172-176, Şos. Bucureşti - Ploieşti, District 1,
Bucharest, 013686, Romania
Phone: +40 741 188 823
Email: hello@viarentacar.ro

Terms and conditions required for renting a car

Customer obligations, stipulated in the rental agreement

- ✓ The Customer must hold a national or international driving license, valid for at least 1 year and present a valid Identity Document or Passport issued in his/her name.
- ✓ In order to rent and drive a car under standard conditions, the minimum mandatory age is 25 years and maximum 65 years. Also, both the main driver and additional drivers must hold a valid driving license, with a driving experience of at least 12 months.
- ✓ VIA Rent A Car rents cars to people under 25 years of age (minimum 19 years) under the following conditions:
  - Customers and additional drivers whose age is between 19 and 25 years will pay a "Young Driver" fee of 4 euros/day and maximum 40 euros per rental.
- ✓ Additional driver
  - You can opt for an additional driver who must meet the same conditions as the main Customer and for whom an additional fee of 20 eur/per rental will be charged.

Payment and car reservation

- ✓ Rates are set and expressed in eur/day and

INCLUDE:
VAT, RCA insurance (Motor third party liability insurance), Rovinieta, Vehicle inspection and maintenance, tires depending on seasonality, technical support.

DOES NOT INCLUDE:

- ✓ **Insurance** for the driver, passengers and their belongings.
- ✓ **Guarantee**: if the Customer opts for “without insurance”, it is constituted as an insurance deductible for situations in which insured risks occur due to the Customer’s fault. The Customer is responsible and must pay all damages, costs and/or losses if the driver is under the influence of alcohol or drugs, and if any of the conditions of the Rental Agreement have not been respected, as well as if he does not present the necessary documents issued by the Police (in case of theft, accident or any other incident).
- ✓ **Fuel**. We advise you to return the rented vehicle with a full fuel tank and to keep the receipt from the last refueling. A fee will be applied for refilling the fuel tank if you have used and not replaced the amount of fuel provided at the beginning of the rental agreement. The payment amount will be calculated according to the price mentioned in the car rental contract.
- ✓ **Fees:** Local bridge tolls, parking fees or other fees requested by local authorities.

Full payment can be made in advance, by bank transfer and through the website www.viarentacar.ro or at the time of signing the Rental Agreement by credit/debit cards (VISA, MASTERCARD) or cash, in lei (for Romania), calculated at the BNR exchange rate on the day of payment.

172-176, Şos. Bucureşti - Ploieşti, District 1,
Bucharest, 013686, Romania
Phone: +40 741 188 823
Email: hello@viarentacar.ro

All cancellations of reservations paid in advance by bank transfer will be announced in writing to the e-mail address: hello@viarentacar.ro

Limitation

- ✓ The Customer assumes full liability (financial, civil and criminal) for failure to comply with the conditions stipulated in the Rental Agreement.
- ✓ The Customer undertakes to drive the Vehicle in compliance with all legal provisions regarding the driving of a vehicle on public roads and accepts that the Vehicle will not be used:
  - in contravention of traffic, customs, legal rules, etc.;
  - for the transport of passengers or any kind of cargo for remuneration or to push or tow any other vehicle, trailer or other object;
  - while the driver of the Vehicle is under the influence of alcohol, drugs or any other prohibited substances;
  - in any kind of race, test, competition, off-road, as a school car or for hunting activities or in any illegal activity;
  - on roads marked as closed to public traffic, loaded above the maximum permissible load or above the maximum number of passengers specified in the car's registration document;
  - in any kind of illegal activity;
  - in flooded areas or when crossing watercourses;
  - otherwise than according to the instructions and recommendations of the Car manufacturer that the customer receives upon delivery.
- ✓ The Car may only be driven by the signatory of the Rental Agreement or only by a person specified in the Rental Agreement and authorized by VIA Rent A Car.
- ✓ In the event of a breakdown, the car must be repaired by an authorized service designated by the Owner, only with the knowledge, consent and based on the instructions of the Owner.
- ✓ The Customer may not under any circumstances sell, rent or pledge the Vehicle.

Mileage limits

- ✓ **For Reservations with:**
  - The minimum car rental period is 1 day with a limit of 50 km/day.
  - For 2-day rental periods the km limit is 125 km/rental.
  - For 3-day rental periods the km limit is 350 km/rental,
  - For rental periods between 4 - 14 days the km limit is 2,500 km/rental
  - For rental periods between 15 - 30 days, the limit is 3,000 km/rental.
- ✓ Exceeding the km limit established by the rental contract will be charged an additional 0.1 eur + VAT for each additional km traveled.

Roadside assistance

172-176, Şos. Bucureşti - Ploieşti, District 1,
Bucharest, 013686, Romania
Phone: +40 741 188 823
Email: hello@viarentacar.ro

VIA Rent A Car offers you 24/7 ROADSIDE ASSISTANCE.

Border crossing

Travel outside Romania's borders is not permitted with vehicles from the VIA Rent A Car fleet

Additional insurance and warranty

✓ Insurance packages:

1. **"Plus Insurance"**
   - can be purchased at the rate mentioned in the reservation and in the contract and represents an optional commitment of the Customer
   - reduces his/her financial responsibility to 0 in case of damage due to his/her own fault or the fault of an unknown author, provided that he/she complies with the procedure in case of damage/damage
   - benefits from a replacement car within a maximum of 24 hours, provided that he/she complies with the procedure in case of damage/damage
   - benefits from roadside assistance, provided that he/she complies with the procedure in case of damage/damage
   - reduces the value of his/her guarantee to the value of 150/200 eur.

2. **"No Insurance"**
   - financial responsibility varies between 350 eur and 800 eur, depending on the car model.
   - an additional cost is charged for a replacement car within a maximum of 48 hours, and the procedure in case of breakdown/damage must be followed
   - an additional cost is charged for roadside assistance, and the procedure in case of breakdown/damage must be followed
   - the obligation for payment for the guarantee to be made with a credit/debit card, also valid in the customer's name.

EXTRA Insurance for customers who opt for "No Insurance":

Extended Roadside Assistance
Protection – by paying for the insurance - Extended Roadside Assistance, you are exempt from paying the costs for the technical assistance provided to the car 24/24, in case of immobilization of the car related to:

- loss of the car key;
- locking the car with the key inside;
- battery discharge as a result of negligence in use;
- incorrect fuel supply;
- tire destruction.

If this additional insurance has not been purchased, and one of the immobilizations presented above occurs, the customer will pay the full amount for the Roadside Assistance.

172-176, Şos. Bucureşti - Ploieşti, District 1,
Bucharest, 013686, Romania
Phone: +40 741 188 823
Email: hello@viarentacar.ro

Exclusions - Extended Roadside Assistance does not reduce your financial liability for the consequences of the car being immobilised, for repair costs, for the replacement of parts, for damage and/or theft of the car, for which you are responsible in any case. Extended Roadside Insurance is valid exclusively on the territory of Romania. It does not apply if the car is immobilised outside public roads.

Rear Window Insurance
Zero liability for damage to the rear window of your car
Protection - by accepting the Rear Window Insurance service, you are exempt from financial liability in case of damage to the rear window of your car (scratches, chips, breakage).
Exclusions - the Rear Window Insurance service does not reduce your financial liability for other damage caused to the car (especially the panoramic roof and rear-view mirrors) or theft of the car, for which you are responsible in any case.

Windshield Insurance
Zero liability for damage to the windscreen of your car
Protection - by accepting the Windshield Insurance service, you are exempt from financial liability in case of damage to the windscreen of your car (scratches, chips, breakage).
Exclusions - the Windshield Insurance service does not reduce your financial liability for other damage caused to the car (in particular the panoramic roof and rear-view mirrors) or theft of the car, for which you are responsible in any case.

Tire Insurance
Zero liability for damage to car tires
Protection - by accepting the Tire Insurance service, you are exempt from financial liability in case of damage to car tires (flat tire, cut tire).
Exclusions - the Tire Insurance service does not reduce your financial liability for other damage caused to the car (metal or alloy rims hit or scratched) or car theft, for which you are responsible in any case.

Upholstery Insurance
Zero liability for damage to car upholstery
Protection - by accepting the Upholstery Insurance service, you are exempt from financial liability in case of damage caused to car upholstery (stains, excessive dirt, animal hair, tearing, cigarette burns).
Exclusions - the Upholstery Insurance service does not reduce your financial liability for other damage caused to the car (cut seat belts, stained dashboard, seat adjustment) or car theft, for which you are responsible in any case.

Bodywork Insurance
Zero liability for damage to the car body
Protection - by accepting the Bodywork Insurance service, you are exempt from financial liability in case of damage to the car body (fine scratches on the surface of any element that does not require painting).
Exclusions - the Bodywork Insurance service does not reduce your financial liability in case of other damage to the car (any other situation that requires repainting and repair) or theft of the car, for which you are responsible in any case.

Car pick-up

172-176, Şos. Bucureşti - Ploieşti, District 1,
Bucharest, 013686, Romania
Phone: +40 741 188 823
Email: hello@viarentacar.ro

The vehicle is handed over based on a Handover - Reception Report, which will record the general condition of the vehicle at the time of collection by the Customer from the car rental fleet, as well as the penalties applied to the Rent a Car deposit, if, during the rental contract, the car has suffered various damages or breakdowns that are not covered by the insurance chosen by the Customer.

Upon delivery of the vehicle, the Customer is entrusted with the identification documents of the car, namely: Car registration certificate; Compulsory liability insurance; Road tax (Rovinieta), a set of keys.

The vehicle is handed over, according to the car rental protocol, in good working order, without hidden defects that would prevent the vehicle from moving and with the tank at the level recorded in the Rent a Car contract. Any complaint related to the condition of the vehicle must be made immediately upon receipt of the vehicle, as specified in the car rental contract.

Optional features or equipment (e.g.: external luggage rack, child seat, navigation system, etc.) are provided only upon request and are subject to additional charges.

Car delivery

The customer undertakes to return the vehicle, as well as all documents (except for his own copy of the contract and invoices) and the keys, in the condition that they were handed over by the Owner at the beginning of the car rental period, **the vehicle is handed over by the customer washed**, **with the tank having the same amount of fuel, otherwise he is obliged to pay compensation to the Owner and a refueling fee of 25 euros will also be applied to which the value of the fuel calculated at 2 euros + VAT / liter is added.**

In the event of a delay, not announced by phone or e-mail, of more than 3 hours from the established time, the Owner (Rent a Car company) will file a criminal complaint against the Customer, for theft.

The return of the vehicle is made on the basis of a Handover-Receipt Report, which will record the condition of the vehicle at that time and penalties will be withheld, if applicable, from the deposit deposited at the beginning of the car rental contract.

After-hours rental

Car rental is available 24/7, with prior confirmation.

Extra-hours (between 18:00 and 09:00) or weekend: 25 eur fee for drop-off/pick-up, with the agreement of the rental company.

Rental day

172-176, Şos. Bucureşti - Ploieşti, District 1,
Bucharest, 013686, Romania
Phone: +40 741 188 823
Email: hello@viarentacar.ro

All rentals are calculated on a 24-hour basis. If the vehicle return time is at least 2 hours later than the pick-up time, an additional day of rental may be charged. In case of early return of the vehicle, the additional amount paid will not be refunded, but will be converted into a voucher for the unused day(s) of use, for a subsequent rental.

Availability

- ✓ The availability of the car is confirmed only after the timely submission of the necessary documents for the reservation according to the email received by the client once the reservation is made.
- ✓ You can check our car fleet on the website under the heading “Rental Fleet and Rates”.

Personal data protection

The Customer's personal data is processed by the Service Provider/Car Owner, as a personal data controller, with the express consent of the Customer

The provision of personal data by the Customer is voluntary, but necessary for creating a customer account, registering a reservation, using certain Electronic Services or for concluding the Car Rental Agreement

The Service Provider applies appropriate technical and organizational measures to protect the processed personal data.

In order to take steps to conclude the car rental agreement, your personal data, including, but not limited to, those on the copy of your identity card, driving license or other identification documents, as the case may be, data regarding your image will be collected and processed by VIA Rent A Car. Consequently, without having your data available. necessary personal data, the company will not be able to conclude the car rental contract or, as the case may be, will not be able to close/extend the rental contract to which you are/will be a party/whose effects are produced towards you, including but not limited to payment activity.

Any subsequent processing for statistical purposes will be done in compliance with the principle of data minimization and, to the extent possible, will exclude the processing of personal data, assuming aggregated data, which are not used in support of measures or decisions regarding a specific natural person.

Your personal data is processed by VIA Rent A Car for the following purposes:
• Provision of car rental services (quotations, offers, issuance, administration of invoices, reminders of due payments, extensions of the contractual period, instrumentation and settlement of any damages, exercise of the right of recourse and/or, as the case may be, verifications in order to prevent and identify

The processing of your personal data will be based on:
• The car rental contract, to which you are a party, which you request to conclude or, as the case may be, the legitimate interest of VIA Rent A Car to carry out customer management based on the developed portfolio;
• Your consent for the processing of sensitive data in this regard;
• Legal obligations.

172-176, Şos. Bucureşti - Ploieşti, District 1,
Bucharest, 013686, Romania
Phone: +40 741 188 823
Email: hello@viarentacar.ro

potential fraud);
• Fulfillment of legal obligations and Requirements of the Police or other State Authorities.

Your personal data may be transferred to: state authorities (including courts, tax authorities), service providers (including insurers, repair units, consultants, experts, IT service developers, Google administration services, archiving companies), intermediaries, other VIA Rent A Car collaborating companies and other recipients expressly authorized by VIA Rent A Car, in accordance with the provisions of the applicable legislation on the protection of personal data and the purposes of the processing.
Your personal data collected for the conclusion of the car rental contract will be retained in the VIA Rent A Car database, for the bidding phase, for the period of time during which the VIA Rent A Car offer is valid, to which is added 45 days and, after the conclusion of the contract, for the period during which you you are a VIA Rent A Car Customer, beneficiary, to which will be added the period of time during which the data is necessary for VIA Rent A Car to exercise the rights resulting from the rental contract(s) and to fulfill the obligations resulting from the legislation and internal regulations regarding storage.

You have the following rights resulting from the EU Regulation on the protection of personal data: right of access, right of rectification or updating, right of deletion, right of restriction, right to portability, right to obtain confirmation, right to modify or withdraw your consent, right to opposition, right to be communicated to you any rectification or deletion or restriction of processing, right to be notified in case of data security breach, right to file a complaint with the National Supervisory Authority for the Processing of Personal Data.

Please note that, if, in order to conclude a rental contract with VIA Rent A Car, you also transmit to us the personal data of another person, you must communicate this Information to that person and obtain their Agreement, where applicable.

For any requests you may have regarding the exercise of the rights mentioned above or the withdrawal of consent, as well as to ask us any other questions regarding those communicated, you can contact VIA Rent A Car at the e-mail address: hello@viarentacar.ro