



GENERAL TERMS AND CONDITIONS FOR SIXT+

of

Sixt rent a car Srl a socio unico

Via Bolzano, 63

39057 Appiano ssdv (BZ)

Italia

hereinafter referred to as

« Sixt »

Last amended in

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General Terms and Conditions for SIXT+

These General Terms and Conditions of Rental for SIXT+ (“SIXT+ GTC”) govern the rights and obligations inherent in all contractual relationships within which Sixt Rent a Car S.r.l. Via Bolzano 63, 39057 Appiano s.s.d.v. (BZ), Italia (hereinafter referred to as “Sixt”) provides vehicles to consumers (article 3, paragraph 1, let. A) of the L.D. 206/2005) or entrepreneurs (article 3, paragraph 1, let. C) of the L.D. 206/2005) (hereinafter jointly referred to as “Customer”) within the scope of the “SIXT+” product for temporary use along with all associated services (“SIXT+ Services”).

A: Scope of validity

1. Material scope: These General Terms and Conditions of Rental for SIXT+ (SIXT+ GTC) and, in addition thereto, the General Terms and Conditions of Rental for Sixt Rent a Car S.r.l (GTC) apply to the SIXT+ Services as amended at the time of the vehicle being handed over. The General Terms and Conditions of Rental (GTC) are on display in the rental branches and can be viewed at www.sixt.it/cgn. Should any contradictions or ambiguities arise between these SIXT+ GTC and the General Terms and Conditions of Rental (GTC), these SIXT+ GTC shall take precedence over the General Terms and Conditions of Rental (GTC).

To the extent that the Customer is an entrepreneur, in accordance with article 3, paragraph 1, let. C) of the L.D. 206/2005 (hereinafter “Italian Consumer Code”), any other general terms and conditions of said Customer do not apply, even in cases, for instance, where Sixt does not expressly rule out the validity thereof or where Sixt provides the services without reservation whilst being aware of the Customer’s general terms and conditions.

2. Updates: Sixt may update these SIXT+ GTC from time to time and make further changes to the Sixt Services offered at its discretion. The contract with the Customer is subject to the SIXT+ GTC and the General Terms and Conditions of Rental (GTC) for Sixt applicable at the time the vehicle rental begins. Sixt may make changes to the SIXT+ GTC and/or the SIXT+ Services to be rendered under the contract with the Customer during the term of the contract to the extent that such changes do not put the Customer at an inappropriate disadvantage. As such, SIXT shall only make changes during the term of the rental agreement (i) that are required for legal, regulatory or security reasons or (ii) to further develop or optimise existing SIXT+ Services or (iii) to take due account of technological advances and to make technical adaptations or (iv) to safeguard the operability of Sixt vehicles, provided that such changes under (ii) to (iv) do not result in the services agreed under the contract being materially reduced. As far as is reasonable, Sixt shall inform the Customer in advance about the planned changes

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and of their right to reject these changes during the current rental relationship in an appropriate way and within a reasonable period of time (e.g. by email or by means of an in-app notification). In the notification of changes Sixt shall also provide information about where the Customer must send their rejection and what consequences will result if the Customer does not reject said changes. The changes are deemed accepted by the Customer if they do not reject them within 30 days.

B: Vehicle use and Sixt services

1. Subject matter of the contract: When entering into a SIXT+ contract, the Customer may hire a vehicle at participating SIXT branches in selected towns and cities in Italy under the conditions applicable at the time of signing the contract, and to return said vehicle to participating SIXT branches in Italy. The applicable conditions together with a current list of participating towns and cities can be viewed in the online booking section at <https://www.sixt.it/plus> or in the Sixt app.
2. Vehicle: The Customer rents a vehicle from the selected category for the duration of the contract. The Customer is not guaranteed to receive a particular model and has no right to a specific vehicle.
3. Swapping vehicles during the rental term: As Sixt is a premium provider, it only holds vehicles, including vehicles subject to these GTC, for a certain period of time and until a certain mileage is reached. Therefore, Sixt is entitled, during the term of the contract, to swap the vehicle provided to the Customer if the vehicle has been held by the company for a certain period of time or has reached a certain mileage. Depending on this holding period or the mileage, it may be necessary to swap a vehicle provided to a Customer with another vehicle of equal value, i.e. belonging to the category agreed in the contract, during the term of the contract. The Customer shall be informed in good time about the need to swap the vehicle by the responsible Sixt branch and is obliged to return the vehicle at the stipulated time and to the stipulated Sixt branch as well as to comply with any other measures required of them for the vehicle swap.

If Sixt initiates a vehicle swap during the term of the contract because the mileage limit or holding period of the vehicle that is provided to the Customer has been reached, this is not considered a vehicle return as defined under Section E: item 3 and thus not as a termination of the contractual relationship.

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If the Customer fails to return the vehicle or fails to return the vehicle on time at the specified date, a service fee shall be payable in accordance with the Sixt Rental Information in Italy under <https://www.sixt.com/rental-information/#/>. The service fee is not charged if the Customer demonstrates that he/she is not responsible for circumstances that caused the service fee to be charged or that Sixt did not incur any costs or that any costs actually incurred were significantly lower than the service fee. Sixt is entitled to assert a claim for additional compensation for damages. In such cases, the service fee is off-set against any claim for further compensation for damages stemming from the same breach of obligations.

If the Customer wishes to make a change to another vehicle category or to another vehicle model of the same vehicle category during the term of the contract, it may submit any such request to Sixt just once per billing period. Any such request of change may only be made after the minimum duration term of the contract has elapsed. Sixt will check the request of change and, if appropriate, make to the Customer an offer for a change of vehicle. Sixt reserves the right to reject the Customer's request without giving reasons. If the vehicle exchange results in a price difference between the vehicle category previously driven and the new vehicle category, price surcharges will always be calculated for the current billing period and all subsequent periods. Should a price reduction result from the vehicle exchange, the reduced price will only apply from the next billing period (in 30 days at the latest). For the implementation of this desired exchange, a processing fee will be charged to the Customer in accordance with the applicable table of fees, which can be accessed in Sixt's Rental Information under <https://www.sixt.com/rental-information/#/>, regardless of whether it is the same or a higher / lower vehicle category.

4. Cross-border journeys: The Customer is permitted to drive the rented vehicle in Italy. It is possible to take the rented vehicle on cross-border journeys to Zone 1 countries (the list can be viewed in Sixt's Rental Information for Italy under <https://www.sixt.com/rental-information/#/>) by paying an additional fee taking the form of a monthly surcharge on top of the contractually agreed rental fee. It is prohibited to take the vehicle to countries other than those listed as Zone 1 countries. Any culpable infringement of this provision will be subject to a contractual penalty, which can be viewed in Sixt's Rental Information for Italy under <https://www.sixt.com/rental-information/#/>. Sixt may also demand additional compensation for damages in addition to payment of the contractual penalty. In such cases, the claim to the contractual penalty is off-set against any

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claim for further compensation for damages stemming from the same breach of obligations.

5. Monthly mileage package, mileage vault, reporting the number of kilometres driven (mileage): The customer is entitled to a certain number of inclusive kilometers per 30-day billing period during the term of the contract in accordance with the selected mileage package. Inclusive kilometers not used by the customer in a 30-day billing period (so-called shortfall kilometers) are credited to the customer's mileage vault. Shortfall kilometers credited are automatically offset against any excess mileage accrued in one of the following 30-day billing periods of the same contract. Upon termination of the SIXT+ contract, any accumulated mileage credit expires without compensation. The customer is not entitled to reimbursement or transfer of the mileage balance credit.

In order to monitor the safety of the vehicle and the contractually agreed number of kilometres that can be driven, the Customer is obliged to inform Sixt of the current mileage of the rental vehicle once every 30-day billing period for the duration of the contract. The Customer receives a request from Sixt to report the mileage (e.g. via an in-app notification). Said report must be provided by the Customer no later than on the last day of the billing period in which the notification was sent. For vehicles equipped with telematics hardware, SIXT can also record the mileage automatically. If the Customer exceeds the contractually agreed mileage for a 30-day billing period, the Customer shall be charged for the additional kilometres driven in accordance with the agreed tariff. Any mileage included in the rental fee but not consumed during a billing period is credited to the Customer and may be used in a subsequent billing period.

If a Customer fails to submit the mileage driven to Sixt in contravention of the aforementioned provision, Sixt may charge an additional service fee to the Customer in accordance with the applicable table of fees (available at <https://www.sixt.com/rental-information/#/>) for contacting the Customer and for recording the kilometres driven retrospectively in the course of the next respective billing period. The service fee is not charged if the Customer demonstrates that they are not responsible for circumstances that caused the service fee to be charged or that Sixt did not incur any costs or that any costs actually incurred were significantly lower than the service fee as per the table of fees.

C: Entering into an online contract, no right of withdrawal

1. Entering into a contract: The product range presented online or in the app does not constitute a binding offer by Sixt, but instead is intended to motivate the Customer to submit a binding offer. During the ordering process, the Customer

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may sign in using existing login credentials (email address) or to register for the first time and to provide the information required for a contract. By completing the information required for the user account and submitting the order by clicking on the order button “Order and Pay”, the Customer submits a binding offer to Sixt to enter into a contract. The contract between Sixt and the Customer takes effect by confirmation being sent (e.g. by email), generally shortly after the Customer submits their binding offer. In this communication, Sixt confirms receipt of the Customer’s order (“Confirmation of Receipt”) and that the contract has been effected. The contract is made in Italian.

2. Exclusion of the right of withdrawal Pursuant to Article 59, paragraph 1, let. N) of the Italian Consumer Code, the right of withdrawal of the Customer is excluded, for bookings made exclusively via remote means of communication (e.g. via homepage, app, e-mail, telephone, etc.) or outside the point of sale.

D: Picking up the vehicle, fuel regulations

1. Picking up the vehicle: With the Confirmation of Receipt, Sixt informs the Customer of the exact place, date and time where and when the Customer can pick up the vehicle. It is not possible to change or otherwise move the place, date and time for the handover as confirmed by Sixt. If the Customer fails to pick up the vehicle on the confirmed pick-up date, the contract entered into with Sixt by the Customer remains unaffected and is not terminated. The Customer has a period of 29 days following the originally confirmed pick-up date to take possession of the vehicle at the Sixt branch in question. Should the Customer fail to pick up the vehicle during this period of time, the SIXT+ contact shall automatically terminate at the end of the first 30-day billing period, without the need for a separate notice of termination.

In this case, as well as in the case of cancellation of the reservation made through SIXT+ by the Customer, Sixt will charge the Customer, on the payment method presented by the latter during the reservation process, an amount equal to the first three days of rental (thus corresponding to 1/10 of the rental fee for the first billing period including the Sign-Up Fee), as a penalty, re-crediting to the Customer the remainder of the amount already charged at the time of the online reservation as rental fee and Sign-Up Fee, pursuant to paragraph E.5 below.

When taking possession of the vehicle, the Customer is required to present the payment method used when making the online booking. The payment method must be issued in the name of the SIXT+ contracting party. If the Customer is

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unable to present the corresponding payment method when picking up the vehicle, and if it is not possible to agree on an alternative payment method at this time, Sixt may refuse to hand over the vehicle. In such an event, the Customer shall be given the opportunity to present a valid payment method within a period of 29 days. If the Customer fails to present a valid payment method within the aforementioned period of time, Sixt shall be entitled to withdraw from the contract. In such cases, the Customer shall be unable to assert any claims for non-performance or for reimbursement of rental fees paid in advance and for the one-off fees.

E: Term of the contract, termination, billing period, fees and payment terms

1. Term of the contract: The contract shall last, depending on the selected contract model, either (i) for an indefinite period of time or (ii) for the minimum term contractually agreed, and shall start on the date of the vehicle handover as bindingly communicated by Sixt to the Customer.
It is underlined that in the case under (ii), after the expiry of the agreed minimum term, the contract duration shall be automatically extended for an indefinite period of time at the price agreed at the time of conclusion of the contract, unless the contract is terminated by either party in accordance with the provisions set forth in these SIXT+ GTC.
2. Subscription pause: The customer can pause the subscription at anytime for a period of at least 14 days up to a maximum of 90 days ("subscription pause").
 - Announcement and start of the subscription pause: A subscription pause must be announced to SIXT in advance via the corresponding buttons in the SIXT app. The prerequisite for the subscription pause is the specification of a binding date for the start and end of the subscription pause in the SIXT app as well as the return of the vehicle rented by the customer. After valid announcement of the subscription pause, the customer must return the vehicle to a Sixt station in Italy no later than the start of the announced subscription pause. If the customer returns the vehicle on time, the subscription pause begins as announced in the SIXT app. Periods in which the subscription is paused do not reduce the contractually agreed minimum term, but extend it accordingly by the duration of the subscription pause.

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It is hereby clarified that an early return of the vehicle before the start of the subscription pause does not lead to a premature subscription pause and SIXT is entitled to charge the customer for the rental until the start of the subscription pause.

If a subscription pause is announced via the SIXT application, but the rented vehicle is not returned by the customer prior to the start of the announced subscription pause, the option for a subscription pause announced by the customer expires and the SIXT+ contract continues automatically.

- Resumption of the subscription after the subscription pause: After the expiration of the agreed subscription pause, the customer will pick up a vehicle of the agreed vehicle group at his supervising SIXT station (station of initial pickup of a SIXT+ vehicle at the beginning of the SIXT+ contract) on the agreed continuation date. By picking up the vehicle, the SIXT+ contract is continued at the conditions and prices agreed upon before the beginning of the subscription pause. A new 30-day billing period starts. If the vehicle is not collected from the SIXT station in due time on the announced continuation date, the SIXT+ contract ends automatically at the end of the agreed continuation date, provided that the contractually agreed minimum term has expired. In the event that the contractually agreed minimum term has not yet expired on the agreed continuation date, the SIXT+ contract shall only end upon expiry of the agreed minimum term.
- Fees during the subscription pause: During the subscription pause, the primary obligations of the parties from the SIXT+ contract are suspended, i.e. Sixt is not obligated to provide the customer with a vehicle of his booked vehicle group during the subscription pause and the customer is not obligated to make rental payments to SIXT during the subscription pause.

Exception: if the subscription pause does not start at the beginning of a billing period but within an already ongoing billing period, the unused days in this billing period due to the subscription pause will only be refunded if the customer picks up the vehicle as announced on the agreed continuation date. If the customer does not pick up the vehicle on the agreed continuation date, there is no entitlement to a refund for the unused rental days in this billing period. The refund only covers the basic rental price and the costs for the respective mileage package. Any additional services and

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extras booked (e.g. protection options/reduction of deductible, mobility service, foreign travel, additional driver) are not included, i.e., these will not be refunded to the customer.

3. Termination by the customer, end of contract:

- 3.1. General: The customer is entitled to terminate the contractual relationship by returning the vehicle to a SIXT station. Returning the vehicle to a SIXT station is deemed to be an ordinary declaration of cancellation. If the vehicle is returned after the agreed minimum term has expired or if no minimum term has been agreed, the SIXT+ contract ends with effect from the end of the 30-day billing period running on the respective return date. The provisions of Section E: Clause 8 (Vehicle return) apply to the return of the vehicle.
 - 3.2. The customer is a consumer within the meaning of Article 3, paragraph 1, letter a) of the Italian Consumer Code.": If the vehicle is returned during an ongoing contractually agreed minimum term, the SIXT+ contract ends with effect from the end of the agreed minimum term. It is clarified that returning the vehicle before the end of an agreed minimum term or before the end of the 30-day billing period running at the time of return does not lead to premature termination of the contract and SIXT is entitled to charge the customer for the rental up to the agreed end of the contract.
 - 3.3. The customer is a professional within the meaning of Article 3, paragraph 1, letter c) of the Italian Consumer Code.": If the customer culpably returns the vehicle before the end of the agreed minimum term of 6 or 12 months, the SIXT+ contract shall end with effect from the end of the 30-day billing period running on the respective return date and a contractual penalty of 50% of the rental sum still outstanding for the remaining term, i.e. until the end of the contractually agreed minimum term, shall become due.
4. Termination by Sixt: Sixt is entitled to terminate the contract subject to a notice period of 14 days with effect from the end of the 30-day billing period in which the notice of termination is received. Termination by Sixt must be sent in text form at the very least (email suffices). However, in the event of a contract with an agreed minimum term, termination of the contract by Sixt is not permitted before the expiry of such agreed minimum term. In all other cases it is only possible for

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Sixt to terminate the contract once three months have passed since the contract began.

5. Sign-up fee: A one-off sign-up fee is charged when the contract is signed in accordance with the applicable conditions outlined in the booking process at the time of entering into the contract, and is payable together with the contractually agreed rental fee for the first billing period regardless of the respective term. The Customer is not entitled to a refund of the sign-up fee, except in cases specified by law.
6. Customer tariff and due date: The contractually agreed rental fee, together with any optional extras used, must be settled in full. The contractually agreed rental fee is normally charged in advance for the upcoming period of 30 days, while the sign-up fee is due when the first rental fee is billed. The rental fee for the first 30 days (minimum term) is payable promptly after receiving confirmation of the online booking. Sixt is not required to pay interest on advance payments received. All prices are inclusive of statutory VAT.
7. Accepted payment method: The Customer must provide a valid payment method during the online ordering process in order to pay the contractually agreed rental price as well as the sign-up fee. The customer authorises Sixt to debit the contractually agreed fee (rental fee, one-time fees, additional fees etc.) from the specified payment method. The customer remains responsible for all outstanding amounts. If a payment cannot be successfully processed because the payment method provided has expired, does not have sufficient credit or the payment fails for any other reason, and the contract has not been duly terminated, the customer shall receive a notification (e.g. email or in-app push message) from Sixt with the request to deposit a valid payment method. The Customer then has 24 hours following receipt of the aforementioned notification to file a valid payment method, from which the contractually agreed payments can be debited or collected. If the Customer fails to comply with this obligation within the aforementioned period, Sixt is entitled to demand the immediate return of the vehicle from the Customer and to block access to the offered service until a valid payment method has been successfully debited.

The Customer can update their payment method in the Sixt App at any time. Following each update, the Customer authorises Sixt to continue charging the payment method in question.

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8. Vehicle return: Notwithstanding the option of terminating the contract at any time by returning the vehicle to any Sixt branch, the Customer must use the Sixt app to arrange an appointment to return the vehicle at least seven days before the end of the current billing period and agree on a binding return date to a Sixt branch.

An additional service fee according to the table of fees is payable if

- (i) the Customer does not arrange a return date and brings back the vehicle to a Sixt branch without prior notice or
- (ii) the Customer arranges a return date but fails to keep it or
- (iii) the Customer arranges an appointment to return the vehicle, but then returns the vehicle to a different Sixt branch to the one indicated in the appointment.

The aforementioned service fee is not charged if the Customer demonstrates that they are not responsible for circumstances that caused the service fee to be charged or that Sixt did not incur any costs or that any costs actually incurred were significantly lower than the service fee as per the table of fees. Sixt is entitled to assert a claim for additional compensation for damages. In such cases, the service fee is off-set against any claim for further compensation for damages stemming from the same breach of obligations.

9. Termination for cause: The right of both parties to terminate the contract for cause remains unaffected.

Sixt is entitled to terminate the contract for cause particularly in the following cases:

- The payment method provided by the Customer is not covered
- The Customer violates applicable laws and regulations
- The Customer drives without a driving licence or attempts to enter a country belonging to a zone for which cross-border journeys for the rental category are prohibited
- The Customer uses the Sixt vehicle in a way that contravenes the contractually agreed and permitted use
- The Customer puts the value of the Sixt vehicle at risk by neglecting the duties of care incumbent upon them

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- The Customer gives the vehicle to an unauthorised third party, i.e. to an individual who has not been authorised by Sixt to drive the vehicle
- The Customer does not hand the Sixt vehicle over to Sixt at the latter's instruction
- The Customer seriously or repeatedly violates these SIXT+ GTC or the General Terms and Conditions of Rental (GTC) and fails to remedy the violation promptly despite being warned by Sixt.

F: Booking optional extras

1. Optional extras when booking online: If the Customer books optional extras when entering into the contract online or when picking up the vehicle at the Sixt branch, which are not included in the rental price (e.g. satellite navigation, child seat, etc.), these optional extras shall be billed in the subsequent 30-day billing period. If an optional extra is only booked when the vehicle is picked up at the branch, the respective fee shall be authorised on the corresponding payment method until the next bill is due.
2. Optional extras during the term of the contract: The Customer is able to view the optional extras (e.g. booked mileage packages) booked via their user account in the SIXT App at any time during the term of the contract and to adjust them for future billing periods. The availabilities and tariffs displayed in the SIXT app apply here. Optional extras booked subsequently are billed with the next invoice and charged until they are cancelled by the Customer. Optional extras can always only be booked for a full 30-day billing period.

G: Final provisions

1. Applicable law: The law of the Italian Republic applies to these SIXT+ GT. If the Customer is a consumer residing in the European Union, the law of the country in which the Customer is domiciled may also apply insofar as this relates to compelling legal regulations.
2. Severability clause: Should any of the above terms and conditions be or become invalid or void in whole or in part, the validity of the remaining provisions shall remain unaffected.

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3. The European Commission has set up an online platform (<http://ec.europa.eu/consumers/odr/>) for out-of-court dispute settlement, available in all EU languages.

4. The competent court shall be the Court of Bolzano if the renter is a commercial entity or a legal entity. In the case of customers regarded as consumers under the Consumer Code, the competent court will coincide with the place of residence of the consumer customer.

Under articles 1341 and 1342 of the Italian Civil Code, the Customer, after having carefully read, expressly approves and accepts the following clauses:

1. **B.3 – SWAPPING VEHICLES DURING THE RENTAL TERM**
2. **B.4 – CROSS-BORDER JOURNEYS**
3. **B.5 – REPORTING THE NUMBER OF KILOMETRES DRIVEN (MILEAGE)**
4. **C – RIGHT OF WITHDRAWAL**
5. **D - TERMINATION**
6. **E – TERMINATION, BILLING PERIOD, FEES AND PAYMENT TERMS**
7. **F – BOOKING OPTIONAL EXTRAS**
8. **G – FINAL PROVISIONS**