

VALUERENT OF GENERAL TERMS AND CONDITIONS OF RENTAL

Valid from 20.2.2025

1. ESTABLISHMENT OF A CAR RENTAL AGREEMENT

Regardless of the method of ordering the car, the rental agreement is always concluded between the car rental company ("Rental Company") and the person who signed the rental agreement or its legal entity (hereinafter collectively referred to as the "Rentee"), whom the person who signed the rental agreement represents in the rental transaction. The Rentee must have a valid driver's license, sufficient driving skills in the circumstances, at least one year of driving experience, and the age separately required by the Rental Company in the rental agreement.

2. DELIVERY OF THE CAR TO THE RENTER

The Rental Company must deliver the car to the Renter in working order and in accordance with the law at the agreed time and place. In addition, the Rental Company must provide the Renter, upon separate request, with sufficient instruction on the use of the car. The rented car has been checked by the Rental Company or its partner before being handed over to the Renter. However, the Renter is also obliged to check the car upon receipt to verify any damage or deficiencies that may already exist in the car. Any damage or deficiencies must be reported to the Rental Company immediately.

3. USE OF THE CAR DURING THE RENTAL

The Renter is obliged to take care of the car as well as a careful person would take care of his own and to exercise special care and caution when driving. The Renter undertakes to use the car only in the usual manner intended for it. During the rental period, the Renter must ensure that the condition of the car is normally monitored, such as tire pressure and sufficient filling of oil and other fluids. When the car is parked, even for a moment, it must be locked. The Renter undertakes to drive the car himself. He may hand over the car to another person or have it transported by another person only if permission to do so is separately stated in the rental agreement. The Renter (driver) must have a valid driving license and at least one year of driving experience. In addition, he must meet the age requirements required by the Rental Company. The Renter is obliged to inform the person to whom he hands over the rental object under this agreement about the content of this agreement. Using the car for illegal purposes, towing, competitions or their training, driving lessons and driving on ice outside officially marked ice roads is prohibited. The car may not be taken outside the borders of Finland unless this has been separately agreed with the Rental Company. Smoking and transporting domestic animals in the car are prohibited. The Renter is always fully responsible for parking and parking violation fees, private parking enforcement fees, overload fees, fines, speeding and other traffic offenses or violations, toll fees and congestion charges incurred during the rental period. By signing the rental agreement, the Renter authorizes the Rental Company to provide the authorities with his personal data to determine the penalty fees stated above. The Renter pays for the fuel he uses. The fuel used in the car is stated in the rental agreement and/or the car's registration certificate. The Renter is fully responsible for any damage caused to the car by refueling or using the wrong fuel. If the Renter returns the car with an incomplete tank or, in the case of fully electric cars, with an incomplete battery, the Rental Company has the right to charge the missing fuel or charging and any refueling or charging fee at the price indicated in the rental agreement or price list.

4. RENTAL'S RESPONSIBILITY FOR THE CAR AND ITS EQUIPMENT DURING THE RENTAL PERIOD, DEDUCTIBLES

The Renter is obliged to compensate the Rental Company for any damage or loss to the car or its equipment during the rental period and to pay the rental fee for the period of downtime during the repair of the car, as per the Agreement, for a maximum period of 30 days. However, the Renter's liability is limited to the basic deductible stated in the rental agreement. The basic deductible is charged separately for each damage. The basic deductible can be reduced or, in some cases, completely eliminated by an additional fee separately agreed in the rental agreement. The Renter is obliged to compensate the Rental Company for damages in full without any excess limitation, if the damages have arisen or been caused by any of the following: overloading, smoking in the car, damage to the car's upholstery, driving with over- or under-inflated tires, loss of keys, use of the wrong fuel, snow damage when signs warn of them, driving in spaces that are too narrow for the size of the vehicle, driving on flooded roads, driving on roads or areas in poor condition, or other careless or incorrect use of the car. The Renter is obliged to compensate the Rental Company for cleaning and disinfection costs resulting from unusual soiling of the car. The Renter is fully liable for damage to the car's windshield, tires, rims and hubcaps, unless the Renter has accepted an additional payment that eliminates liability. The Renter's full liability for compensation always also applies to damage that is directly or indirectly caused by the Renter's criminal conduct, use of the car under the influence of alcohol or other intoxicants, or other intentional or grossly negligent breach of the terms of the contract. The Renter is also released from his liability to the Rental Company for the deductible if the Rental Company receives full compensation for the damage from a possible third party who caused the damage or from their insurance company.

5. PROCEDURE IN THE EVENT OF DAMAGE OR BREAKAGE TO THE CAR

The Renter must immediately notify the Rental Company of any defect or damage to the car during the rental period. The police must always be immediately notified of any crime, traffic accident, or personal injury to the car. In the event of damage, the Renter must always complete a written damage report to the Rental Company. The Renter is fully liable for any damage resulting from the failure to comply with the above-mentioned notices. The Rental Company is liable for any technical defect in the car during the rental period that is not due to the Renter's operating error and/or negligence. Provided that the error or defect is the responsibility of the Rental Company and if it is necessary to continue the trip, the Renter may, on his own initiative, have the car repaired at the Rental Company's expense for a maximum of 75 euros. A receipt for the repair work and the payment made must be submitted to the Rental Company.

6. PAYMENT OF THE RENTAL

Unless another payment method has been separately agreed, the Renter shall pay the agreed rent, including any surcharges, by bank transfer. When concluding the rental agreement, the Renter accepts the final invoice for the rental in advance without personally signing it. The rental amount, including additional services, will be invoiced as an advance payment when making the reservation. The remaining amount must be paid 7 days before the start of the rental. If the reservation is made less than 14 days before the start of the rental, the entire rental amount must be paid at the time of booking. The rental amount must always be paid in full before picking up the car. It is specifically stated that the Rental Company has the right, when there is a basis for this, to invoice the Renter specified in the rental agreement in addition to the rent specified in the agreement, additional charges for the following matters: basic deductible according to the agreement, fuel charges, rents and fees due to the extension of the rental period, car delivery and collection charges, parking fines incurred due to the use of the car during the rental period, private parking enforcement fees, violation fees, fines, tolls, congestion charges, overload charges and other similar fees, including administrative costs. If the legal entity listed as the Renter in the agreement is unwilling or unable to pay the rent, the person who signed the agreement on behalf of the said Renter is personally liable for the rent and any additional fees related to the rental in accordance with these terms and conditions. The Rental Company also has the right, whenever it deems necessary, to require the Renter to provide 2 credit cards as security for payments due to the rental.

7. RENTAL COMPANY'S LIABILITY FOR DEFECTS IN THE CAR AND DELAYS

If a technical defect or other error occurs in the car during the rental period, for which the Renter is not responsible according to the rental terms, the Renter may demand that the Rental Company correct the error or provide a price reduction corresponding to the error. If the Rental Company is unable to hand over the rental car to the Renter in accordance with the terms of the rental agreement, the Renter has the right to receive compensation for the direct reasonable costs incurred by the Renter due to the delay.

8. RETURNING THE CAR AT THE END OF THE CONTRACTUAL RENTAL PERIOD

The Renter must return the car with all its equipment to the agreed location at the end of the rental period. The rental period under the contract ends when the car with the keys has been returned to the rental company or when the rental company has received the renter's notification that the car has been returned to a location approved by the rental company. If the car has not been returned in this way and an extension of the rental period has not been provably agreed, the Rental Company may report the matter to the police. The Rental Company has the right to charge the Renter the full rent for the period of delay in returning the car, as well as compensation for the additional work caused to the Rental Company due to the delay and other related financial damages. The car is returned with fuel, a basic cleaning and emptying of the fresh and grey water tanks. Final cleaning is also available as an additional service for a fee. If the above is not done or is done incompletely, refueling will be charged at the meter price plus a service fee of 50 EUR, as well as final cleaning at the full price. The rental company is not responsible for any property left in the car at the time of return.

9. RETURNING THE CAR BEFORE THE END OF THE AGREED RENTAL PERIOD

If the renter returns the car before the end of the agreed rental period, the rent will be determined according to the rental period used and the pricing principles in accordance with the agreement. If the car has been rented under special conditions, early return of the car may result in a change in the price list type and, consequently, a change in the daily price. Early return of the car does not oblige the Rental Company to refund the prepaid rental price to the Renter.

10. TERMINATION OF THE AGREEMENT

The Rental Company has the right to terminate the agreement immediately if it becomes apparent that the Renter is in material breach of the terms of the agreement. The Renter is then obliged to immediately return the car with all its equipment to the agreed return location. Either party may terminate the agreement if the car is stolen or if the car develops a defect that prevents the use of the car for which the Rental Company is responsible and the Rental Company does not deliver a replacement car within a reasonable time after notification.

11. DISPUTES CONCERNING THE RENTAL AGREEMENT

Disputes concerning the rental agreement shall be resolved primarily through negotiation. If the dispute is brought to court, the matter shall be resolved by the district court of the place of residence of the Rental Company or, in cases of consumer disputes, by another lower court in accordance with the law.