



CAR SHARING SUBSCRIPTION AND RENTAL TERMS

1. DEFINITIONS
 2. SUBSCRIPTION
 3. RENTING A VEHICLE
 4. USING A VEHICLE
 5. RETURNING THE VEHICLE
 6. DAMAGE TO THE VEHICLE
 7. INSURING THE VEHICLE
 8. TERM OF THE SUBSCRIPTION
 9. COST OF THE UBEEQO CAR SHARING SERVICE
 10. PAYMENT
 11. TERMINATION OF THE SUBSCRIPTION
 12. LIABILITY
 13. PERSONAL DATA
 14. GENERAL PROVISIONS
 15. APPLICABLE LAW & JURISDICTION
 16. CUSTOMER SERVICES
- Appendix 1 STANDARD CANCELLATION FORM
- Appendix 2 FEES AND COSTS GUIDE
- Appendix 3 LIGHT DAMAGE CHARGES SCHEDULE
- Appendix 4 PRIVACY POLICY

We are Ubeeqo UK Ltd, a private limited company registered in England and Wales under company number 07789666. Our registered office is at 1 Great Central Square, Leicester LE1 4JS (“**Ubeeqo**” or ‘**we**’ or ‘**us**’).

- A. We offer self-service reservation of car sharing vehicles via the Ubeeqo Website.
- B. Reservation of car sharing Vehicles is offered to consumers (‘**individuals**’) for personal use and companies (‘**legal entity(ies)**’) for professional use (together ‘**Customer(s)**’).
- C. All Vehicles shall be rented directly from Ubeeqo.

1. DEFINITIONS

1.1 In these Rental Terms, the terms set out below will have the following meaning given to them:

Accessories	All items (some of which are optional) which may be supplied with the Vehicle, including but not limited to fuel card, mobile GPS, radio, badge reader, spare wheel and, where relevant, recharging cables (only for electric Vehicles).
Assistance	The Ubeeqo partner company which provides assistance service to Customers in the event of breakdown or accident.
Authorised Driver	You or any other person that is entitled to drive a Vehicle which you have rented in your name and on your account and for whom you accept responsibility. Such Authorised Driver is authorised by both Ubeeqo and by you. You guarantee compliance with these Rental Terms by all Authorised Drivers that you register under your Subscription.
Badge	A near field communication (NFC) enabled card that is compatible with the Ubeeqo car sharing technology which provides you with access to the Vehicle at the start of the reservation if you cannot access the Vehicle via your mobile phone. This Badge may be your company access badge or another contactless card of your choice which can be set up on request via Customer Services.
Competent Authority	This includes any or all of the following: police or other enforcement agencies or other issuing authorities where a driving offence or suspected driving offence has been committed during a rental period; and a public or private enforcement agency that is entitled to issue parking charge notices and associated fines where a purported or actual breach of a contract has arisen.
Customer, you or your	A customer of the Ubeeqo Car Sharing Service, being an individual or legal entity that has taken out a Subscription for use of the Ubeeqo Car Sharing Service.
Customer Services	Our customer services department which can be contacted as detailed in clause 16.
Departure Location	The parking area or other on street location specified for the Vehicle at the start of the rental.
Excess Amount	This is a specified sum of money that, provided you have complied with the Rental Terms and not committed a breach of any applicable laws, is the maximum amount you will be charged for damage caused to the Vehicle as a result of a collision or attempted theft during the rental period; or the loss of a Vehicle if it is written off because it is irreparable or if it is stolen and we do not get it back. The Excess Amount is a non-waivable sum that is governed by the conditions of the protection product you purchase.
Fees and Charges Guide	The list of fees and charges applicable to these Rental Terms as updated from time to time and set out at Appendix 2.

General Terms of Use	The General Terms of Use of the Ubeeqo Website which can be found at https://www.ubeeqo.com/uploads/migration%20countries%20folder/IT/terms-of-use/en/terms-of-use.pdf
Light Damage	Any damage suffered by a Vehicle which, in our reasonable opinion, is minor damage and therefore does not necessarily require immediate repair for safety or cosmetic reasons. See clause 6.6 - 6.9 for more details.
Light Damage Charges Schedule	A list of pre-agreed fixed sum charges broken down by vehicle type and the name of the Light Damage. The charges shown are an amount that genuinely seeks to estimate the sum we would have to pay our suppliers if we undertook the Light Damage repair (or to replace the Vehicle Badge, keys or Accessories) as updated from time to time and set out at Appendix 3.
Normal Wear and Tear	<p>Normal wear and tear is damage that naturally and inevitably occurs as a result of wear on or the ageing of the Vehicle. We regard the following items as Normal Wear and Tear rather than damage. These will therefore not be recorded and you will not be charged for the cost to repair them.</p> <p><i>Body & paintwork</i></p> <ul style="list-style-type: none"> • A small area of stone chipping (up to 5mm) and light surface scratching (up to 75mm) typical of everyday use is acceptable. • A small dent (up to 25mm) is acceptable: unless it has broken the paintwork or is on the swage line (side mouldings). (Size of a 10p/cent coin) <p><i>Glass & light units</i></p> <ul style="list-style-type: none"> • Small glass chips (under 25mm) are acceptable to windscreens and headlamps. <p><i>Interior & luggage area</i></p> <ul style="list-style-type: none"> • Normal interior wear through everyday use is acceptable. You will be charged for any damage including rips and tears or for anything that is broken or missing, and for the removal of any permanent stains or for smoking. <p><i>Wheels & tyres</i></p> <ul style="list-style-type: none"> • Tyres should have no obvious damage caused through kerbing or abuse. • Wheel rim and wheel trim scuffing (up to 40mm total area is acceptable) excluding main wheel body scuffing, dents or wheel distortion.
Rental Terms	These Rental Terms including all the Appendixes together with the Subscription and confirmatory email.
Return Location	The specified return location for the Vehicle at the end of the rental period which may be different to the Departure Location and could be a car park or other on street location.
Serious Damage	Any damage to the Vehicle other than Light Damage. See clause 6.14 - 6.16 for more details
Specialist Cleaning	Specialist cleaning charges will apply if a Vehicle is returned in a condition that is beyond our in-house valeting skills and we have no alternative but to incur the cost of expert third party cleaners to return it to a rentable standard

Subscription	A Subscription offer must be taken out in order to access the Ubeeqo Car Sharing Service, but the terms of such service may vary depending upon which option is accepted. Further details are set out in clause 2. Subscribe &/or Subscribing shall be similarly construed.
Subscription Activation Date	The date the Subscription starts.
Total Loss	Where we evaluate any damage caused to a Vehicle is sufficiently serious that its repair would not be possible, or our Engineer determines it would be uneconomic or impractical to repair the Vehicle. See clause 6.17 for more details.
Ubeeqo App	The Ubeeqo mobile application which can be downloaded from the usual application download providers.
Ubeeqo Car Sharing Terminal	The terminal in the Vehicle's glove compartment allowing you to (i) contact Customer Services; (ii) release the key; (iii) terminate the rental by replacing the key back in the Ubeeqo Car Sharing Terminal; or (iv) extend the reservation if the Vehicle is not already reserved by a third party.
Ubeeqo Car Sharing Service	The car sharing vehicle rental service provided by Ubeeqo and subject to these Rental Terms.
Ubeeqo Website	The website http://www.ubeeqo.com/en-gb , the website www.mobilities.com and, where applicable, the Ubeeqo App.
Valet Charge	A reasonable valet charge will be applied where the level of cleaning required to return the Vehicle to a rentable condition will take longer to complete than our standard clean.
Vehicle	A car sharing vehicle provided for rent by Ubeeqo. Details of the categories of Vehicle available will be provided when you make a reservation to rent a Vehicle.

- 1.2. These Rental Terms apply to any Customer or Authorised Driver of the Ubeeqo Car Sharing Service renting a Vehicle from Ubeeqo.
- 1.3. These Rental Terms apply in addition to the General Terms of Use governing use of the Ubeeqo Website and which can be found <https://www.ubeeqo.com/uploads/migration%20countries%20folder/IT/terms-of-use/en/terms-of-use.pdf>. In the event of a conflict between the two sets of terms, these Rental Terms shall take priority.
- 1.4. These Rental Terms may be subject to change at any time and Ubeeqo will inform you by email or by notification through the Ubeeqo App about the change and the date it will become effective. This will usually be fourteen (14) days from the date of the notification.
- 1.5. You have the right to terminate your Subscription within one (1) month of a change becoming effective and if you do terminate:
 - 1.5.1. your termination will take effect on the date Ubeeqo receives your termination letter;
 - 1.5.2. you will be reimbursed for any unused Subscription period and the money will be transferred to the same payment card registered to your account; and if you do undertake any rentals, the changes made to the Rental Terms will apply to such rentals.
- 1.6. The Rental Terms are available on the Ubeeqo Website. You should print them out, familiarise yourself with them and retain a copy together with any subsequent changes to them.
- 1.7. By Subscribing to the Ubeeqo Car Sharing Service, you acknowledge and agree that, subject to clause 1.4 above, you acknowledge and accept the current Rental Terms.

2. SUBSCRIPTION

2.1. Subscription conditions

2.1.1 **If you are an individual**, you may take out a Subscription provided you meet the following conditions:

- 2.1.1.1. you have opened a Ubeeqo account in accordance with the General Terms of Use;
- 2.1.1.2. you have successfully completed the Subscription procedure set out in clause 2.2 below;
- 2.1.1.3. you are up to date with all payments due to Ubeeqo under any previous contract (if any);
- 2.1.1.4. you ensure that all Authorised Drivers you register under your Subscription have read these Rental Terms and confirm their commitment to abide by them when using a Vehicle;
- 2.1.1.5. both you and any Authorised Driver (if applicable) have provided all documents requested by Ubeeqo including:
 - 2.1.1.5.1. a copy of the front and back of your driving licence;
 - 2.1.1.5.2. a copy of your passport/identity card;
 - 2.1.1.5.3. paper-based proof of your current address as detailed in clause 2.2.1.3 detailed below;
 - 2.1.1.5.4. a clear and unaltered 'selfie' photograph of your face; and
 - 2.1.1.5.5. any other documents requested either when your Subscription is being processed or subsequently.
- 2.1.1.6. you hold and have supplied details of a Visa, MasterCard or American Express debit or credit card registered in your name; and
- 2.1.1.7. you accept liability for any costs, charges and damage that arises not only as a result of your own actions, but also those of any Authorised Drivers and anyone you knowingly, negligently or recklessly allow to drive the Vehicle.

2.1.2. **If you are a legal entity** and you want your Authorised Drivers to be able to use the Ubeeqo Car Sharing Service for business purposes then the following conditions must be met:

- 2.1.2.1. you have a separate corporate contract in place with us;
- 2.1.2.2. you have opened a Ubeeqo account, together with sub-accounts for each person who is to become an Authorised Driver, in accordance with the General Terms of Use;
- 2.1.2.3. each Authorised Driver has acknowledged and accepted the Rental Terms and confirmed their commitment to abide by them when using a Vehicle;
- 2.1.2.4. each Authorised Driver has provided all documents requested by Ubeeqo including:
 - 2.1.2.4.1. copies of the front and back of their driving licences;
 - 2.1.2.4.2. copies of their passports/identity cards;
 - 2.1.2.4.3. paper-based proof of your current addresses detailed in clause 2.2.1.3 below;
 - 2.1.2.4.4. a clear and unaltered 'selfie' photograph of their face; and
 - 2.1.2.4.5. any other documents requested by Ubeeqo at any time;
- 2.1.2.5. you are up to date with all payments due to Ubeeqo under any previous contract;
- 2.1.2.6. you have provided us with the details of a debit or credit card or bank account in your name that you intend to be the primary means of payment for use of the Vehicles; and
- 2.1.2.7. you will pay all sums due in respect of the use of Vehicles by the Authorised Drivers.

2.2. Procedure for Subscribing to the Ubeeqo Car Sharing Service as an individual

2.2.1. *Identification*

- 2.2.1.1. You must identify yourself by entering your email address and password. If you have not yet created your Ubeeqo account, you must do so in accordance with the General Terms of Use.
- 2.2.1.2. Before we can let you drive a Vehicle, we need to:
 - 2.2.1.2.1. verify your identity and home address; and
 - 2.2.1.2.2. undertake checks for the purpose of preventing fraud and money laundering.
- 2.2.1.3. In order to check your identity and home address we use a third party authentication checking system and as a result, there are some cases where we may need you to also provide paper based proof of your identity (such as a utility bill or bank statement that shows your address) that is less than three (3) months old on the date you wish to pick up the Vehicle and a second document to prove your identity. For those based outside the UK, you may also be asked for contact details in the UK.
- 2.2.1.4. When carrying out fraud protection and money laundering checks, this may include reviewing your accident claims and motor vehicle history via a third party fraud prevention and detection database service.
- 2.2.1.5. When we and third party fraud prevention agencies process your data for these purposes, we do so on the basis that we have a legitimate interest in preventing and detecting fraud and verifying your identity before providing you with a Vehicle. If you pass this fraud prevention check *and* your identity and home address is successfully verified then we can let you drive a Vehicle. However, if you fail this fraud prevention check you won't be able to drive a Vehicle irrespective of whether your identity and home address is successfully verified.
- 2.2.1.6. Wherever you live (whether UK or non-UK), before we can hire a Vehicle to you we may have to verify that you are not recorded on a Sanctions List, being any list of designated individuals as issued and amended from time to time by: (a) the U.S. government, including OFAC's list of Specially Designated Nations and Blocked Persons and lists maintained by the U.S. Department of State; (b) the United Nations Security Council; (c) the European Union and any Member State (including the EU's consolidated list of persons subject to EU financial sanctions); and (d) the United Kingdom (including the consolidated list of financial sanctions targets issued by the UK's Office of Financial Sanctions Implementation).

2.2.2. *Choice of Subscription and payment*

- 2.2.2.1. When Subscribing simply select your choice of Subscription from the various options presented the first time you make a reservation with the Ubeeqo Car Sharing Service.
- 2.2.2.2. The price and available payment methods will be displayed before you are directed to the payment page which is hosted by a third party provider.

2.2.3. *Confirmation email*

- 2.2.3.1. You will receive confirmation of your Subscription by email together with all relevant details.
- 2.2.3.2. Ubeeqo reserves the right to refuse to complete a Subscription or to cancel it at a later date if we believe you have provided inaccurate or incomplete information; or if we have proof or a suspicion of abuse or in the event of a breach of the Rental Terms or General Terms of Use by you or an Authorised Driver.
- 2.2.3.3. Your Subscription and confirmation email are an important part of the Rental Terms. You should therefore ensure that you have received the confirmation email and contact Customer Services in the event of any difficulty or inaccurate information.

2.3. Your cancellation rights

- 2.3.1. **If you are an individual**, you have the right to cancel your Subscription at any time. You can exercise your cancellation right and notify us of your intention by completing and submitting the cancellation form (see the form at Appendix 1) or by contacting us to tell us using any of the methods below:
- 2.3.1.1. **by post to our registered office:** Ubeeqo UK Ltd, 1 Great Central Square, Leicester, LE1 4JS and marked for the attention of the Ubeeqo Customer Service Team; or
- 2.3.1.2. **by email:** customer@ubeeqo.com, and marked for the attention of the Customer Service's Team.
- 2.3.2. If you terminate your Subscription within fourteen (14) days of the Subscription Activation Date then:
- 2.3.2.1. **PROVIDED YOU HAVE NOT RENTED A VEHICLE**, we will reimburse all sums you have already paid within fourteen (14) days of the date we receive your cancellation notice. We will make the reimbursement to the same payment card registered to your Subscription unless we explicitly agree otherwise; or
- 2.3.2.2. **IF YOU HAVE BOOKED A VEHICLE TO RENT DURING THE CANCELLATION PERIOD** and your cancellation period expires during the rental period then we will not refund the rental amount and we will retain an amount in respect of the Subscription that corresponds to the Ubeeqo Car Sharing Service we have provided up until the time when you completed your cancellation notice
- Please note that if the cancellation period expires on a Saturday, Sunday, public holiday or other non-working day then the cancellation period will be extended until the next working day.
- 2.3.3. If you terminate your Subscription at any other time, your Subscription will terminate on the date specified in your notice or if a date is not given, on the date we receive your notice. If your Subscription includes a monthly fee, any fees already paid will not be refunded, but no further monthly fees will be taken after the date your Subscription is treated as terminating.
- 2.3.4. **If you are a legal entity**, you do not have any cancellation rights other than those which may be incorporated into the separate contract that subsists between us.

3. RENTING A VEHICLE

3.1. Vehicle rental conditions

All Authorised Drivers of our Vehicles must meet the following conditions:

- 3.1.1. be an individual aged at least 26 years old with full legal capacity;
- 3.1.2. **for UK driving licence holders** you must have held a full and valid driving licence for a minimum of twenty four (24) months that satisfies our endorsement restrictions at [europecar.co.uk/terms-and-conditions/specific-terms-per-country](https://www.europecar.co.uk/terms-and-conditions/specific-terms-per-country). UK driving licence holders must also provide validation of their driving record when initially completing their Subscription and periodically when requested. This will be done using the DVLA online service "Share Driving Licence" to view and create a one-time passcode. Each UK driving licence holder will be required to go to <https://www.gov.uk/view-driving-licence> where they will be asked to submit their driving licence number, National Insurance Number and home postcode. The passcode, which will be valid for a maximum period of twenty one (21) days from the point it is generated, must still be valid when it is provided.
- 3.1.3. **for non-UK driving licence holders** you must have held a full and valid driving licence for a minimum of twenty four (24) months and not have been found guilty of (i) driving under the influence of drugs or alcohol in the last five (5) years; (ii) have no material unspent convictions; or (iii) had more than two (2) at fault accidents during the previous three (3) years.
- 3.1.3.1. Licences issued overseas must be clearly identifiable as a driving licence otherwise an International Driving Permit will be required. If you need an International Driving Permit as well as

the actual licence, then both documents must show the same address in your country of residence. It is acknowledged that some countries do not issue International Driving Permits. In such circumstances, a Letter of Endorsement, issued by the relevant Consulate or Embassy, will be accepted.

- 3.1.4. You guarantee compliance with the conditions above by all Authorised Drivers, including yourself, if you are an individual reserving a Vehicle under your Subscription.
- 3.1.5. If, during the term of the Subscription, the conditions set out above are not, or are no longer, met then:
 - 3.1.5.1. you undertake to inform Customer Services as soon as possible; and
 - 3.1.5.2. the Authorised Driver will no longer be authorised to use the Ubeeqo Car Sharing Service. If you are the only Authorised Driver then the Subscription will be automatically terminated in line with clause 11.1.2 below and you will be reimbursed for the unused term of the Subscription on a pro rata basis.

3.2. Vehicle rental procedure

- 3.2.1 If you are an individual you must identify yourself by logging in to your Ubeeqo account on the Ubeeqo Website.
- 3.2.2 If you are a legal entity then the Authorised Driver must identify themselves by logging in to their Ubeeqo sub-account on the Ubeeqo Website.
- 3.2.3 You or an Authorised Driver must make a Vehicle reservation on the Ubeeqo Website by following the procedure set out below. To be valid the Vehicle reservation must specify:
 - 3.2.3.1. the dates and times of collection and return of the Vehicle;
 - 3.2.3.2. the Departure and Return Locations;
 - 3.2.3.3. the selected category of Vehicle (subject to availability); and
 - 3.2.3.4. the selected mileage package (where relevant).
- 3.2.4. After confirmation of payment for the reservation, the Authorised Driver will receive an email confirming the reservation and all details, including the category of Vehicle reserved. This information will be sent again by SMS before the start of the rental period to the registered phone number of the Authorised Driver.
- 3.2.5. Ubeeqo reserves the right to refuse a Vehicle reservation in the event of breach of any of your obligations and, more generally, if, in our absolute discretion, we believe the reservation to be unusual, risky or if there is any suspicion of misuse.
- 3.2.6. An Authorised Driver may only reserve one Vehicle within the same time slot.

3.3. Changes to or cancellation of Vehicle rental

- 3.3.1. *By you or the Authorised Driver*
 - 3.3.1.1. **Before the start of the rental period:** a Vehicle can be cancelled before a rental period is due to start via the “cancel” button on the email confirmation or Ubeeqo App.
 - 3.3.1.2. **Before the return time for the Vehicle:** amendments can be made using the “modify” button on the Ubeeqo Website, Ubeeqo App or Ubeeqo Car Sharing Terminal.
 - 3.3.1.3. **Late return with no notification:** if you or the Authorised Driver do not agree an amendment to a Vehicle reservation yet do not return the Vehicle to the Return Location and/or at the time agreed, you will be considered to have returned the Vehicle late.

The costs associated with the above changes vary, so please see the Fees and Costs Guide at Appendix 2 for more information.

3.3.2. *By Ubeeqo*

If, after confirmation of your reservation, the reserved Vehicle is not available then, as soon as is reasonably practicable, we will endeavour to supply:

3.3.2.1. a similar or higher category of Vehicle at no extra charge; or

3.3.2.2. a lower category of Vehicle together with a discount on your rental.

If, despite our reasonable endeavours, we are unable to supply a suitable alternative Vehicle within one (1) hour of your confirmed departure time, you will be reimbursed with the cost of your reservation.

4. USING A VEHICLE

4.1. Access to the Vehicle

4.1.1 Once the reservation is validated and confirmed by Ubeeqo, the Authorised Driver may, on the agreed date and time and in the Departure Location, open the Vehicle. If there are any special access rules such as business hours or access controls at the Departure Location the information will be detailed on the Ubeeqo Website and Ubeeqo App. Instructions for the specific Vehicle will be available in the Ubeeqo App and in the relevant confirmation email. One or more of the following options will be available:

4.1.1.1 presenting a Badge to the Vehicle's badge reader;

4.1.1.2. clicking the "Activate my reservation" icon, either via the mobile version of the Ubeeqo Website or using the Ubeeqo App;

4.1.1.3. following the instructions of the interactive voice server which can be contacted via Customer Services (see clause 16 for contact details).

Once the Vehicle is opened, the Authorised Driver may then obtain the Vehicle key by following the instructions on the Ubeeqo Car Sharing Terminal. The Ubeeqo Car Sharing Terminal will require some questions to be answered by pressing yes/no answers on its key pad before the Vehicle can be started.

4.2. Condition report when collecting the Vehicle

4.2.1. On collection of the Vehicle, the Authorised Driver will receive an up to date condition report which details the condition of the Vehicle including any damage. This could be on paper or electronic.

4.2.2. On collection of the Vehicle and prior to driving it on the public highway, the Authorised Driver must carry out a visual inspection of the Vehicle and check that:

4.2.2.1. it contains all the Accessories listed in the condition report;

4.2.2.2. it is in a normal state of cleanliness;

4.2.2.3. if it is a petrol/diesel Vehicle that it contains at least a quarter of a tank of fuel or if electric/hybrid it has at least a quarter charge;

4.2.2.4. the condition of the Vehicle (both inside and out) corresponds to that indicated in the condition report; and

4.2.2.5 there is complete branding visible on the driver and front passenger doors and the rear bumper.

- 4.2.3 In the event you do not receive a condition report; the condition of the Vehicle does not correspond with the condition report, for example there is damage or a fault not recorded; the Vehicle does not meet the expected level of cleanliness; or you report an issue through the Ubeeqo Car Sharing Terminal, then the Authorised Driver must report the issue to Customer Services **before using the Vehicle** and follow the instructions given. In particular, photographs of the damage and/or lack of cleanliness must be sent to customer@ubeeqo.com.
- 4.2.4 If you or the Authorised Driver do not notify us of a missing condition report or any pre-existing defect or damage that is not reported on the condition report then you will be deemed to have accepted the Vehicle in the condition indicated on the condition report or in the event it is missing, as detailed on our records. You will then be held responsible for any cleaning, damage or defects subsequently identified (up to the value of the Excess Amount where applicable) unless you or any other Authorised Driver can prove you were not responsible.

4.3. Using the Vehicle

4.3.1. *Upkeep of the Vehicle*

- 4.3.1.1. During your rental of the Vehicle, you or any other Authorised Driver undertake that the Vehicle will be used responsibly and that you will take all necessary and reasonable measures to maintain the Vehicle in good working order.
- 4.3.1.2 The Authorised Driver may carry out the following verifications:
- 4.3.1.2.1. levels of oil and lubricant;
 - 4.3.1.2.2. engine coolant or other fluids; and
 - 4.3.1.2.3. tyre pressure.
- Any other intervention (including topping up levels and jump-starting the Vehicle) is prohibited without our express prior agreement.
- 4.3.1.3. Ongoing Vehicle maintenance is carried out by Ubeeqo or its subcontractors outside Vehicle rental periods.
- 4.3.1.4. In the event that a problem occurs preventing continued normal use of the Vehicle (including noise, strange driving sounds, flashing lights on the dashboard), you undertake to inform us immediately by contacting Customer Services in order to agree further measures. If this occurs outside of normal working hours, then please call the number on the sticker on the windscreen of the Vehicle.
- 4.3.1.5. You and/or the Authorised Driver undertake to take care of the Vehicle, ensure it is locked, secure, lights are off and parked in a safe location when you are not using it.
- 4.3.1.6. It is strictly forbidden to:
- 4.3.1.6.1. smoke or use e-cigarettes in the Vehicle;
 - 4.3.1.6.2. transport animals except assistance animals for disabled people. Please refer to clause 14.1 for further details of our animal policy;
 - 4.3.1.6.3. leave the Vehicle dirty such as leaving waste or unwanted items that require disposal; a dirty interior such as marks on the seats or food stains; or a very muddy or generally dirty exterior;
 - 4.3.1.6.4. affix any advertising or decals to the Vehicle without Ubeeqo's prior written agreement;
 - 4.3.1.6.5. affix anything to the Vehicle e.g. roof rack or tow bar, or allow anyone else to do so;
 - 4.3.1.6.6. drive the Vehicle, or allow it to be driven, outside of the United Kingdom (including the Republic of Ireland).
- 4.3.1.7 In the event of non-compliance with these provisions, you will be charged in accordance with the Fees and Costs Guide and (where relevant) the Light Damage Charges Schedule or for Serious Damage.

4.3.2. Use of the Vehicle in accordance with its intended purpose

4.3.2.1 The Vehicle must be used in accordance with its intended purpose and may specifically not be used:

- 4.3.2.1.1. if it is overloaded (e.g. to carry more than the authorised number of passengers or a load exceeding the Vehicle's maximum payload);
 - 4.3.2.1.2. to tow or push any other vehicle or trailer;
 - 4.3.2.1.3. to transport illegal, hazardous, flammable, toxic, radioactive or explosive goods or any other goods which may damage the Vehicle;
 - 4.3.2.1.4. off the highway or on unsuitable surfaces such as beaches, forest or mountain paths or to cross fords/other areas of water;
 - 4.3.2.1.5. to transport goods or passengers in return for money;
 - 4.3.2.1.6. for any public transport of passengers;
 - 4.3.2.1.7. to give driving lessons;
 - 4.3.2.1.8. to participate in a vehicle race, rally, any other sporting use or to participate in any form of vehicle tests;
 - 4.3.2.1.9. for any sub-rental, in return for money or free of charge; neither can you mortgage, pawn, sell or in any way pledge or attempt to or give anyone any legal rights over the Vehicle or any part of it;
 - 4.3.2.1.10. for any unlawful purposes or to intentionally commit an offence.
- Any unreasonable, imprudent or careless use of the Vehicle is prohibited.

4.3.2.2. The Vehicle may only be used by an Authorised Driver. You undertake:

- 4.3.2.2.1. that any Authorised Driver will be duly licenced to drive the Vehicle. For the avoidance of doubt, any Authorised Driver that is only licenced to drive vehicles with an automatic transmission may not, under any circumstances, drive a Vehicle with a manual transmission; and
- 4.3.2.2.2. not to allow a third party to drive the Vehicle (which includes you deliberately allowing an unauthorised driver access to the Vehicle or the access being acquired due to your negligence, negligent act or failure to act) even if such third party is also a Customer or an Authorised Driver on a different Subscription.

You are liable for use of the Vehicle and guarantee the Authorised Driver's compliance with these Rental Terms.

- 4.3.2.3. You and/or any Authorised Driver undertakes not to drive in a state of excessive fatigue or under the influence of alcohol or drugs or medication affecting concentration or any other legal or illegal substance altering his/her faculties to the extent of being unable to control the Vehicle or otherwise compromise or impair his/her driving ability.
- 4.3.2.4. Any luggage or goods transported in the Vehicle are secured to the extent they will not cause damage to the Vehicle or cause risk to any passengers, third parties or to a third party property.
- 4.3.2.5. If children are present in the Vehicle you undertake to provide boosters, child seats and any other necessary child protection, to install them in accordance with the manufacturer's instructions and abide by current legal requirements.
- 4.3.2.6. The Authorised Driver should keep the keys in their possession at all times. The keys should not be left at a property with the Vehicle or given to a person or repairer we have not approved.
- 4.3.2.7. **Any failure by you or another Authorised Driver to comply with these instructions may cause the insurance and protection provisions (set out in clause 7 below) to be compromised**

and/or invalidated and you will be responsible for and will pay to us all reasonable costs of any detrimental consequences, loss and/or damage that may arise as a result. In such cases your liability will not be limited to the Excess Amount. Our insurers may withdraw indemnity in relation to any third party claims and bring proceedings to recover the losses from you.

- 4.3.2.8. **Anyone who drives the Vehicle that is not an Authorised Driver will not be covered by any of the insurance or protection products we offer. If you allow an unauthorized driver to drive the Vehicle, you will be in breach of these Rental Terms and will be responsible for any consequences that may arise as a result. This includes paying the sums set out in clause 6.**
- 4.3.2.9. **Ubeeqo reserves the right to demand immediate return of the Vehicle if the contracted and/or Optional insurance coverage and complementary services are compromised and/or invalidated.**

4.4. Accident, Mechanical Breakdown or Theft

4.4.1. In case of breakdown

- 4.4.1.1. If a warning light appears on the dashboard or the Vehicle develops any fault during the rental period you (or the Authorised Driver) must call the telephone number detailed on the sticker in the Vehicle or on the Ubeeqo App. Alternatively, you can call Customer Services through the on-board computer.
- 4.4.1.2. If the Vehicle breaks down or is involved in an accident/incident in mainland UK or Northern Ireland during the rental period we will use our reasonable endeavours to recover and/or repair the Vehicle so that it is rendered functional. However;
- 4.4.1.2.1. if the Vehicle cannot be repaired we will (where possible) provide you with an alternative Vehicle of an equivalent standard and size to the Vehicle for the remainder of the rental period; or
- 4.4.1.2.2. if we cannot repair the Vehicle or provide you with an alternative vehicle we will refund any part of the rental period that you have paid for but not received the benefit of.
- 4.4.1.3. If the breakdown, accident or incident is due to our negligence or wilful default or a fault with the Vehicle which is covered by the manufacturer's warranty, then we will not charge you for the recovery and/or repair of the Vehicle (if any).
- 4.4.1.4. Should we consider that the breakdown is caused by your negligence or deliberate misuse or if loss of or damage to the Vehicle arises as a result of a breach of these Rental Terms by you and/or any Authorised Driver and/or any unauthorised driver then you will be liable to pay the sums set out in clause 6 below and your liability will not be capped at the Excess amount.

4.4.2. In case of an accident or incident

- 4.4.2.1. If there is an accident/incident you or the Authorised Driver must tell us immediately by calling 0371 354 9949. If the accident/incident occurs outside of our normal working hours, you should contact Europcar assistance on 0800 0280 999. If you don't do so, or you continue to use the Vehicle, then you will be responsible for any loss and/or damage caused to the Vehicle or a third party resulting from the accident or incident and/or from the continuing use of the Vehicle, as well as all applicable charges set out in the Fees and Costs Guide.
- 4.4.2.2. Should we consider that the accident or incident is caused by the negligence, deliberate misuse or a breach of these Rental Terms by you, an Authorised Driver or an unauthorised driver and/or our collision damage protection does not apply or is invalidated as a result of an act or omission then we reserve the right to recharge the cost of recovery in full to you and you will be liable to pay the sums set out in clause 6 below.
- 4.4.2.3. If you or any Authorised Driver has an accident/incident then you or that Authorised Driver must:
- 4.4.2.3.1. not admit or accept responsibility;

- 4.4.2.3.2. obtain and notify us immediately of the names, addresses and telephone numbers of all involved, including witnesses;
- 4.4.2.3.3. make the Vehicle secure and tell the police straight away if anyone is injured or the road is blocked or if any property has been damaged;
- 4.4.2.3.4. tell us of the accident or incident immediately by calling 0371 354 9949. If outside of our normal working hours then please contact Europcar for assistance on 0800 0280 999;
- 4.4.2.3.5. complete and return the accident report form that we or our third party claims handlers will supply (if required) and comply promptly with any other instructions given;
- 4.4.2.3.6. pay the relevant charges as required by these Rental Terms

- 4.4.2.4. You will use your best endeavours to supply us with full details of any third party(ies) and third party vehicle(s) involved in any accident/incident with the Vehicle. You will cooperate with all claim investigations. Failure to do so may invalidate the third party liability insurance, protection package and/or any excess reduction products (if it is applicable to your rental).
- 4.4.2.5. You will, at our request, do all that is reasonably and lawfully required by us and allow your name and the name of any Authorised Driver to be used by us (or any provider of the product) for enforcing any rights or remedies against any persons in connection with the Vehicle (see clause 4.4.4 below).
- 4.4.2.6. We will not (either on our own behalf or on behalf of our insurers) waive any rights under these Rental Terms or any applicable insurance policy unless we do so in writing and which must be signed by us or the insurer (as applicable).

4.4.3. *Theft*

If the Vehicle is stolen, you must immediately report this to the police, obtain a crime reference number and contact Customer Services as soon as possible. Any further steps such as returning keys or paperwork to be completed will be explained to you. See clause 7.5 for details of the theft waiver that may be applicable.

4.4.4. *Cooperation with Insurers/Claims Handlers*

Where a matter is being dealt with by our insurers or their appointed claims handlers, it is vital that you and any Authorised Drivers act in accordance with their instructions (which includes but is not limited to the provision of a signed statement) as failure to do so may lead to the insurer refusing to indemnify you and pursuing you personally for recovery of any third party losses.

4.5. **Compliance with traffic laws**

- 4.5.1. During the rental period you and/or the Authorised Driver must comply with any applicable driver's licensing restrictions and all and any traffic laws and applicable regulations where you drive the Vehicle.
- 4.5.2. The Authorised Driver is liable for all infringements and/or violations committed and is obliged to pay all sums due in respect of an infringement or violation of applicable road traffic regulations.
- 4.5.3. In the event that the Vehicle is clamped or impounded during the rental period you, or the Authorised Driver, undertake to inform us immediately by contacting Customer Services.
- 4.5.4. During the rental period you and/or the Authorised Driver are responsible for and will pay all charges arising from:
 - 4.5.4.1. any local taxes, tolls, congestion or parking charges (or any failure to pay them); and/or
 - 4.5.4.2. a breach of any parking restrictions or a road traffic offence or any other offence or infringement involving the Vehicle such as (but not limited to) lane or tunnel infringements, turning and bus lane charges including the costs from the Vehicle being clamped, seized or towed away and any other charges/costs (or failure to pay them) levied by a relevant organisation or Competent Authority.

- 4.5.5. Each time we deal with correspondence relating to such offences we will charge you our Fine Management Administration Fee as set out in the Fees and Costs Guide, which covers the reasonable costs we incur in administering the correspondence associated with each fine, charge or penalty that is issued for the Vehicle during your rental period. You have the right to challenge the Fine Management Administration Fee within seven (7) days of the date of the email notifying you of the fine. The Fine Management Administration Fee will be refunded if you can provide supporting evidence to show that the relevant Competent Authority has rescinded the fine or penalty and confirmed that the original charge did not apply in any event.
- 4.5.6. Where we receive a penalty charge notice that is issued for violation of traffic laws committed in the Vehicle during the rental period or for your failure to pay local taxes or parking charges (including those relating to private parking companies) then, as soon as possible, we will either:
- 4.5.6.1. transfer liability for the penalty to you by notifying the Competent Authority of your identity and contact details so that you or the Authorised Driver (whichever applies) will then be responsible for payment and all future correspondence with the issuing Competent Authority. For the avoidance of doubt, in the case of speeding notices we are obliged by law to pass the offending Authorised Driver's details to the police; or
- 4.5.6.2. pay the penalty on your behalf if it is capable of being paid and so that we can mitigate the cost of it. Where we, at our discretion and for whatever reason, pay such charges you will reimburse us the said charge plus our Fine Management Administration Fee for each charge we pay or each time we deal with such correspondence. If we do pay the penalty then we will take the following actions:
- 4.5.6.2.1. inform you by email that we have paid the penalty and we will detail the cost of the penalty plus our Fine Management Administration Fee which will be charged to you;
- 4.5.6.2.2. tell you that we intend to take the money for the cost of the penalty and the Fine Management Administration Fee from your credit/debit card within seven (7) days of the date of our email unless you write to us with a legitimate reason why the fine or penalty should not have been paid;
- 4.5.6.2.3. take the money from your credit/debit card on or shortly thereafter the eighth (8th) day following the date of the letter unless you contact us with a legitimate reason as to why the fine or penalty should not be paid.
- If you do raise a valid reason we will put this to the issuing Competent Authority. If the issuing Competent Authority refuses your appeal then we will confirm this to you and then take the money for the cost of the penalty and the Fine Management Administration Fee from your credit/debit card. If the issuing Competent Authority allows the appeal then we will not take any money from your credit/debit card.
- 4.5.7 The Authorised Driver is, and will remain, primarily liable for such charges and both you and any other Authorised Driver consent to us notifying such Competent Authority of any relevant personal details to effect a transfer of liability.**
- 4.5.8 If you fail to make a payment to us when it is due and you still do not make a payment within a minimum of two (2) days of us reminding you that the payment is due, then we may cancel the Rental Terms and your Subscription and demand the immediate return of any Vehicle currently on rent, in accordance with clause 11.**

4.6. Range of the Vehicle

4.6.1. *Petrol/Diesel Vehicles*

4.6.1.1. Obligation to refuel the Vehicle

- 4.6.1.1.1. In the event that the Vehicle needs refuelling it must be refilled at one of the service Stations belonging to the partner distribution network using the fuel card present in the Vehicle. Information relating to the partner distribution network is available at <https://www.allstarcard.co.uk/tools/site-locator/> or is available on the Ubeeqo Website <https://faq-gb.ubeeqo.com/en/support/solutions/articles/44001805948-what-petrol-stations-can-i-fill-up-at->.

4.6.1.1.2. If you (or the Authorised Driver) refuel the Vehicle using your own means of payment, we will promptly reimburse you for the sums paid on presentation of supporting documents which should be sent by email to Customer Services.

4.6.1.1.3. If the fuel card present in the Vehicle allows expenses other than fuel to be incurred in the partner distribution network's service stations then you will be invoiced for any expenses in full. We will also charge you a Fuel Card Misuse Fee as set out in the Fees and Costs Guide, in respect of the administration costs we incur dealing with it.

4.6.1.1.4 The Vehicle (if petrol/diesel/hybrid) should be returned at the end of the rental period with a minimum of a quarter of a tank of fuel otherwise the charges as detailed in clause 5.7 will apply. Electric vehicles should be connected to the recharging point provided in the reserved parking space (if there is one) or returned with a quarter charge, otherwise the charges detailed in clause 5.8 will apply.

4.6.1.2. Refuelling the Vehicle with an inappropriate fuel

If you or an Authorised Driver refuel the Vehicle with the incorrect fuel type you will be charged for any damage caused to the Vehicle in accordance with clause 6 below plus a Damage Administration Charge as detailed in the Fees and Costs Guide.

4.6.1.3. Running out of fuel

4.6.1.3.1. If the Vehicle runs out of fuel during the rental period, you or an Authorised Driver must inform Customer Services immediately.

4.6.1.3.2. This will be treated as Serious Damage and you will be charged for all repairs resulting from this type of breakdown according to the provisions of clause 6 below plus our Damage Administration Charge and Engineer's Charge as detailed in the Fees and Costs Guide and Loss of Use Charge as detailed in clause 6.15.2.1 below.

4.6.2. *Electric Vehicles*

4.6.2.1. If the Vehicle is an electric Vehicle, you or an Authorised Driver can recharge the Vehicle during the rental period, when parked, using the recharging cable provided in the Vehicle. It must only be recharged using the cable provided and in strict compliance with the Vehicle manufacturer's instructions.

4.6.2.2. If the Vehicle's battery runs completely flat during the rental period you (or the Authorised Driver) must inform Customer Services immediately. You will be liable for any damage caused to the Vehicle recharging system and for all repairs resulting from this type of breakdown unless a missing recharging cable had already been reported or the charging cable is subsequently found to not be functioning correctly.

4.6.2.3. If you or an Authorised Driver lose the recharging cable during the rental period then, in addition to the cost of replacing the recharging cable, you will be charged the fee for the Loss or Theft of Electric Vehicle Charging Cable as set out in the Fees and Costs Guide.

5. RETURNING THE VEHICLE

5.1 You or an Authorised Driver must return the Vehicle to the Return Location at the date and time detailed in the booking confirmation, in the condition that we provided it to you at the start of the rental period, subject to any Normal Wear and Tear. If you do not return the Vehicle as required we will take all necessary measures to ensure the return of the Vehicle (see clause 11.2).

5.2. The rental period will end when you or an Authorised Driver have:

5.2.1. returned the Vehicle to the Return Location;

- 5.2.2. returned the keys to the Vehicle's UbeeQo Car Sharing Terminal; and
- 5.2.3. completed one of the following actions (whichever applies in the circumstances):
- 5.2.3.1. passed the access badge over the Vehicle's badge reader; or
- 5.2.3.2. clicked the "end my reservation" on the UbeeQo App.
- 5.3. If you or an Authorised Driver have difficulty ending the reservation and closing the Vehicle according to the process indicated in clause 5.2 above you must lock the Vehicle using the key, contact Customer Services immediately and follow the instructions given. If this happens outside of Customer Services opening hours, then lock the Vehicle using the key, keep the key safe and call Customer Services as soon as it is open.
- 5.4. When returning the Vehicle and prior to closing the Vehicle down, you or an Authorised Driver must take time to inspect the Vehicle and notify Customer Services of any cleanliness issues, faults, damage or other issues visible (see clause 16 for Customer Services contact details).
- 5.5. When returning the Vehicle all waste, rubbish and unwanted items should be removed from the Vehicle. If there is a discrepancy between the state of cleanliness of the Vehicle on collection and return of the Vehicle we will charge you the following:
- 5.5.1. where cleaning is required that is beyond Normal Wear and Tear, our Valet Charge will be applied in accordance with the Fees and Costs Guide;
- 5.5.2. where more specialist cleaning is required due to the extent of the dirt or due to there being raw or hazardous waste, this will be treated as Serious Damage in accordance with clauses 6.14 - 6.16;
- 5.5.3. any costs associated with disposal of anything left in the Vehicle.
- When an item in the Vehicle is damaged due to a lack of cleanliness such as damage to seats, depending upon the nature of the issue, any repairs will be dealt with as either Light Damage or Serious Damage in accordance with clause 6.6 - 6.9 or clause 6.14 - 6.16 below.
- 5.6. If discrepancies exist between the condition of the Vehicle on collection and at return and this is due to an accident, even minor, or other event which means the Vehicle needs to be repaired and for which you are insured, you will be liable for the cost of the repair and our applicable fees according to the provisions of clause 6 below up to the Excess Amount.
- 5.7. **In the case of a petrol/diesel Vehicle:** the Vehicle must be returned with at least a quarter of a tank of fuel or you will be charged the Refueling Fee as stated in the Fees and Costs Guide for failure to comply.
- 5.8. **In the case of an electric Vehicle:** the Vehicle must be connected to the recharging point provided in the reserved parking space (if there is one) or returned with a quarter charge. Otherwise, you will be charged the Recharge Fee as stated in the Fees and Costs Guide.
- 5.9. If you (or the Authorised Driver) fail to close the windows or doors, switch off the Vehicle's headlights and internal lights or apply the handbrake, you will be liable for the full cost of any damage or theft resulting from this negligence according to the provisions of clause 6. In these circumstances the Excess Amount will not apply.
- 5.10. In the event of loss, damage or theft of the access badge or datafob, you or an Authorised Driver undertake to inform Customer Services immediately and you will be charged for the cost of the replacement item in accordance with the charges set out in the Fees and Costs Guide.
- 5.11. In the event of loss, damage or theft of the key, you or an Authorised Driver undertake to inform Customer Services immediately and you will be charged for the cost of the replacement key according to the provisions of clauses 6.6 to 6.9 together with the fee stated in the Light Damage Charges Schedule for the loss or theft of the key.
- 5.12. If, upon return of the Vehicle, you or an Authorised Driver have exceeded the mileage or the rental period chosen at the time of reservation and you have not arranged for an extension, you will be charged for all additional miles and time.. We allow a grace period of ten (10) minutes after the date and time of the return. If you fail to return the Vehicle within this time you will be charged in accordance with the Fees and Costs Guide up to a maximum of two and a half (2.5) hours plus any excess mileage. If you have still not returned the Vehicle within this time, the Vehicle will be immobilized and all applicable charges will be applied in accordance with the Fees and Costs Guide.

6. DAMAGE TO THE VEHICLE

6.1. As set out in clause 5 (*Returning the Vehicle*) and, in particular clause 5.1, you are obliged to return your Vehicle, its keys and Accessories to us in the same condition as they were at the time you collected them, subject to any Normal Wear and Tear.

6.2. Our Vehicles are working assets and, if you fail in any way to comply with the obligation set out in clause 5.1 above:

6.2.1. we are entitled to repair the Vehicle at our convenience so that it is restored to its previous condition; and

6.2.2. you will be liable to pay the damage charges detailed in clauses 6.6 to 6.19, regardless of whether the damage was caused by you or a third party (including a third party with whom you have had an accident or a Government, authority or organisation which has seized the Vehicle and/or its Badge, keys, and/or Accessories), unless:

6.2.2.1. any of the damage charges detailed in clauses 6.6 - 6.19 are covered by our protection packages as described in clause 7 of these Rental Terms (*Insuring the Vehicle*) and the excess waiver option shown in the Fees and Costs Guide; or

6.2.2.2. it was caused by our fault or negligence or our breach of these Rental Terms; or

6.2.2.3. we have received a payment from a liable third party, to the extent detailed in clause 6.3.2.

6.3. Where you pay the damage charges as detailed in clauses 6.6 - 6.19 and subsequently:

6.3.1. a third party admits, or is subsequently determined by a relevant court to be responsible for some or all of the damage; and

6.3.2. we recover sums from the third party or the third party insurer;

we will assess whether we have recovered more than our overall loss and reimburse you, as appropriate.

6.4 Damage identified after the return of the Vehicle and in your absence:

If the damage is identified and notified to us either by way of an impact alert (when this feature has been enabled in the geolocation equipment installed in the Vehicle (please refer to clause 14.2 for more details); at a routine check when the Vehicle is cleaned; or by the next Customer for the Vehicle then, we will send to you the following documents by email or by post:

6.4.1. details all the damage identified for the Vehicle;

6.4.2. pictures of the damage (where available); and

6.4.3. an invoice detailing the applicable charges.

6.5 Querying the Damage Charges:

6.5.1 You have fourteen (14) days from the date on which the email or the letter detailed in clause 6.4 above is sent to you to challenge your liability for the damage identified and/or the charges levied by us. If you do not challenge within this period of fourteen (14) days, we will charge the debit or credit card you supplied to us at the time of reservation with either:

6.5.1.1 the charges detailed in clauses 6.7 to 6.20; or

6.5.1.2. any applicable Excess Amount under our protection packages

whichever is the lower amount.

6.5.2. Please note that depending upon the type of protection product you have subscribed to (see clause 7 of these Rental Terms) and provided you have complied with all applicable local laws and these Rental Terms, you may not be charged for the full cost of the damage and the maximum amount you may be required to pay will be the Excess Amount (as described in clause 7 of these Rental Terms).

Damage Charges:

(1) Light Damage

- 6.6. Any minor damage to the Vehicle (or the loss or theft of or damage to the Vehicle's Badge, keys, or Accessories) which is listed in our Light Damage Charges Schedule is classified as '**Light Damage**'. Examples of Light Damage to the Vehicle include small scratches, chips or dents to any part of the Vehicle as listed in the Light Damage Charges Schedule at Appendix 3.
- 6.7. Where the Vehicle has suffered Light Damage, notwithstanding your obligations to us under clause 4 above, this means the Vehicle does not necessarily require immediate repair for safety or cosmetic reasons before it can be rented to another Customer.
- 6.8. In relation to Light Damage suffered by the Vehicle during your rental period therefore you will pay us:
- 6.8.1. the pre-agreed fixed sum(s) set out in the Light Damage Charges Schedule. This contains a list of charges broken down by the Vehicle type and the nature of the Light Damage; and
 - 6.8.2. a Light Damage Administration Charge which is set out in the Fees and Costs Guide.
- 6.9. The Light Damage Charges Schedule contains a list of pre-agreed fixed sum charges broken down by the Vehicle type and the nature of the Light Damage (see Appendix 3). The charges shown in the Light Damage Charges Schedule are set by us as an amount that seeks to genuinely estimate the sums that we would have to pay our suppliers if we did undertake to repair the Light Damage (or replace the Vehicle Badge, keys or Accessories). In the case of Light Damage you will have the certainty of paying a pre-agreed fixed sum and you will not pay a Loss of Use Charge (see clause 6.15.2.1 for more details as to Loss of Use Charge) or a separate Engineer's Charge.

(2) Tyre Replacement or Repair

- 6.10. Any damage to a tyre which requires us to replace the tyre on the Vehicle with a new tyre is classified as a '**Tyre Replacement**'. If a Vehicle's tyre is punctured and is capable of being repaired then it is classified as a '**Tyre Repair**'.
- 6.11. In relation to a Tyre Replacement or a Tyre Repair you will pay us:
- 6.11.1. the sum(s) for which we become liable to pay to our suppliers for:
 - 6.11.1.1. the Replacement Tyre or the Tyre Repair (whichever applies) and any associated supplementary charges that may apply (if any);
 - 6.11.1.2. the cost to call us out if you require attendance for a Replacement Tyre or a Tyre Repair outside of our standard response time (an 'Emergency Call Out'). Charges for an Emergency Call Out are set out in the Fees and Costs Guide;
 - 6.11.1.3. a Tyre Damage Administration Charge as set out in the Fees and Costs Guide;
 - 6.11.1.4. a Loss of Use Charge in accordance with the provisions of clause 6.15.2.1 if the tyre is repaired or replaced once the Vehicle has been permanently returned to us.
- 6.12. You will not be required to pay an Engineer's Fee for a Tyre Replacement or Tyre Repair.

(3) Windscreen Repair or Replacement

- 6.13. Any damage to a windscreen which requires us to replace it with a new windscreen is classified as a '**Windscreen Replacement**'. If a Vehicle's windscreen is chipped or is damaged but is capable of being repaired (this will depend upon the severity of the damage) then it is classified as a '**Windscreen Repair**' and deemed to be Light Damage
- 6.13.1. The cost of a *Windscreen Repair* is set out in the Light Damage Charges Schedule at Appendix 3.
 - 6.13.2. A Windscreen Repair will be treated as Light Damage and be subject to the provisions of clauses 6.6 - 6.9 above.
 - 6.13.3. In relation to a *Windscreen Replacement* you will pay us:
 - 6.13.3.1. the sum(s) for which we become liable to pay to our suppliers for:

- 6.13.3.2. the Replacement Windscreen and any associated supplementary charges that may apply (if any);
- 6.13.3.3. a Windscreen Damage Administration Charge as set out in the Fees and Costs Guide;
- 6.13.3.4. a Loss of Use Charge In accordance with the provisions of clause 6.15.2.1 if the Windscreen is replaced once the Vehicle has been permanently returned to us.

6.13.4. You will not be required to pay an Engineer's Fee for a Windscreen Replacement or Repair.

(4) Serious Damage

6.14. Subject to clause 6.17, any damage other than Light Damage to the Vehicle is classified as **'Serious Damage'**.

6.15. In relation to Serious Damage suffered by the Vehicle during your rental period you will:

6.15.1. pay us the sums we become liable to pay to our suppliers in recovering and/or repairing and/or cleaning the Vehicle, for which you will indemnify us as a debt; and

6.15.2. pay us the following charges:

6.15.2.1 a Loss of Use Charge which is a charge to take account of our loss of revenue while the Vehicle is being repaired and/or cleaned. We calculate the Loss of Use Charge on the basis of the daily rental rate. The number of days charged by us for loss of use of the Vehicle will comprise:

6.15.2.1.1. *for Serious Damage other than Serious Damage to tyres or windscreen*

6.15.2.1.1.1 one day for the Vehicle to be taken in for repair;

6.15.2.1.1.2. one day for each period of four hours (or part thereof) of labour required by the relevant supplier to effect the repair; and

6.15.2.1.1.3. one day for the Vehicle to be returned to us and checked,

6.15.2.1.2. *for Serious Damage to tyres and the windscreen*

One day in each case of Repair or Replacement that takes place following expiry of the rental period, adjusted to acknowledge the fact that the number of Vehicles we have available for hire to customers generally when the repair takes place will have an impact on our rental income in each case, adjusted to reflect the estimated percentage utilisation of our fleet, which is calculated quarterly; and

6.15.2.2. for Serious Damage other than damage to tyres or to the windscreen, an Engineer's Charge which is set out in the Fees and Costs Guide; and

6.15.2.3. a Damage Administration Charge or a Tyre or Windscreen Damage Administration Charge (whichever applies) which is set out in the Fees and Costs Guide.

6.16. In relation to clauses 6.7 - 6.16, we inform you that:

6.16.1. where a repair or part replacement inevitably puts the Vehicle into a better condition than it was at the start of the rental period, the amount for which you are liable to us will not be reduced to reflect the new for old replacement and/or the pre-existing condition of the Vehicle; and

6.16.2. you will not receive any credit to reflect the benefit that we may subsequently receive in the context of any commercial arrangements that we may have in place with our suppliers because of our overall relationship with them (including its size).

(5) Total Loss

6.17. Where we evaluate any damage caused to the Vehicle as being sufficiently serious that its repair would not be possible, or our engineer determines it would be uneconomic or impractical to repair, we refer to this as **'Total Loss'**. In the event of a Total Loss, clauses 6.7 - 6.18 do not apply, and you will pay us:

6.17.1. the sums (for which you will indemnify us as a debt) representing the pre-accident value of the Vehicle and any Vehicle recovery charges, less any sums that we recover in respect of the Vehicle when it is sold for salvage; and

- 6.17.2. a Loss of Use Charge which is a charge to take account of our loss of revenue on the Vehicle which is a Total Loss. We calculate the Loss of Use Charge on the basis of the daily rental rate for the Vehicle, adjusted to reflect the estimated percentage utilisation of our fleet, which is calculated quarterly. The Loss of Use Charge is payable in respect of each day, or part day, after the end of the rental period up to the point that the Vehicle is sold for salvage;
- 6.17.3. an Engineer's Charge as set out in the Fees and Costs Guide at Appendix 2; and
- 6.17.4 a Damage Administration Charge as set out in the Fees and Costs Guide at Appendix 2.

(6) Damage to Third Parties

6.18. Unless, during the rental period, your Vehicle is covered by one of our protection packages (which automatically includes third party liability insurance) you will be responsible for the cost of any damage you cause to another party, their property, the vehicle they are in and any and all uninsured losses that are otherwise incurred during the rental period. Please refer to clauses 4.4.2.4 and 7.3.4 of these Rental Terms for more details concerning your obligations to us and your potential liability to third parties.

(7) Seizure of the Vehicle

- 6.19. If, during the rental period the Vehicle and/or its keys or Accessories are seized by any Government, authority or Organisation you must pay:
- 6.19.1. for any damage suffered by the Vehicle, its keys or Accessories in accordance with clauses 6.7 - 6.17;
 - 6.19.2. the cost of any restoration or repatriation charges we incur together with any penalties or fines arising as a direct result of the Vehicle's seizure; and
 - 6.19.3. a Loss of Use Charge to compensate us while we cannot rent the Vehicle out to another Customer (which will be calculated on the basis of the daily rental rate for the Vehicle for each day (or part of a day) in excess of the rental period and until the Vehicle is returned to us for service)
- unless these damages or costs or Loss of Use Charges are due to our fault or negligence or our breach of these Rental Terms.

7. INSURING THE VEHICLE

- 7.1. This clause 7 summarises the protection products we offer that are designed to cover your potential financial exposure if any of the following circumstances occur whilst you are renting one of our Vehicles. Without them, you are personally responsible for the financial consequences:
- 7.1.1. **Liability to a Third Party** which means other people's Bodily Injury or death and/or damage to their property that occurs because of an accident or incident that you may cause.
 - 7.1.1.1. Damage to a Third Party's property could include a Third Party's vehicle and its contents, buildings or their contents, machinery or personal possessions.
 - 7.1.1.2. The cost of any business interruption associated with either the Third Party's injury or death and/or the damage to their property will also form part of this liability.
 - 7.1.2. **Damage to or theft of the Vehicle.** This may be a result of a collision or an attempted theft and need to be repaired or it may be so badly damaged that it is irreparable and we write it off; or it may be stolen and not recovered.
 - 7.1.3. If you are the driver of the Vehicle at the time of a Collision and you are responsible for the Collision taking place then whilst any injured Passengers may be covered by our Third Party Liability insurance, your own death or injuries, together with the possible associated consequences of it, will not.

7.2. Definitions

For the purposes of this clause 7, we have given the following words and expressions the following particular meanings:

Accident Report	means a full and complete signed statement (including any other document(s)) which records all of the facts of an accident or incident as they occurred. For example, how the event occurred, the nature of the damage to the Vehicle, the location where the incident took place, the dates and circumstances and any potential witness details.
Basic Protection	means the standard protection products of Collision Damage Waiver, Theft Waiver and Third Party Liability Insurance that is included in the rental charges that you pay when renting a Vehicle. As long as you have complied with these Rental Terms and have not committed a breach of any applicable laws, your financial liability for the total charge for damage resulting from an accident or incident or the theft or attempted theft of a Vehicle will be no more than the Excess Amount.
Bodily Injury	means any physical injury or psychological damage suffered by a person that is caused as the direct result of an accident; it is not something that is intentionally self-inflicted and it does not result from sickness or disease.
Collision	means the impact of the Vehicle with another fixed or moving body or object.
Excess Amount	is a specified sum of money that, provided you have complied with these Rental Terms and have not committed breach of any applicable laws, is the maximum amount we will charge you for the damage caused to the Vehicle as a result of a collision or its attempted theft during the rental period; or the loss of a Vehicle if it is written off because it is irreparable or if it is stolen and we do not get it back. The Excess Amount is a non-waivable sum that is governed by the conditions of the Protection product you have purchased.
Loss of Use	is a charge to take account of our loss of revenue: (i) while the Vehicle is being repaired or whilst it has been seized; or (ii) on a Vehicle which is a Total Loss (as described in clause 6.17). We calculate the Loss of Use on the basis of the daily rental rate set out in the Fees and Costs Guide.
Passenger	means any other person other than the driver that is being transported or is travelling in or on the Vehicle on a gratuitous basis. A Passenger is viewed as a Third Party under the mandatory Third Party Liability insurance regimes.
Protection	in this clause 7 applies to the means by which your financial liability for any damage to or loss of a Vehicle is limited to the Excess Amount. It should be noted that this Protection is not provided by way of an insurance policy.
Third Party	means any party to an incident other than the driver of the Vehicle. For the avoidance of doubt a Passenger is deemed to be a Third Party.
Third Party Liability insurance	means insurance that provides the driver of a Vehicle with protection against liability for another party's claims for damage to his/her property or for Bodily Injury or death arising out of an incident that occurs whilst you are using the Vehicle. Third Party Cover is a mandatory legal requirement and it is therefore an integral part of our rental service. The price of it is included in the rental charge.

7.3. Mandatory Third Party Liability Insurance Provisions

We are required to insure our Vehicles against liability for the claims or actions of third parties. This liability insurance is automatically included as part of the Basic Protection that is provided when you rent one of our Vehicles. You will be covered for the consequences others may suffer as a direct result of your actions whilst you are driving the Vehicle up to the level legally required in the UK.

7.3.1. *What are you covered for?*

You or any Authorised Driver will be insured against liability for the financial cost of any damage that you cause as a consequence of an incident that you or any Authorised Driver cause when using the Vehicle:

7.3.1.1. Bodily Injury or death suffered by Third Parties; and

7.3.1.2. property damage sustained by Third Parties and losses and costs arising as a consequence of the damage.

7.3.2. *What is excluded from the cover?*

Third Party Liability insurance does not cover:

7.3.2.1. Bodily Injury or death that you or the Authorised Driver (being the person driving the Vehicle at the time of the collision) may suffer; or

7.3.2.2. any damage to or loss of personal property or possessions being carried in or on the Vehicle; or

7.3.2.3. any damage caused to the Vehicle.

7.3.3. *What is the amount of your financial exposure for third party liability?*

7.3.3.1. You will be covered for the sums owed as a consequence of any Third Party Liability arising as the result of a collision that you may cause whilst you are driving the Vehicle up to the level legally required by the country in which you are renting the Vehicle providing you have not committed a breach of any applicable laws (including road traffic regulations) or these Rental Terms.

7.3.3.2. However, if you or the Authorised Driver didn't comply with those laws and/or regulations and/or personal driving licence restrictions and/or these Rental Terms then, whilst our insurer will still fulfil its obligations to third parties under our Third Party liability insurance policy, it may seek to recover from you some or all of the costs it may have paid to that Third Party as a result of the incident.

7.3.4. *How to notify us?*

If there is an accident/incident you or the Authorised Driver must tell us immediately by calling 0371 354 9949. If the accident/incident occurs outside of our normal working hours, you should contact Europcar assistance on phone number 0800 0280 999. You must provide all required information, completing necessary forms, and cooperating with any investigation or claim.

7.4. Collision damage protection

Collision damage protection limits your financial exposure for damage caused to the Vehicle whilst it is in your care. Collision damage protection is included in our Basic Protection which is included in the rental charge and, provided you comply with the applicable laws and these Rental Terms, then we will pay for the cost of damage to the Vehicle that exceeds the Excess Amount (including any Engineer's Charge and Loss of Use Charge, but not the Light Damage Administration Charge, Tyre/Windscreen Damage Charge, or Damage Administration Charge). You can reduce the Excess Amount by purchasing one of our additional Excess Reduction Products on top of the standard collision damage protection during the booking process.

Collision damage protection is included in the rental cost. It does not cover the loss or theft of or damage to objects or property, (including luggage or goods) that are deposited or kept or transported in or on the Vehicle by you or by any passenger.

7.4.1. *What does this protect you against?*

Collision damage protection limits your liability for damage to the Vehicle to a maximum sum of the Excess amount plus the Light Damage Administration Charge or the Damage Administration Charge in circumstances where:

7.4.1.1. you collide with a fixed or moving object; or

7.4.1.2. the Vehicle is subject to an act of vandalism while you are driving or using it; or

7.4.1.3. any glass (including sunroofs or panoramic roofs) or lights or reflectors are damaged or broken or tyres are damaged or punctured during a collision

7.4.2. *What is excluded from the protection?*

Collision damage protection will not operate to limit your liability as set out in clause 7.4.1 above in circumstances where the damage to the Vehicle is caused:

- 7.4.2.1. by the wilful acts of the you or the Authorised Driver; or
- 7.4.2.2. by an explosion or fire in (or to) the Vehicle because you are using it to transport dangerous goods (dangerous goods being any product or substance that, due to its nature and/or main characteristics, is reasonably considered to be dangerous and which, if not transported with appropriate caution and safety, could cause harm to the Vehicle, and to any third party within a reasonable distance of the Vehicle); or
- 7.4.2.3. by the Vehicle hitting a bridge, car park barrier or other overhead object; or
- 7.4.2.4. by its total or partial theft or an act of vandalism whilst the Vehicle is left parked unattended.
- 7.4.2.5. by your negligence (which is behaviour that falls below the standards expected of a reasonably sensible person in similar circumstances) or the negligence of your passengers (for example but not limited to a fire caused by the use or disposal of cigarettes or cigars);
- 7.4.2.6. because the keys are lost or stolen or damaged

Loss of or damage to your own property or that of an Authorised Driver that is being transported or kept in or on the Vehicle during the rental period is also excluded.

7.4.3. *What you must do to benefit from the protection*

You must:

- 7.4.3.1. comply at all times with these Rental Terms and all applicable law and local traffic regulations and/or any personal driving licence restrictions when you are driving the Vehicle;
- 7.4.3.2. notify us within twenty four (24) hours of the date on which the incident took place and, in any event, before the end of your rental period. You must also return to us a full and complete Accident Report and/or any other document which you believe will be useful in support of it or that we subsequently ask for.

7.4.4. *What is the amount of your financial exposure?*

Provided you have complied with the Rental Terms and the applicable law and road traffic regulations and/or personal driving licence restrictions then the maximum you will have to pay us is the Excess Amount plus either the Light Damage Administration Charge or the Damage Administration Charge (whichever applies in the circumstances).

7.5. Theft Waiver

The Theft Waiver Cover limits your financial exposure for loss of the Vehicle if it is stolen or if it is damaged because it is subject to an attempted theft or the Vehicle is subject to an act of vandalism during the Rental Period. Theft Waiver Cover is included in the Basic Protection we provide as part of the rental charge and providing you have complied with these Rental Terms, we will pay for the costs arising from the theft, attempted theft, or act of vandalism that are greater than the Excess Amount (including any Engineer's Charge (as set out in the Fees and Costs Guide) and a Loss of Use Charge calculated as detailed in clause 6.15.2.1 but not the Light Damage Administration Charge or the Damage Administration Charge, which you will remain liable to pay). We do not accept personal car insurance policies or any third party waiver products that can be purchased online via a broker or similar trader.

7.5.1. *What does this protect you against?*

Theft Waiver Cover protects you against liability for any amount greater than the Excess Amount plus the Light Damage Administration Charge or the Damage Administration Charge in circumstances where:

7.5.1.1. the theft of the Vehicle, any parts or accessories following an occurrence of breaking and entering (accessories being any supplementary component that is installed in or on the Vehicle that improves its specification);

7.5.1.2. the attempted theft of the Vehicle, any of its parts or any accessories;

7.5.1.3. any act of vandalism to the Vehicle whilst it is stationary and left unattended by you;

7.5.1.4. any glass, lights or reflectors that may be damaged or broken or tyres that are damaged.

7.5.2. *What is excluded from the Protection?*

Theft waiver cover will not protect you and you will not benefit from the limitation of liability in the following circumstances:

7.5.2.1. the Vehicle is stolen or damaged because of your negligence or more specifically (but without limitation) as a result of keys being left in the Vehicle whilst it is unattended or having been delivered to an unauthorized person; failing to safeguard the keys; your failure to use the anti-theft system appropriately when the Vehicle is left unattended; any failing by you to return the keys as required; or if you left the Vehicle unlocked when you weren't using it;

7.5.2.2. theft of or damage to personal and/or work related goods or possessions and any goods being transported in or on the Vehicle.

7.5.3. *What you must do to benefit from the Protection?*

You must:

7.5.3.1. comply at all times with these Rental Terms as they apply to the theft or potential theft of the Vehicle;

7.5.3.2. notify the local police of any incident or event immediately or as soon as is reasonably practicable; and

7.5.3.3. notify us immediately of the theft and provide us with the police report or other evidence that the theft has been notified to the police and return the keys to us as instructed.

7.5.4. *What is the amount of your financial exposure?*

7.5.4.1. If during the rental period the Vehicle is stolen or damaged in an attempted theft or due to vandalism and providing you have complied with the Rental Terms then the maximum you will have to pay us is the Excess Amount plus any other applicable charges or fees as set out in the Fees and Costs Guide.

7.5.4.2. If you fail to comply with the Rental Terms or for other reasons the Theft Waiver Cover does cover you then you will be liable to pay in full, the relevant sums set out in clause 6 above.

8. TERM OF THE SUBSCRIPTION

The term will vary according to the Subscription you have selected and will, unless agreed otherwise in writing, be subject to automatic renewal.

For more information, see the Ubeeqo website: <https://faq-gb.ubeeqo.com/en/support/solutions/folders/44001196957>

9. COST OF THE UBEEQO CAR SHARING SERVICE

By taking out a Subscription and using the Ubeeqo Car Sharing Service you undertake to pay the sums indicated below and as further detailed in the Fees and Costs Guide:

9.1 the amount corresponding to the selected Subscription;

- 9.2. costs linked to use of the Ubeeqo Car Sharing Service such as rental charges corresponding to the duration of the reservation and mileage travelled, calculated according to the rates and prices applicable on the date on which the Vehicle reservation has been made;
- 9.3. any ancillary costs linked to use of the Vehicle (e.g. parking tickets, tolls);
- 9.4. any fines or penalties. Fines linked to violations of traffic laws must be paid directly to the authorities by the Authorised Driver. If Ubeeqo is required to settle a fine or penalty, you undertake to promptly reimburse it together with the Fine Management Administration Fee stated in the Fees and Costs Guide;
- 9.5. any costs for replacement, repair or immobilisation of the Vehicle in the event of damage or theft;
- 9.6. any costs incurred by Ubeeqo to recover sums owed to it as detailed in clause 10.3 below; and
- 9.7. the cost of any Badge, if it is an individual Badge, to access the Vehicle.

10. PAYMENT

10.1. Payment of the Subscription

- 10.1.1. Payment of the Subscription is carried out in one or more instalments depending on the type of Subscription selected. For more information, see the Ubeeqo website:
<https://faq-gb.ubeeqo.com/en/support/solutions/articles/44001806004-monthly-subscription>
- 10.1.2. Payment will be debited directly from the bank card registered to your account or, in the case of a corporate account, directly from your bank account via the associated direct debit.

10.2. Payment of the rental

- 10.2.1 **If you are an individual:** the sums due in respect of your use of the Vehicle will be paid at the time of its reservation by debiting the bank card registered to your Ubeeqo account.
- 10.2.2 **If you are a legal entity:** payment will be subject to the terms of a separate agreement between us.

10.3. Miscellaneous

- 10.3.1 If you owe any amount at the end of the rental period of a Vehicle, the sums due will be charged to the bank card registered to your Ubeeqo account if you are an individual.
- 10.3.2 Any additional sums due in respect of penalties and costs incurred by Ubeeqo will be charged to the bank card registered to your Ubeeqo account separately.
- 10.3.3 If such charges are not paid for any reason and we have to pursue you for recovery of the charges, then our Unpaid Charges Admin Charge will be charged to you in addition to any reasonable legal fees, statutory court costs and interest as set out in the Fees and Costs Guide.

10.4. Invoicing

- 10.4.1. We will issue an invoice at the end of the Vehicle rental period.
- 10.4.2. You undertake to inform us as soon as possible of any change to your bank details. You also undertake to contact Customer Services at least fifteen (15) days before expiry of your card to notify us of changes to your payment details (see contact details for Customer Services at clause 16 below).
- 10.4.3. In the event of non-compliance with this obligation, we reserve the right to suspend access to the Ubeeqo Car Sharing Service until the situation has been resolved. No reduction in the amount of the Subscription will be due in this respect.
- 10.4.4. **If you are a legal entity,** any late payment of an invoice will allow us to charge a late payment fee of 4% above the base rate of the Bank of England from time to time which will be calculated on a daily basis from the due date until the date paid.

11. TERMINATION

- 11.1. If you breach these Rental Terms or your Subscription, we reserve the right to cancel your Subscription and require the immediate return of any Vehicle you currently have on rent. This includes, but is not limited to:
- 11.1.1. failing to make a payment or a payment failing to clear;
 - 11.1.2. if the Authorised Driver does not or no longer complies with the requirements at clause 3.1
 - 11.1.3. failing to comply with any of the obligations listed in clause 4.3;
 - 11.1.4. if we believe you are no longer in possession or control of the Vehicle or its keys;
 - 11.1.5. if you have incurred successive penalties such as, but not limited to, parking, congestion or bus lane fines;
 - 11.1.6. the Vehicle is involved in an accident and it is appropriate to end the hire or you have failed to cooperate with the insurer or their appointed claims handler;
 - 11.1.7. the Vehicle has been deliberately or recklessly damaged by yourself or a third party, other than as the result of a genuine accident;
 - 11.1.8. we have grounds to believe the Vehicle is at risk.
- 11.2. Should you fail to return the Vehicle when requested, we will treat it as stolen and initiate our Vehicle recovery process which will include reporting the matter to the police. We will take all lawful means to recover the Vehicle (which may include repossessing it or applying for a Court Order requiring you to return it and/or pay us an amount equal to the Vehicle's market value). If we have to take such steps then:
- 11.2.1. you give us permission (which cannot be withdrawn) to access your premises for the purposes of repossessing the Vehicle, so long as we do not use unreasonable force or cause damage; and
 - 11.2.2. you must pay the charges and fees set out in the Fees and Costs Guide plus our reasonable legal and professional costs (to the extent not covered by the Fees and Costs Guide).
- 11.3. If you are an individual we may end these Rental Terms immediately if we discover that any of your belongings have been taken away from you to pay off your debts, or a receiving order has been made against you or steps have been taken to make you bankrupt or for you to enter into an individual voluntary arrangement.
- 11.4. If you are a company we may end these Rental Terms immediately if you go into any form of insolvency or you call a meeting of creditors or we discover that any of your goods have been taken away from you to pay off your debts or receive adverse information or fraudulent financial information.
- 11.5. If you are ending these Rental Terms for one of the reasons set out below, the Rental Terms will end immediately and we will refund you in full for any Vehicle which has not been provided or has not been provided properly. The reasons are:
- 11.5.1. we have told you about an error or a change in price or description of the Vehicle you have booked and you do not wish to proceed;
 - 11.5.2. we have suspended hire of the Vehicle for technical reasons, or notified you we are going to suspend hire of the Vehicle for technical reasons, in each case for a period of more than twenty four (24) hours without providing a suitable alternative Vehicle to replace the suspended Vehicle (note that if the Vehicle is suspended part way into the rental and a suitable alternative Vehicle cannot be found we will refund you for the remainder of the rental period rather than the full rental period);
 - 11.5.3. You have a legal right to end this Contract because of something we have done wrong.
- 11.6. If the Contract ends it will not affect our rights under the Contract including the right to receive and/or claim any amounts which you owe to us under the Contract.

11.7. If you end the Contract after the Vehicle has been collected, you must immediately return the Vehicle to us. If you are ending the Contract because we have told you of an error or change in pricing or description or because you are exercising your legal rights to end the Contract because of something we have done wrong, then we will pay the costs of return.

12. LIABILITY

12.1. We do not accept any liability for any inconvenience or damage or costs you may incur arising from your use of the Ubeeqo Website or Ubeeqo App, including a break in service, external intrusion, presence of computer viruses, etc.

12.2. Nothing in these Rental Terms will limit or exclude Ubeeqo's liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation.

12.3. Subject always to clause 12.2 above, we accept no liability (to the extent permitted by law), whether in contract, tort (including negligence), breach of statutory duty, or otherwise for any loss of revenue or trading profit, commercial disruption, commercial injury, loss of customers or loss of brand image (whether direct or indirect) or for any indirect, economic or consequential loss, arising as a result of or in connection with your use, non-use or non-availability of the Ubeeqo Car Sharing Service.

12.4. Subject to clauses 12.2 and 12.3, Ubeeqo's total aggregate liability arising from or in connection with these Rental Terms and in relation to anything which Ubeeqo may have done or not done in connection with these Rental Terms (and whether the liability arises because of breach of contract, negligence or for any other reason) will be limited as follows:

12.4.1. **if you are an individual:** to the value of the applicable Vehicle rental and/or any Accessories you booked during the reservation process; and

12.4.2. **if you are a legal entity:** to a maximum amount equal to the aggregate annual fees paid or payable by you to Ubeeqo under these Rental Terms.

13. PERSONAL DATA

13.1. We collect and process your personal information to enable us to provide the Ubeeqo Car Sharing Service. This information is collected in accordance with the requirements of the Data Protection Act. Please see our Privacy Policy at Appendix 4 for further details.

13.2. You have a right to access, rectify and delete the personal information collected and used in accordance with your use of the Ubeeqo Car Sharing Service. You may exercise this right by contacting us at:

By Post: The Data Protection Officer, Ubeeqo UK Limited, 1 Great Central Square, Leicester LE1 4JS

By Email: dpo@europcar.com

13.3 By accepting these Rental Terms you expressly acknowledge having received a copy of the Privacy Policy and accept its terms.

14. GENERAL PROVISIONS

14.1. Animal Policy

14.1.1. We do not allow any animals other than assistance dogs ('**Assistance Dogs**') to be transported in our Vehicles.

14.1.2. We do not supply dog guards or any other form of animal restraint for our Vehicles. If you are travelling with an Assistance Dog you are therefore responsible at all times for its behaviour, safety and well-being. This responsibility includes ensuring that the Assistance Dog is suitably restrained at all times so that it remains safe; it does not distract the Authorised Driver or cause risk or injury to you or any other passengers sharing the Vehicle with you.

- 14.1.3. We do not under any circumstances accept liability for damage suffered by the Vehicle or for injury caused to the Assistance Dog or to you or the Authorised Driver or to any passengers as a result of your failure to keep the Assistance Dog appropriately restrained and/or controlled.
- 14.1.4. In addition you are required to return the Vehicle to us in the same condition as it was at the start of the rental period (Normal Wear and Tear excepted). If it is returned to us in a dirty or messy and/or damaged condition to the extent that it will require specialist cleaning and/or repair before it can be rented to the next Customer then you will be liable for the Valet or Specialist Cleaning Charges and for any Light Damage or Serious Damage repairs together with associated costs as details in clause 6.7 - 6.17 above and in the Fees and Costs Guide.

14.2. Are Vehicles equipped and connected with a geolocation system?

- 14.2.1. We may use electronic equipment installed in the Vehicle for the following purposes:
- 14.2.1.1. to manage the rental journey (ensure the car is in the correct location with fuel ready for your rental to commence, vehicle maintenance, billing etc);
 - 14.2.1.2. to identify and prevent crime and fraud;
 - 14.2.1.3. ensure that obligations under these Rental Terms are met (eg if the Vehicle is returned to the correct location, at the right time or crosses outside an authorised geographical area such as between Northern Ireland and the Irish Republic);
 - 14.2.1.4. to detect, verify and investigate accidents and damage to the Vehicle;
 - 14.2.1.5. to assist us in managing our fleet (such as monitoring the vehicle condition, mileage, fuel /charge level, operational and diagnostic data, collision alerts etc)
- 14.2.2. This information can be used both during and after the end of the rental period. For further information about our connected vehicle data processing, please see our dedicated privacy policy (see <https://www.europecar.com/files/live/sites/erc/files/connected-cars/privacy-policy.pdf>).
- 14.2.3. Under no circumstances should the electronic equipment in the Vehicle be disconnected. In the event of disconnection and/or non-return of the equipment, we may charge you additional fees as set out in the Fees and Costs Guide

14.3. No waiver of rights

The fact that either party does not exercise or invoke a right or clause contained in these Rental Terms will not be construed as a waiver of said right or clause.

14.4. Headings for reference purposes

The titles of clauses contained in the Rental Terms are provided to facilitate reading and have no legal effect.

14.5. Code of conduct

LEASEEUROPE has published a code of conduct for Vehicle rental activities. A copy is available from the following address: www.leaseurope.org

14.6. Assignment

- 14.6.1. You may not assign these Rental Terms without the prior written consent of Ubeeqo. Any assignment or attempted assignment without consent shall be null and void.
- 14.6.2 Ubeeqo shall be entitled to assign its rights and obligations under the Rental Terms to a third party which will in all aspects assume Ubeeqo's rights and obligations to you.

14.7. Entire Agreement

- 14.7.1. These Rental Terms, together with the General Terms of Use, Privacy Policy and any other agreement entered into between Ubeeqo and a legal entity, sets out the entire agreement with respect to the Ubeeqo Car Sharing Service and supersedes and extinguishes all earlier understandings and agreements between any of the parties and all earlier representations by any party.
- 14.7.2. Any clause in these Rental Terms which is declared null and void in application of a law, regulation or definitive ruling by a competent court shall be deemed to be without effect, without invalidating the other contractual stipulations or affecting the validity of the Subscription and Rental Terms. In this case, insofar as necessary, the parties shall strive in good faith to find a substitute clause in keeping with the spirit of the cancelled clause.

14.8. Notices

Any notices to be served on either of the parties by the other shall be sent by prepaid recorded delivery to:

UBEEQO: at the address set out at clause 16 below;

AN INDIVIDUAL: at the address provided when you initially Subscribed

A LEGAL ENTITY: to the registered office address supplied at the time of Subscription

and shall be deemed received by the receiving party within 2 working days of posting.

15. APPLICABLE LAW AND JURISDICTION

These Rental Terms are subject to English Law and any matters will be dealt with by the English Courts.

16. CUSTOMER SERVICES

16.1 For any information or questions, Customer Services can be contacted Monday to Sunday 8am to 9pm:

By telephone: 0371 384 9949

By email: customer@ubeeqo.com

By post: 1 Great Central Square, Leicester LE1 4JS

16.2 If you require urgent assistance outside of this time, for example if you are involved in an accident, please contact Europcar assistance on 0800 0280 999.



APPENDIX 1

STANDARD CANCELLATION FORM

To the attention of:

I hereby notify you that I intend to exercise my cancellation right with respect to the Subscription taken out on

Reference

Name of Subscriber (You)

Address of the Subscriber (You)

Signature (only if a paper copy of this form is sent)

Date

Send this letter by registered mail.



APPENDIX 2

FEES AND COSTS GUIDE

This Fees and Costs Guide is intended to provide details of all additional costs and should be read in conjunction with the Rental Terms, Subscription Confirmation Email, Booking Confirmation email Light Damage Charges Schedule and Privacy Policy, which together form your contract with us.

SUBSCRIPTION CHARGES

We offer two different models of subscription designed to suit occasional and regular users. Both include London Congestion charge and DART charge.

FLIRT (no subscription fee)

	City	Comfort	Premium	Van/7 seater
Car Sharing (30 miles included and additional miles charged at 29p per mile)				
One Hour	£ 8.50	£ 9.50	£ 12.50	£10.50
One Day	£79.00	£89.00	£119.00	£99.00
Long Distance (no mileage included so all mileage charged at 20p per mile - prices listed below are costs per day)				
One Day	£60	£80	£100	£90
Two Days	£47	£66	£ 78	£78
Three Days	£44	£59	£ 75	£75
Four Days	£42	£56	£ 74	£74
Five Days	£39	£54	£ 72	£72
Six Days	£37	£53	£ 70	£70
Seven Days	£35	£50	£ 68	£68

PASSION (subscription fee of £5 per calendar month)

	City	Comfort	Premium	Van/7 seater
Car Sharing (30 miles included and additional miles charged at 24p per mile)				
One Hour	£ 6.00	£ 7.00	£10.00	£10.00
One Day	£55.00	£70.00	£95.00	£95.00
Long Distance (no mileage included so all mileage charged at 20p per mile - prices listed below are costs per day)				
One Day	£60	£80	£100	£90
Two Days	£47	£66	£ 78	£78
Three Day	£44	£59	£ 75	£75
Four Days	£42	£56	£ 74	£74
Five Days	£39	£54	£ 72	£72
Six Days	£37	£53	£ 70	£70
Seven Days	£35	£50	£ 68	£68

Collision Damage Waiver and Excess Reduction Options

These are optional and are not included in the Subscription Charges set out above.

Standard Collision Damage Waiver Excess	£750
Car Sharing	Pay the Car Sharing Rates above plus an additional 30% charge to reduce your excess from £750 to £375
Long Distance	Pay the Long Distance Rates above plus an additional £3.90 per day to reduce your excess from £750 to £375
Annual	Single annual payment of £99 to reduce the excess for all bookings for that year to £375

Loss and Damage Charges

Loss or Damage to the Vehicle or Accessories

Description	What is the Charge for?	Cost (inclusive of VAT where relevant)
Light Damage Administration Charge	Applies if we have to charge you for Light Damage caused to the Vehicle whilst you are in possession of it (includes loss of or damage to Accessories or keys as detailed in the Light Damage Charges Schedule). This charge pays for the back office resource required to process associated paperwork	£40
Tyre Damage Administration Charge and Windscreen Damage Administration Charge	Applies if we have to charge you for Replacement Tyre/Windscreen or for a Tyre Repair as a result of damage caused whilst you are in possession of the Vehicle and the Replacement Tyre/Windscreen or Tyre Repair is carried out after you have returned the Vehicle to us at the end of the Hire Period. This charge pays for the back office resource required to process the associated paperwork	£40
Damage Administration Charge	Applies if we have to charge you for Serious Damage caused to the Vehicle whilst you are in possession of it. This charge pays for the back office resource required to process the associated paperwork	£80
Engineer's Charge	This applies if the Vehicle has suffered Serious Damage or a Total	£40

	<p>Loss. It pays for an Engineer to assess whether a damaged Vehicle is worth repairing and (where appropriate) to:</p> <ul style="list-style-type: none"> (i) liaise with the repairers to determine how it will be repaired and what it will cost; and (ii) determine the pre-accident value of the Vehicle and to arrange for the Vehicle to be sold for salvage. <p>This charge is in addition to the Damage Administration Charge.</p>	
Valet Charge	This applies where the level of cleaning required to return the Vehicle to a rentable condition will take longer to complete than our standard clean.	£45
Rubbish Disposal	Should any items be left in the Vehicle at the end of the rental period you will be charged for the cost of disposing of those items and this will vary depending upon the nature and quantity of the items.	This will vary depending upon the item(s) to be disposed of, but you will be notified once known.
Loss, theft or damage to the Access Badge or Datafob	The cost to replace lost, stolen or damaged Access badges and/or Datafobs.	£15
Loss, theft or damage to a charging cable	This charge is to replace an EV charging cable if it is not returned with the Vehicle or is damaged.	Cost of cable varies by manufacturer
Loss, theft or damage to other items such as the Fuel Card, any parking season ticket etc	<p>The cost to replace lost, stolen or damaged items that come with the Vehicle such as the Fuel Card or any parking season ticket.</p> <p>More general accessories associated with the Vehicle such as locking wheel nuts, parcel shelves etc are lost, stolen or damaged, they will be treated as Light Damage and the cost of replacement is listed in the Light Damage Schedule.</p>	£75 per item
Missing or Broken Device Charge	This charge is applied when a Vehicle is returned and the electronic geolocation unit is found to be missing.	<p>Entire Device plus cabling £700</p> <p>Individual components:</p> <p>Unit £500</p> <p>Pin pad £50</p>

		Card Reader £50 Antenna £50
Disconnected Device Charge	This is the charge to reinstall an electronic geolocation unit if it is disconnected.	£75
Emergency Call Out	Recovery of a Vehicle that has broken down or is damaged due to Customer negligence.	£175 recovery charge £3 per mile towing charge
Statutory Charge for Vehicle Recovery by the Police	The cost to redeem a Vehicle if it is recovered by police because of your breach of the Rental Terms.	£150
Statutory Storage Charges following Police Recovery	Charges that are charged by the police for storing a Vehicle following its recovery by them	Currently £20 per day.
Agent Recovery Charge	The cost we incur, if due to your breach of the Rental Terms we have to instruct an agent to recover a Vehicle on our behalf.	Between £200 and £400 in the UK. Up to £2,000 from Europe.

Other Charges

You may incur some of the following Charges during the Rental Period. These are not included in the rental charges or the Subscription, but will be calculated and charged to you when you return the Vehicle to us.

Description	What is the Charge for?	Cost (inclusive of VAT where relevant)
Cancellation of booking before the start time	This charge applies if you cancel your booking before the start of the rental period via the cancel button on your email confirmation or the Ubeeqo App.	The cost is dependent upon your type of Subscription and how long before the booking is due to commence. Flirt: 12 hours or more before the booking is due to commence – FREE Flirt: less than 12 hours before the booking is due to commence – 50% of the cost of the booking will be retained. Passion: 8 hours or more before the booking is due to commence – FREE Passion: less than 8 hours before the booking is due to commence – 50% of the cost of the booking will be retained.
Change the booking before the rental period	If you change your booking before the rental period starts via the Ubeeqo Website, Ubeeqo App or your confirmation email.	If you add extra time, then you will be charged for the relevant additional time booked. If you reduce the length of the rental

		<p>period, then your charge will be reduced accordingly.</p> <p>You will not be charged a modification fee.</p>
Change or cancel the booking during the rental period	<p>This charge applies if during the rental period you use the “modify” button on the UbeeQo Website or UbeeQo Car Sharing Terminal.</p>	<p>If the booking is cancelled after the start of the Rental Period, no additional charges will be applied but no monies will be refunded.</p> <p>If the booking is modified to include additional time you will be charged for the additional time.</p> <p>If the booking is modified to reduce the time booked, you will still be charged for the period of time originally booked and no monies will be refunded.</p>
Late Return of the Vehicle (without prior agreement)	<p>This charge applies if the Vehicle is treated as being returned late (after a 10 minute grace period) and there has been no prior agreement.</p>	<p>You will be charged £1 for every minute the Vehicle is returned late after the grace period up to a maximum of £150 (2.5 hours).</p>
Additional Mileage	<p>This charge applies if your mileage exceeds the maximum mileage allowed for your booking.</p>	<p>29p per mile over the mileage allowance.</p>
Fuel Card Misuse Fee	<p>This charge applies if you use the Vehicle Fuel Card to purchase items other than fuel for the Vehicle.</p> <p>This covers the back office costs of having to process the costs and seek recovery from you.</p>	<p>£25</p>
Fine Management Administration Fee	<p>This applies where we have to provide your details to, make payment or otherwise liaise with, any third parties – for example unpaid parking charges and speeding tickets.</p> <p>This is in addition to also passing on to you the cost of any unpaid charges.</p>	<p>£40</p>
Refuelling Fee	<p>If a Vehicle is returned with less than ¼ of a tank of appropriate fuel or an electric Vehicle is either not placed on charge when returned (if available) or does not have a quarter charge, then this fee will be charged to cover our costs of having to visit the Vehicle and manage the situation prior to another customer being able to rent the Vehicle.</p>	<p>£35</p>
Returning the Vehicle to an incorrect location fee	<p>This charge is applied where a Vehicle is returned to us and is</p>	<p>£180</p>

	<p>accepted as being returned, but has not been left in the agreed Return Location.</p> <p>This covers our back office charges of having to go out to the Vehicle and move it to the correct location.</p>	
Chasing overdue Vehicles	<p>These charges apply if you fail to return the Vehicle to us at the end of the Rental Period without extending the Rental Period or advising us of any delay.</p> <p>This covers our back office charges to call and email you to establish why the Vehicle has not been returned and resolve the matter.</p>	£40
Immobilisation of the Vehicle	<p>If the Vehicle is not returned within 2.5 hours of the end of the Rental Period and we have been unable to contact you/agree a modification to the booking then the Vehicle will be immobilised.</p> <p>This charge covers our costs of having to recover the Vehicle from wherever it was immobilised and return it to the correct location.</p>	£180
Unpaid Charges Administration Fee	<p>Applies if we have to recover unpaid charges associated with your rental. Reasonable legal fees, statutory court costs and interest may be payable in addition to this fee.</p>	£40



APPENDIX 3

LIGHT DAMAGE CHARGES SCHEDULE

Area	Element	Type and Condition	CARS					VANS	
			Small	Medium	Intermediate	Large	Premium	Small Van	Van
FRONT	Badge	Broken/Damaged/Missing	56	70	98	72	158	65	49
	Bonnet	Scratch/Scuff <75mm Paint Damage	244	297	320	326	340	268	235
		Scratch/Scuff - Medium 75-150mm	479	550	595	596	541	541	575
		Scratch/Scuff - Large 150mm+	652	738	802	803	662	751	856
		Dent - Small 25-75mm	282	335	358	364	378	307	274
		Dent - Medium 75-150mm	556	627	672	673	618	618	652
		Dent - Large 150mm+	768	853	918	919	777	866	971
	Bumper Moulding	Broken/Damaged/Missing	167	214	170	235	211	43	100
	Bumper Skirt	Broken/Damaged/Missing/Scuffed	113	103	65	88	67	77	79
	Front Bumper	Scratch/Scuff <75mm Paint Damage	262	273	260	258	228	303	212
		Scratch/Scuff - Medium 75-150mm	345	365	351	348	314	408	289
		Scratch/Scuff - Large 150mm+	345	365	351	348	304	408	479
		Dent - Small 25-75mm	300	312	298	296	267	341	250
		Dent - Medium 75-150mm	422	442	428	425	391	485	366
		Dent - Large 150mm+	460	481	467	464	420	523	595
Fog Light (Right/Left)	Broken/Damaged/Missing	54	109	98	104		128	80	
Front Grille	Broken/Damaged/Missing	55	164	175	172	337	137	117	

	Indicator (Right/Left)	Broken/Damaged/Missing	25	16	19	15	27	28	16
	Front Skirt (Right/Left)	Broken/Damaged/Missing	113	103	66	88	67	78	79
	Tow Eye Cover	Broken/Damaged/Missing	125	127	120	105	38	24	25
	Wiper Arm	Broken/Damaged/Missing	44	60	70	60	78	49	71
	Wiper Blades	Broken/Damaged/Missing	36	23	22	28	43	30	28
	Number Plate	Broken/Damaged/Missing	25	25	25	25	25	25	25
	Windscreen	Glass chip 5-10mm	35	35	35	35	35	35	35
SIDE (Right/Left)	Door (Front/Rear)	Scratch/Scuff <75mm Paint Damage	249	243	254	245	221	264	291
		Scratch/Scuff - Medium 75-150mm	487	470	499	480	383	533	651
		Scratch/Scuff - Large 150mm+	664	641	684	662	499	742	949
		Dent - Small 25-75mm	287	281	293	283	259	302	329
		Dent - Medium 75-150mm	564	547	576	557	460	610	728
		Dent - Large 150mm+	780	756	800	778	614	857	1065
	Door Handle (Front/Rear)	Broken/Damaged	128	163	155	189	57	51	37
		Scratch/Scuff <75mm Paint Damage	128	123	130	118	83	51	37
	Door Seal (Front/Rear)	Broken/Damaged/Missing	146	73	77	74	132	87	64
	Front Wing	Scratch/Scuff <75mm Paint Damage	167	169	188	170	174	180	183
		Scratch/Scuff - Medium 75-150mm	365	363	403	370	314	408	492
		Scratch/Scuff - Large 150mm+	516	510	567	529	427	591	757
		Dent - Small 25-75mm	205	208	226	208	212	218	221
		Dent - Medium 75-150mm	442	440	480	447	391	485	569
		Dent - Large 150mm+	631	625	682	644	542	707	872
	Fuel Flap	Broken/Damaged	198	174	185	149	175	162	175
		Scratch/Scuff <75mm Paint Damage	129	126	132	120	92	128	129
	Side Indicator Repeater	Broken/Damaged	29	17	21	23	27	20	16
	Door Mirror Glass	Broken/Damaged/Missing	42	55	67	89	165	39	31
	Mirror Housing	Scratch/Scuff <75mm Paint Damage	65	65	65	65	65	65	65
		Broken/Damaged/Missing	130	203	218	248	296	153	151
	Moulding (Front/Rear)	Broken/Damaged/Missing	153	109	89	185	155	77	43

Rear Wing	Scratch/Scuff <75mm Paint Damage	223	213	214	249	220	251	394
	Scratch/Scuff - Medium 75-150mm	444	422	445	476	376	515	810
	Scratch/Scuff - Large 150mm+	615	580	615	651	490	724	1136
	Dent - Small 25-75mm	262	251	253	288	259	290	432
	Dent - Medium 75-150mm	521	499	522	553	453	592	887
	Dent - Large 150mm+	730	696	731	767	606	839	1251
Pillar A	Scratch/Scuff <75mm Paint Damage	154	165	166	167	148	172	185
	Scratch/Scuff - Medium 75-150mm	217	227	233	230	176	245	241
	Scratch/Scuff - Large 150mm+	236	246	254	254	179	270	250
	Dent - Small 25-75mm	193	203	204	206	186	210	224
	Dent - Medium 75-150mm	294	304	310	307	253	322	318
	Dent - Large 150mm+	352	361	369	369	294	385	366
Pillar B	Scratch/Scuff <75mm Paint Damage	166	182	178	182	181	184	208
	Scratch/Scuff - Medium 75-150mm	235	254	254	252	212	260	291
	Scratch/Scuff - Large 150mm+	255	278	279	274	215	289	327
	Dent - Small 25-75mm	204	220	217	221	220	222	246
	Dent - Medium 75-150mm	312	331	331	329	289	337	368
	Dent - Large 150mm+	371	393	394	390	330	404	442
Pillar C	Scratch/Scuff <75mm Paint Damage						156	177
	Scratch/Scuff - Medium 75-150mm						156	245
	Scratch/Scuff - Large 150mm+						156	282
	Dent - Small 25-75mm						194	216
	Dent - Medium 75-150mm						233	322
	Dent - Large 150mm+						271	397
Pillar D	Scratch/Scuff <75mm Paint Damage						140	150
	Scratch/Scuff - Medium 75-150mm						140	181
	Scratch/Scuff - Large 150mm+						140	190
	Dent - Small 25-75mm						179	189
	Dent - Medium 75-150mm						217	258
	Dent - Large 150mm+						256	305
Sill	Scratch/Scuff <75mm Paint Damage	167	169	172	176	176	172	168
	Scratch/Scuff - Medium 75-150mm	237	235	241	245	236	243	235
	Scratch/Scuff - Large 150mm+	258	256	265	270	238	268	256
	Dent - Small 25-75mm	206	207	210	215	214	210	207
	Dent - Medium 75-150mm	314	312	318	322	313	320	312
	Dent - Large 150mm+	374	372	381	385	353	384	372
Underside Protection	Broken/Damaged/Missing	68	106	106	75	73	88	78
Wheel Trim (Front/Rear)	Broken/Damaged	31	45	42	38		30	30

WingTrims	Missing	92	87	112	95	122	41	10	
Wheel Arch (Front/Rear)	Scratch/Scuff <75mm Paint Damage		44	171	31	199			
	Scratch/Scuff - Medium 75-150mm		44	171	31	199			
	Scratch/Scuff - Large 150mm+		44	171	31	199			
	Dent - Small 25-75mm		44	210	31	238			
	Dent - Medium 75-150mm		44	248	31	276			
	Dent - Large 150mm+		44	287	31	315			
Door Glass (Front/Rear)	Glass chip 5-10mm	35	35	35	35	35	35	35	
Alloy/Steel Wheel (Front/Rear)	Scratch/Scuff <75mm Paint Damage	65	65	65	65	65	65	65	
Left Side Rear Panel	Scratch/Scuff <75mm Paint Damage						251	394	
	Scratch/Scuff - Medium 75-150mm						515	810	
	Scratch/Scuff - Large 150mm+						724	1136	
	Dent - Small 25-75mm						290	432	
	Dent - Medium 75-150mm						592	887	
	Dent - Large 150mm+						839	1251	
Right Side Rear Panel	Scratch/Scuff <75mm Paint Damage						251	394	
	Scratch/Scuff - Medium 75-150mm						515	810	
	Scratch/Scuff - Large 150mm+						724	1136	
	Dent - Small 25-75mm						290	432	
	Dent - Medium 75-150mm						592	887	
	Dent - Large 150mm+						839	1251	
Rear Sliding Door	Scratch/Scuff <75mm Paint Damage		411				353	417	
	Scratch/Scuff - Medium 75-150mm		737				669	842	
	Scratch/Scuff - Large 150mm+		989				910	1179	
	Dent - Small 25-75mm		450				392	456	
	Dent - Medium 75-150mm		814				746	919	
	Dent - Large 150mm+		1104				1025	1294	
REAR	Rear Badge	Broken/Damaged/Missing	53	46	79	97	28	36	29
	Boot Lock	Broken/Damaged/Missing	79	95	99	87	106	275	238
Tailgate/Boot Lid	Scratch/Scuff <75mm Paint Damage	237	251	270	261	242	299	438	
	Scratch/Scuff - Medium 75-150mm	338	356	381	366	298	433	601	
	Scratch/Scuff - Large 150mm+	383	405	426	413	304	497	657	
	Dent - Small 25-75mm	275	289	309	300	280	338	476	
	Dent - Medium 75-150mm	415	433	458	443	375	510	678	
	Dent - Large 150mm+	498	520	541	528	419	613	772	

Rear Bumper	Scratch/Scuff <75mm Paint Damage	258	282	268	251	247	295	216
	Scratch/Scuff - Medium 75-150mm	343	382	370	339	337	419	296
	Scratch/Scuff - Large 150mm+	343	397	370	339	333	419	296
	Dent - Small 25-75mm	297	321	307	289	285	333	255
	Dent - Medium 75-150mm	420	459	447	416	414	496	373
	Dent - Large 150mm+	459	512	485	455	449	535	412
Rear Fog Lamp (Right/Left)	Broken/Damaged/Missing	98	87	57	44		52	
Rear Light (Right/Left)	Broken/Damaged/Missing	100	132	213	201	197	118	138
Rear Plate Light	Broken/Damaged/Missing	38	43	73	55	38	34	24
Rear Spoiler	Scratch/Scuff <75mm Paint Damage	147	185	184	183	176		
	Scratch/Scuff - Medium 75-150mm	212	256	261	267	247		
	Scratch/Scuff - Large 150mm+	212	256	273	267	218		
	Dent - Small 25-75mm	185	224	222	221	214		
	Dent - Medium 75-150mm	289	333	338	344	324		
	Dent - Large 150mm+	328	372	388	382	333		
Rear Valance	Scratch/Scuff <75mm Paint Damage	147	185	184	183	176		
	Scratch/Scuff - Medium 75-150mm	212	256	261	267	247		
	Scratch/Scuff - Large 150mm+	212	256	273	267	218		
	Dent - Small 25-75mm	185	224	222	221	214		
	Dent - Medium 75-150mm	289	333	338	344	324		
	Dent - Large 150mm+	328	372	388	382	333		
Tow Eye Cover	Broken/Damaged/Missing	130	74	33	61	106	64	145
Wiper Arm	Broken/Damaged/Missing	48	38	41	37	46	36	
Wiper Blades	Broken/Damaged/Missing	36	23	22	28	43	30	28
Rear Screen	Glass chip 5-10mm	35	35	35	35	35	35	35
Number Plate	Broken/Damaged/Missing	25	25	25	25	25	25	25
Rear Loading Door	Scratch/Scuff <75mm Paint Damage		246				276	284
	Scratch/Scuff - Medium 75-150mm		354				396	404
	Scratch/Scuff - Large 150mm+		403				453	463
	Dent - Small 25-75mm		285				314	322
	Dent - Medium 75-150mm		431				473	481
	Dent - Large 150mm+		519				569	579
Step	Broken/Damaged/Missing						350	350

	Tail-lift	Broken/Damaged/Missing						450	450
ROOF	Aerial Roof	Broken/Damaged/Missing	13	77	95	114	215	23	23
		Scratch/Scuff <75mm Paint Damage	245	375	389	356	323	534	668
		Scratch/Scuff - Medium 75-150mm	350	537	564	507	415	781	980
		Scratch/Scuff - Large 150mm+	399	622	659	592	428	925	1166
		Dent - Small 25-75mm	283	414	428	395	361	573	707
		Dent - Medium 75-150mm	427	614	641	584	492	858	1057
		Dent - Large 150mm+	515	738	774	708	543	1041	1281
INTERIOR	Boot Carpet	Broken/Damaged/Missing	129	182	158	273	160	314	529
	Bulkhead	Broken/Damaged/Missing	40	40	45	90	130	402	402
	Centre Console	Broken/Damaged/Missing	91	165	208	238	453	115	80
		Burn/Holed/Cut	65	65	65	65	65	65	65
	Door Panel	Burn/Holed/Cut	65	65	65	65	65	65	65
		Missing	233	288	323	364	598	183	234
	Front Left Seat Back Cover	Broken/Damaged/Missing	228	295	323	348	309	299	190
		Burn/Holed/Cut	65	65	65	65	65	65	65
	Front Left Seat Base Cover	Broken/Damaged/Missing	174	219	219	312	318	233	120
		Burn/Holed/Cut	65	65	65	65	65	65	65
	Front Right Seat Back Cover	Broken/Damaged/Missing	228	288	353	359	309	300	116
		Burn/Holed/Cut	65	65	65	65	65	65	65
	Front Right Seat Base Cover	Broken/Damaged/Missing	211	232	250	305	316	330	136
		Burn/Holed/Cut	65	65	65	65	65	65	65
	Gear Lever Gaiter	Broken/Damaged/Missing	111	61	68	53	108	117	46
		Burn/Holed/Cut	111	61	68	53	108	117	46
Glove Compartment Head Restraint	Broken/Damaged/Missing	151	162	160	204	558	169	89	
	Broken/Damaged/Missing	146	116	308	159	160	151	151	
Interior Carpet	Burn/Holed/Cut	65	65	65	65	65	65	65	
	Missing	303	578	671	564	833	729	717	
Interior Lighting	Broken/Damaged/Missing	42	109	117	176	344	33	57	
Key	Broken/Damaged/Missing	227	170	125	222	268	192	267	
Luggage Cover	Broken/Damaged/Missing	148	187	206	297	355	275		

Rear View Mirror	Broken/Damaged/Missing	106	128	233	203	330	53	464
Rear Armrest	Broken/Damaged/Missing			269	92	344	179	179
Rear Left Seat Back Cover	Broken/Damaged/Missing	202	248	206	317	246	120	120
	Burn/Holed/Cut	65	65	65	65	65	65	65
Rear Left Seat Base Cover	Broken/Damaged/Missing	268	517	370	228	46	207	532
	Burn/Holed/Cut	65	65	65	65	65	65	65
Rear Right Seat Back Cover	Broken/Damaged/Missing	251	231	218	332	235	70	290
	Burn/Holed/Cut	65	65	65	65	65	65	65
Rear Right Seat Base Cover	Broken/Damaged/Missing	198	371	255	218	57	134	440
	Burn/Holed/Cut	65	65	65	65	65	65	65
Roof lining	Broken/Damaged/Missing	65	65	65	65	65	65	65
	Burn/Holed/Cut	65	65	65	65	65	65	65
SD Card	Broken/Damaged/Missing	55	55	65	65	400		
Speaker	Broken/Damaged/Missing	36	42	88	74	43	43	43
Sunvisor	Broken/Damaged/Missing	36	66	98	92	52	68	68
	Burn/Holed/Cut	36	66	98	92	52	68	68
Window Handle	Broken/Damaged/Missing	25					18	21
Locking Wheel Bolt Key	Broken/Damaged/Missing	160	160	160	160	160	160	160
Ply Lining	Broken/Damaged/Missing						155	155
ACCESSORIES								
Tool Kit	Missing		24	85	19	9		35
Hub Covers	Missing	27	29	22	23	23	17	19
	Scratch/Scuff <75mm Paint Damage	30	30	30	30	30	30	30
Decals	Broken/Damaged	30	30	30	30	30	63	63
	Missing	97	97	97	97	97	221	221



PRIVACY POLICY

1. WHO IS PROCESSING YOUR PERSONAL DATA?
2. WHAT PERSONAL DATA DO WE COLLECT?
 - 2.1. Usage data
 - 2.2. Data communicated by the User
 - 2.3. Data collected through our connected vehicles
 - 2.4. Data transmitted by the authorities responsible for the management of fines for traffic infringements
3. WHY DO WE COLLECT YOUR PERSONAL DATA?
4. WHO ARE THE RECIPIENTS OF THE PERSONAL DATA WE COLLECT ABOUT YOU?
 - 4.1 Categories of recipients
 - 4.2 International transfers
5. HOW LONG DO WE KEEP YOUR PERSONAL DATA?
6. WHAT RIGHTS CAN YOU EXERCISE IN RELATION TO THE PROCESSING OF YOUR PERSONAL DATA?
7. HOW DO WE PROTECT YOUR PERSONAL DATA?
8. WHO TO CONTACT TO EXERCISE YOUR RIGHTS OR IN CASE OF QUESTIONS REGARDING THE PROCESSING OF YOUR PERSONAL DATA?
9. CHANGES TO THIS PRIVACY POLICY

1. WHO IS PROCESSING YOUR PERSONAL DATA?

UbeeQO International SASU, whose registered office is located at 696 rue Yves Kermen, 92100, Boulogne-Billancourt, France and UbeeQO UK Limited, whose registered office is located at James House 55 Welford Road Leicester LE2 7AR England are joint controllers for the processing of your personal data, when they deliver mobility solutions services under UbeeQO's brand through their websites or mobile applications.

The terms "we", "us" or "our" used in this policy refer to these joint controllers.

2. WHAT PERSONAL DATA DO WE COLLECT?

Your personal data means any information that allows us to identify you, directly or indirectly, that we collect on our websites, mobile applications or as part of our mobility solutions services.

2.1. Usage data

Usage data is data generated during your interactions with us when you use our services and includes the following categories of data:

- financial data such as invoices or vehicle insurance data;
- navigation data such as IP addresses, domain names of the devices used, URI (Uniform Resource Identifier) addresses, date, method of sending the request to the server, size of the file received in response, numeric code indicating the status of the server response (successful, error, etc.), and the name of the server that sent the request.), the country of your browser, the functionality of your browser and operating system, information about your browsing experience on our sites and applications, in particular the order of pages visited, the duration of the visit, and features about the user's device operating system and IT environment (model, brand for example).

2.2. Data communicated by the User

You are free to surf our sites or applications without creating an account. To benefit from our products and services, you must register and provide the requested information.

The data collected for registration and reservation purposes are the following: identification data (first name, last name, gender, date of birth, driver's license number, [identity card, depending on the country], mobile phone number, postal address), audiovisual and electronic data (email, messages, calls exchanged with our customer service, photo, video).

To subscribe to the newsletter, you must provide your email address.

To make payment for our products and services, you must provide your payment details (account number, card number).

If you participate in our satisfaction surveys or interact on our dedicated social media pages, we process data related to your customer satisfaction.

2.3. Data collected through our connected vehicles

We collect a variety of information through our connected vehicles, including: vehicle condition, damage or accident information, vehicle performance data, operational and diagnostic data, mileage information, acceleration and braking speeds, fuel consumption and fuel levels, tire pressure, mileage meter readings, vehicle location, and other vehicle information.

2.4. Data transmitted by the authorities responsible for the management of fines for traffic infringements

In the context of traffic regulations, we may receive information from the authorities in charge of managing fines relating to traffic violations.

3. WHY DO WE COLLECT YOUR PERSONAL DATA?

Through our sites and applications, we offer you self-service car rental services ("car sharing"). To this end, we collect and process your personal data for different purposes and on different legal bases, as set forth in the table below:

Purposes of the processing of your personal data	Legal basis of the processing
<p><u>Creation and management of your account:</u></p> <p>This operation is necessary to identify you as well as to prepare and facilitate your future self-service vehicle reservations.</p>	<p>Your personal data is processed on the basis of the execution of the general conditions of use of our sites and applications.</p>
<p><u>Processing of your reservation:</u></p> <p>(i) confirming your self-service vehicle Reservation;</p> <p>(ii) modify or cancel your self-service vehicle reservation;</p> <p>(iii) communicate with you in connection with your reservation, by phone or email (for example, to provide you with confirmation of your reservation, to send you a reminder before the start and end of your reservation, to answer your questions or suggestions, etc.) ;</p> <p>(iv) manage your self-service vehicle reservation (provision and return of the vehicle) ;</p> <p>(v) manage your invoices;</p> <p>(vi) manage late payments;</p> <p>(vii) manage any complaints;</p> <p>(viii) manage compensation for potential damage to our vehicles;</p> <p>(ix) manage your insurance.</p>	<p>Your personal data are processed on the basis of the execution of the general terms and conditions of car sharing accepted by you (the "car sharing contract").</p>
<p><u>Verification of your driver's license, either manually or with a facial recognition solution.</u></p> <p>You must submit your driver's license via our application for us to validate it. This validation can be done</p> <p>(i) manually by our customer service department</p>	<p>(i) This processing is necessary for the execution of the car sharing contract between you and us.</p> <p>(ii) The use of the facial recognition solution is based on your consent.</p>

<p>or</p> <p>(ii) by means of a facial recognition device. Images of the driver's licence, your selfie or video selfie (as applicable) will be collected and processed solely for the purpose of driver's licence validation. Wherever possible, driver's license data will be read electronically from the user's driver's license images.</p>	
<p><u>Management of your payments:</u></p> <p>Namely:</p> <p>(i) the payment of your reservation, subsequent expenses (including fines) and, if applicable, your subscription;</p> <p>(ii) the prevention of credit card fraud.</p>	<p>(i) This processing activity is necessary for the execution of the car sharing contract concluded with us. If you are not a subscriber to our services, the conservation of your credit card for all future payments is based on your consent.</p> <p>(ii) This processing activity is based on our legitimate interest in protecting ourselves against credit card fraud.</p>
<p><u>Vehicle monitoring through the use of connected devices</u></p> <p>The fleet of our vehicles is equipped with Internet-connected devices allowing us to :</p> <p>(i) manage the rental journey, in particular verify the presence of the rented vehicle in the correct departure car park at the start of the rental or in the correct arrival car park at the end of the rental, verify that the vehicle is returned with the sufficient level of fuel, verify that the kilometer package purchased has not been exceeded;</p> <p>(ii) check the condition, performance and functionalities of our vehicles to ensure that each vehicle is in good working order and available for each user's reservation, in particular to check the filling status of the tank or the battery level of a vehicle</p> <p>(iii) locate the vehicle in the event of theft or suspected theft</p> <p>(iv) locate the vehicle in the event of suspected accident in order to provide</p>	<p>(i) This processing activity is necessary for the performance of your car sharing contract.</p> <p>(ii) This processing is based on our legitimate interest to manage the fleet and to be able to deliver the services</p> <p>(iii) This processing is based on our legitimate interest to protect the integrity of our Park.</p> <p>(iv) This processing is based on our legitimate interest to provide assistance to people</p>
<p><u>Improvement of your browsing experience</u></p> <p>Your usage data is processed for the technical and operational purposes of navigating our sites and applications and improving your customer experience.</p> <p>With this usage data, we adapt our sites and applications to make navigation easier and faster, in particular to provide you with the most appropriate version for your language and country of origin.</p>	<p>This processing activity is based on our legitimate interest in improving our products and services.</p>
<p><u>Conducting customer surveys to improve your experience with our products / services</u></p>	<p>This processing activity, which aims to ensure a better understanding of your needs and to offer you personalized features to improve your experience, is based on our legitimate interest.</p>
<p><u>Promotion of our commercial and promotional activities:</u></p> <p>(i) sending emails and SMS in case of promotions, as well as advertising and personalized promotions specific to your interests regarding our products and services;</p> <p>(ii) sending our newsletters;</p> <p>(iii) organising promotional contests/drawings; The transactional emails sent to you to inform you of the status of your booking are not included in this processing purpose.</p>	<p>These processing activities are based on your consent.</p>
<p><u>Performing statistical analysis:</u></p>	<p>This processing is based on our legitimate interest to perform</p>

We aggregate and anonymize your data for statistical analysis.	statistical analysis.
<p><u>Management of fines for traffic offences:</u></p> <p>This procedure is designed to:</p> <p>(i) match the fines with the driver who rented the vehicle ;</p> <p>(ii) transfer the identity of the driver who has committed a traffic offence to the competent authority (for the processing of fines).</p>	This procedure is necessary to meet a legal obligation to which we are subject (in particular Road Traffic Act 1988 and other similar legislation).
<p><u>Management and update of a list of clients with certain contractual risks for the following reasons:</u></p> <p>(i) payment incidents that have given rise to legal proceedings ;</p> <p>(ii) traffic accidents or repeated damage;</p> <p>(iii) accidents or damage caused voluntarily;</p> <p>(iv) use of our vehicles in violation of the car sharing contract.</p>	This treatment, which aims to reduce our exposure to financial, material or reputational risks of the service, is based on our legitimate interest.
<u>Check that you are not placed on any international sanction list</u>	This processing is based on our legal obligations regarding economic or financial or trade embargoes imposed, administered or enforced from time to time by (a) the United Nations Security Council, (b) the European Union or any Member State thereof, © the U.S. government, including those administered by the U.S. Department of the Treasury's Office of Foreign Assets Control ("OFAC") and the U.S. Department of State, or (d) the United Kingdom.

For your information, we collect and process your personal data via "cookies" and other tracers during your visits to its websites or mobile applications. These operations are governed by our [Cookies Policy](#). You can accept or reject these cookies and other tracking devices by following the instructions provided in this Policy.

4. WHO ARE THE RECIPIENTS OF THE PERSONAL DATA WE COLLECT ABOUT YOU?

4.1 Categories of recipients

If necessary, your personal data may be communicated:

- to our employees and authorized representatives, to other companies in our group (including Europcar Mobility Group to which we belong), to our agents and authorized intermediaries;
- to our subcontractors, who enable us to provide you with our products and services;
- to the competent authority in the country where you have committed a traffic violation, for payment of such fines.
- to the competent authorities where required and in accordance with applicable law.

Use of Facebook

All Facebook features and services available on our website or applications are governed by the Facebook Privacy Policy, which you can read for more information about your rights and settings options.

By using one of our website/applications, you can:

- Use Facebook social plug-ins, such as "like" or "share" our content on the Facebook Platform;
- Accept cookies from our website or applications (also known as "Facebook Pixel"), which will help us understand your activities, including information about your device, how you use our services, the purchases you make, and the ads you view, whether or not you have a Facebook account or are logged in to Facebook.

When you use these Facebook features, we collect data that helps us to:

- Display ads that may be of interest to you on Facebook (or Instagram, Messenger or any other Facebook service);
- Measure and analyze the effectiveness of our website, applications and advertisements.

4.2 International transfers

When it is necessary or useful in order to provide you with its products and services, we transfer (for the purposes set forth herein) your personal data to destinations inside or outside the EU.

In all cases, we have implemented adequate safeguards to protect your personal data in accordance with Regulation (EU) 2016/679 (the "General Data Protection Regulation").

For more information regarding the countries to which your personal data may be transferred, their level of data protection and the protections that may be in place, [click here](#).

5. HOW LONG DO WE KEEP YOUR PERSONAL DATA?

Your personal data are kept for different periods depending on the purpose of the processing:

Purposes of the processing of your personal data	Data retention
The creation and management of your account	<p>For the entire duration of the business relationship, except in the following cases:</p> <ul style="list-style-type: none"> - your registration information and booking history will be archived for a period of 6 to 9 months from the time you request cancellation and deletion of your account. Such a period of deletion and anonymization of your personal data will be strictly limited to the purpose of protecting us against any fraudulent or criminal activity ; - information that may constitute proof of any right or that must be kept in accordance with a legal requirement (in particular invoices or proof of transactions) may be subject to interim archiving conditions for a period not exceeding the time necessary to accomplish the purposes for which it is kept, in accordance with the applicable legal provisions.
The processing of your reservation	For 5 years from the end of the reservation
The verification of your driver's license	For the entire duration of the business relationship and 5 years after the end of the business relationship
The management of your payments	For a period of 13 months from the effective payment date; We retain your credit card number for the payment of your subscription for the duration of your subscription.
The management of our fleet	Up to 9 months from the end of your business relationship with us.
The location of our vehicle in the event of a suspected accident	Up to 9 months from the end of your business relationship with us.
The monitoring of our vehicles	Up to 9 months from the end of the relationship with us.
Improving your browsing experience	Up to 9 months from the end of your business relationship with us.
The improvement of our services according to your preferences	Up to 9 months from the end of your business relationship with us.
The promotion of our promotional and commercial activities	<p>If you are a customer, up to 3 years from the end of your business relationship with us.</p> <p>If you have created an account without having booked a vehicle), up to 3 years from the collection of your personal information or your last request for information.</p>
Performing statistical analysis	Up to 9 months from the end of your business relationship with us.
Management of fines related to traffic offences	For the time necessary to identify the driver (or potential driver) responsible for the offence that caused the fine, which may not exceed 45 days from receipt of the fine. However, certain information may be kept for a longer period (up to 12 months from receipt of the fine), if it is subject to intermediate archiving conditions.

	Requests from the competent authority for the processing of fines in the country where the reservation was made will be deleted once they have been processed by us.
Management and maintenance of a watch list of clients with certain contractual risks for the following reasons: i. payment incidents that have given rise to legal proceedings; ii. traffic accidents or repeated damage iii. accidents or damage caused intentionally; iv. use of our vehicles in violation of the car sharing contract	3 years from the occurrence of the event in question.
Cookies	Please refer to our Cookies Policy .
Check that you are not placed on any international sanction list	For 5 years from the collection of your data

6. WHAT RIGHTS CAN YOU EXERCISE IN RELATION TO THE PROCESSING OF YOUR PERSONAL DATA?

By clicking on the "My Profile" section accessible on our Sites and Applications, you may at any time view and/or update your profile, which includes registration, driver information and rental preferences. You will be able to change your password, update or correct your telephone number, address and driver's license number, as well as update your rental and travel preferences, including payment method.

Under Regulation 2016/679 (the "General Data Protection Regulation"), you also have the following rights with respect to all personal data processed by us:

- a) right of access: right to obtain confirmation that your personal data will be processed by us, and if necessary, right of access to these data and right to obtain further information regarding the characteristics of the processing ;
- b) right of rectification: right to have personal data rectified in case of inaccuracy or, having regard to the purpose of the processing, right to complete incomplete data, including by providing an additional declaration ;
- (c) right to erasure (also called "right to forget"): right to have your personal data erased when (i) the data are no longer necessary with regard to the purposes for which they were processed, (ii) you withdraw your consent and there is no other legal basis for the processing, (iii) you object to the processing of your personal data and there is no overriding legitimate reason for the processing, (iv) it has been established that your personal data have been processed unlawfully, (v) the personal data must be erased in order to comply with a legal obligation applicable to us;
- d) right to limit the processing so that your personal data are not processed by us for a defined period of time.

You can exercise this right when:

- i) you dispute the accuracy of your personal data, and this for a period of time that allows us to verify the accuracy of your personal data;
- ii) the processing of your personal data is unlawful and you oppose their deletion and demand instead the limitation of their use;
- iii) we no longer need your personal data, but that you still need them to establish, exercise or defend your rights in court;
- (iv) you object to the processing operation on grounds relating to your particular situation, during the verification of whether the legitimate reasons pursued by us prevail over yours
- e) right of opposition: right to refuse, at any time, the processing of your personal data to prevent us from continuing such processing:
 - i) when the processing is based on our legitimate interest. In this case, your request will be satisfied only if you provide us with a description of the situation in question that legitimizes your request, provided that we are not able to prove the superiority of its legitimacy in light of the situation in question ;
- f) right to withdraw your consent: when the processing of your personal data is based on your consent
- g) right to data portability: when the processing of your personal data (i) has been carried out by automated means and (ii) is based on your consent or on the execution of a contract, you have the right to receive the personal data provided to us, and to transmit such data to a third party.

To protect your privacy and security, we will take all necessary steps to verify your identity before granting any access or making any corrections.

You have the right to lodge a complaint regarding the processing of your personal data with the competent data protection authority in your country. In England, the supervisory authority is the Information Commissioner's office at ico.org.uk. We invite you to contact us at the contact details below before making any complaint to the competent data protection authority.

7. HOW DO WE PROTECT YOUR PERSONAL DATA?

We are committed to protecting the information it collects through this website. In particular, we use appropriate physical, technical and organizational security measures to prevent unauthorized or unlawful processing, accidental loss of or destruction of or damage to your personal data.

Our systems are configured with data encryption, or scrambling technologies, and industry-standard firewalls. When you send personal information to a website over the Internet, your data is protected by the TLS (Transport Layer Security) encryption/decryption to ensure safe transmission. Any credit card transaction you make through our websites is done through our PCI DSS compliant payment service providers which ensure the security and protection of your payment methods and transactions.

8. WHO TO CONTACT TO EXERCISE YOUR RIGHTS OR IN CASE OF QUESTIONS REGARDING THE PROCESSING OF YOUR PERSONAL DATA?

If you wish to know more about the provisions of this privacy policy or to contact our Data Protection Officer, you can also write to us:

- to the following address: Ubeeqo International, 696 rue Yves Kermen 92100 Boulogne-Billancourt, France

- or by e-mail to: dpo@ubeeqo.com

To exercise your rights, you must prove your identity by clearly indicating your surname, first name and any useful information allowing us to identify you (such as the place and date of your last vehicle rental). You must also give us the e-mail address or the physical address to which you would like the reply to be sent to you.

9. CHANGES TO THIS PRIVACY POLICY

This privacy policy was updated on 05.05.2021. If we change this privacy policy, you will be notified of the changes on this page.