will be required at the time of conclusion of the contract. We reserve the right to request the boarding pass and reject those reservations that do not comply with this point. The User undertakes to return the Vehicle, on the date, time and place indicated in the Particular Conditions of the Contract, in the condition in which it was delivered to him/her, as set out in the 'Vehicle Control Sheet'. If the Vehicle is not returned in the same condition in which it was delivered, the User will be responsible for paying the full amount of the damage incurred during the term of the Contract. If the Vehicle is delivered on the date, but after the time indicated for delivery, the User will be charged the amount corresponding to an additional day's hire (24 hours). The User undertakes to return the Vehicle filled with fuel. On the date the Vehicle is returned, car rental company will provide the User with a signed document stating that the Vehicle has been delivered by the User and accepted by the car rental company. In the event of early return of the Vehicle, the car rental company is not obliged to refund the User the remaining amount of the rental. The car rental company is not liable to the User or any passenger for the loss of or damage to objects left in the Vehicle, either during or after the hire period.

CONDITIONS OF THE USE OF THE VEHICLE

The Vehicle is intended to be used exclusively by the User indicated in the Particular Conditions. The User undertakes to use the Vehicle with zeal and care, keeping it safe and in perfect condition, and may not use the Vehicle: a) To transport passengers for a fee; b) To transport goods, in violation of the law; c) For sporting events or training, whether official or not; d) By anyone under the influence of alcohol, drugs or any other substance that directly or indirectly reduces their perception and ability to react; e) By drivers not identified in the Particular Conditions of the Contract; f) Outside national territory, without express authorization from the car rental company for this purpose. In the event of an accident in which it is found that the Vehicle was being driven in any of these circumstances, the User will be liable for payment of all expenses incurred in repairing the Vehicle and other damage caused, as well as payment of compensation corresponding to the time the damaged Vehicle was paralyzed. During the rental period, the User is solely responsible for the cost of refueling or topping up. If the User refuels the Vehicle with fuel other than that used by the Vehicle, the User will be responsible for the costs arising from the full replacement of the fuel, as well as for all costs arising from the change of fuel. Tampering with and/or adulterating the odometer or any other devices, accessories or equipment installed in the Vehicle, as well as

altering its characteristics, is expressly prohibited. Without prejudice to the initiation of the appropriate legal proceedings, administrative offences or any other proceedings applicable to the case, violation of the provisions of the preceding paragraphs obliges the User to compensate car rental company for the damage caused. The User is responsible for the payment of any fines, penalties and/or sanctions set by the competent authorities following administrative offence or other proceedings. If the customer arrives before the time indicated in their booking or their booking is confirmed without a flight number, they must request the transfer service by phone: +34 971 730 696. For bookings with a valid flight number, the courtesy minibus will wait up to 1 hour after the closing time of the office if it occurs after hours, being the responsibility of the customer to notify in case of alteration in arrival and paying the corresponding amount for delivery after hours, specified in section C.2. on hourly surcharges. Bookings with a valid flight number that land later than 1 hour from the closing of the office will be kept until the next day for delivery during opening hours.

General Protections/Waivers conditions

Damage to tires, tire rims, all glasses, clutch, vehicle interior, flat tires, vehicle underside are not included. Engine damage and oil /gasoline pump damage due to incorrect fueling are not covered by the insurance. damage to the clutch kit, (manual or automatic), damages on the gear box etc are not covered by the insurance. The company reserves the right to invalidate the acquired Protection coverage if:

- Gross negligence or driving without due care on behalf of the customer is determined.
- If the customer drives the vehicle off road.
- Neglect to gather pertinent evidence of damage, such as photographs, statements, third-party information pertaining to witness statements, police reports, and any other supporting documentation.
- The customer is found to be driving under the influence of drugs, alcohol or any other controlled substance.
- The vehicle is found to have been driven by an unauthorized person.
- Accident caused by the driver that can be avoided will be classed as driver negligence. Accidents or damage caused by actions deemed negligence may result in full liability and all associated costs to the negligent party (the driver).
- If the car's bodywork gets damaged, you're covered by the Collision Damage Waiver (Terms apply). This means that the amount you'll pay for repairs most is the excess damage. (Terms apply)

Grace Period

The rental day is calculated as 24 hours and 30 minutes. In case the rental exceeds this period, an additional rental day will be charged.

Early/Late Return Charge

All customers must inform H - LEAD about a possible extension of the rental within the opening hours of the stores, to avoid the imposition of the Late Return Charge. In the event of delay in the return of the vehicle or abandonment of the vehicle, the amount corresponding to the extended period will be charged according to the specific rate published, plus a surcharge of €40 per day until the vehicle is recovered by the company, as well as the amount corresponding to the possible damage caused and the expenses caused by the recovery. Early return of the vehicle will not result in any refund.

EXTENSION OF RENTAL PERIOD If Renter wishes to prolong the rental period of Vehicle, he must notify the Lessor in writing at least twenty-four (24) hours before the end of the period to receive the respective written approval. If

he fails to do so he will have both civil and penal liability for illegal use and possession of Vehicle. In case of extension of rental Renter shall be bound by the terms and conditions of both initial agreement and the rental extension agreement, whether concerning the Vehicle or any replacements thereof.

Complaints and procedures

In any case, where there are complaints from a client or its cooperating offices (AGENCY) abroad, it should be notified on the rental desk and send by email to our customer care department at customercare@h-lead.gr and the vehicle provider should provide the proper solution to the client. No refunds claims will be accepted or considered as valid if the complaint is not acknowledged by the vehicle provider and the customer care department within the rental days agreement and upon pick up- during-drop off period. All added values, extras, insurance etc. are optional and non-refundable once the clients agree to pay for the additional services by signing the agreement. In any case of overbooking, the vehicle provider must protect both the end customer and the interests of the agency by providing the customer with a car of the same category or higher. If the reservation is not serviced as initially confirmed, the vehicle provider is charged with the extra cost of charge. If the car is downgraded the vehicle provider should compensate the client or cover the extra cost in case the client refuses to accept it. It is expressly agreed that the Licensor bears no responsibility for any breach of the terms of the lease agreement signed between the customer-lessee and the vehicle provider, which binds only the customer-lessee and the lessor of the car, as well as for any violation of legal provisions by the customer-lessee and the Franchisee during the use of the leased car and for material damage or bodily injury caused to third parties due to a harmful incident involving the rented car. If the vehicle provider delivers the leased vehicle to Licensor's customer without having the documents required by law, Licensor shall have no legal liability to vehicle provider, the customer and any third party harmed using the leased vehicle. Furthermore, Licensor shall not be liable for any fines or administrative penalties imposed by the competent governmental authority on the Franchisee due to the lack of the aforementioned documents or the existence of any informality in them.

It is expressly agreed and clarified at this point that the Licensor mediates only for the preparation of car leases between the customer and the Franchisee and its liability is limited exclusively to the payment of the rent, in those cases where the Licensor has received it directly from the customer through the procedure, and under the terms and conditions referred to in the provisions of the articles of this contract.

ACCIDENTS

All insurance covers car bodily damage and not mechanical parts, meaning if the driver causes damage due to a severe collision to mechanical parts, they are responsible for the damage themselves, or the at-fault party (third party) based on the insurance coverage. In case of any accident or any other incident (fire, theft, etc), Renter or the additional driver(s) are obliged to immediately do the following: a. Not acknowledging liability or guilt and claims of third parties in any way, direct or indirect. b. Note the names and the addresses of eyewitnesses and the name & the address of the driver & the data of the vehicle, with which Vehicle may have collided. c. Notify the Police to investigate the liability of the third party and provide care for any injurers. d. Contact the Lessor immediately by phone or other means. e. Obtain all relevant information from any third party. f. Photograph the location of the accident & the vehicles participating in the accident, if possible. The renter must complete and sign an accident/theft report latest within twenty-four (24) hours at the nearest Lessor's branch and send any relevant documents or information to the Lessor. In case of theft or loss of Vehicle Renter must report the incident in writing at the nearest police department within twenty-four (24) hours.

In case of car damages the vehicle provider will calculate the repair costs and provide you the car damage report with the final invoice to be paid. It is under the renter's responsibility to take pictures of the car damage before and after the car rental.

The vehicle provider may refuse to replace a car if the car crashes due to renter's responsibility, if there is no availability and/or for security reasons.

DAMAGE, PARTS AND BREAKDOWNS RATES: **TOWING RATES:**

Assistance requested in the territory of Spain:

km	0-25	26-50	51-100	101-150	151-200	>200
Imported diurno	96,00 €	132,00 €	216,00 €	288,00 €	444,00 €	80€ departure + 1,50€/km
Nightly amount	114,00 €	150,00 €	234,00 €	312,00 €	474,00 €	120€ departure + 2€/km
On-site repair	150€+ km according to board					
Taxi	Low budget					
Phone support	30 €					

Assistance requested in the territory of Portugal, Andorra, France or Gibraltar:

km	0-25	26-50	51-100	101-150	151-200	>200
Imported diurno	198,00 €	254,00 €	366,00 €	477,00 €	€588.00	142€ departure + 3,00€/km
Nightly amount	€248.00	€326.00	€482.00	€638.00	€794.00	170€ departure + 3,80€/km
On-site repair	150€+ km according to board					
Taxi	Low budget					
Phone support	30 €					

ANNEX 4 CONNECTED VEHICLES

1) If you have rented a vehicle with a built-in connection device or "connected vehicle", this addendum forms part of your rental agreement and integrates the general terms and conditions. The voluntary rental of a connected vehicle implies the acceptance of both the connection and the transmission, use and processing of personal data, so we recommend that you carefully read its content as it is of interest to you.

Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016, (General Data Protection Regulation, GDPR) and Organic Law 3/2018, of 5 December, on the Protection of Personal Data and Guarantee of Digital Rights (LOPDGDD), establish the legal framework of reference that develops the fundamental right to the protection of personal data. As a lessee of a connected vehicle, we provide you with this Addendum in order to inform you of the specific impact on the protection of your personal data, considering that Article 8(1) of the Charter of Fundamental Rights of the European Union and Article 16(1) of the Treaty on the Functioning of the European Union establish that everyone has the right to the protection of data of personnel that concern him.

2) The vehicle rented from local provider is enhanced with a device attached to the battery, with a tab for each terminal, making it a connected vehicle to offer a higher quality and safer service for the customer. The device and the associated technology collect information on both technical aspects and geolocation that will be used and processed by Click & Rent for the exclusive purpose of executing this contract, both by itself and transferred to third parties for the same purpose, such as the vehicle manufacturer, service providers such as towing trucks, insurance companies and others. the public administration and the State Security Forces and Corps. The incorporation of a connection device is motivated by taking advantage of the advantages that the new technology brings to the market and has the sole purpose of offering a better-quality service to the customer, safer, simpler and more comfortable for the user.

3) DEFINITION OF CONNECTED VEHICLE: A connected vehicle is a standard vehicle on the market to which Click & Rent has attached a connection

device attached to the battery that will allow Click & Rent to remain telematically always connected to it and have its location in real time, record information on the accelerometer, geolocation and G-force of the vehicle, and make reports on speeding, damage and accident reports, refueling and inventory.

4) While you are using our connected vehicle as a renter, we will process and use the data obtained as your Customer Personal Data, in full compliance with current legislation and in accordance with the conditions set out herein. You should be aware that some data may be collected even if the vehicle is turned off.

5) DESCRIPTIVE TABLE OF DATA/TECHNOLOGY AND PURPOSE.

Device	Technology	Purpose
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<p>Quelink device GB100MG attached to the vehicle's battery</p>	<p>GPS geolocation system and 3-axis accelerometer sensor</p>	<ul style="list-style-type: none"> - Maintain vehicle safety conditions. - Provide a higher quality of service by autonomously adjusting mileage and fuel reader to detail. - Record vehicle performance. - Record damage and accidents that occurred to the vehicle. - Registering unauthorized manipulation of the vehicle. - Registering unauthorized uses, such as boarding the vehicle, leaving the permitted territory, use on unpaved roads. - Log unauthorized disconnections from the locator device - Record high mileage excesses.
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6) The data collected will be used during the time of execution of the contract and will then be kept for processing for the time necessary to achieve the purpose sought with each of them. However, once the contract has been terminated and those that have been necessary have been used, all the data collected will remain on standby during the limitation periods associated with each of the possible problems (civil, criminal, administrative or any other legal regime), unless they have been transferred due to the filing of any claim, legal action or claim both ex officio and at the request of a party.

7) You are absolutely prohibited from using, using, collecting or consulting any data that a previous customer has collected in the vehicle.

OUT-OF-BORDER RENTAL & TRANSPORT BY FERRY

It is not allowed to take the vehicle out of the national territory under any circumstances or embark it on sea trips or ferry, unless the corresponding services have been contracted. If you wish to travel between the Balearic Islands, it will be necessary to hire the 'Inter-Island Crossing' service. Likewise, border crossing is only allowed to the following countries: Andorra, France, Portugal and Gibraltar, if the 'Border Crossing' service has been contracted, both products specified in point C.1. of this same document.

***ALL INCLUSIONS OF BOOKINGS LIKE EXTRAS, INSURANCES ETC MAY CHANGE DURING SEASON AND IN THAT CASE ALL INFORMATION WILL BE INCLUDED IN THE BOOKING VOUCHERS.**

Cancellations and no-shows' policy:

1. Cancellations with less than 24 hours' notice will result in the payment of 50% of the total value of the reservation by the client/agency, unless there is a documented justified cause.
2. After 3 hours from the scheduled delivery time in the booking without the customer having picked up their vehicle, the vehicle provider will declare the booking as a no-show and release the reserved vehicle. Cancellations received with a deadline of less than 2 hours will also be considered as a no-show.
3. Both no-shows and cancellations with less than 2 hours' notice must pay 100% of the total amount paid to cover operating costs and loss of profit.

Any extension of a current booking is subject to written confirmation of availability and price by the vehicle provider.

- o All extensions will be made with the vehicle provider Rent TGV at the time it is requested.
- o Prior request by the client is required 24 hours before the end of the contract
- o It requires the signing and payment of the new contract at the company's facilities.
- o No more than 3 extensions per rental will be allowed.

In the event of cancellation of the reservation at the request of the client, any bank charge that this operation generates will be passed on by the company.

Reservations contracted with the specification of "NON-REFUNDABLE", "NON-CANCELLABLE" may not be modified or cause a refund in case of cancellation, regardless of the time of the request. in the presence of well-founded doubts about the customer's financial capacity due to a history of non-payment or incidents related to the means of payment provided. Vehicle provider reserves the right to cancel the reservation of the vehicle or request a deposit of 4000€ in case of incidents with this or another rental company.

ALL TERMS MAY CHANGE WITHOUT PRIOR NOTICE.

The translations of these general conditions are merely informative and do not have a legally binding nature in all the detail of their wording, only their Spanish version being valid.

