

General Terms and Conditions of humlet.com Car Rental

LANGUAGE, GOVERNING LAW AND JURISDICTION

*Your order/reservation and its processing shall be governed by the following General Terms and Conditions. This English version of the General Terms and Conditions is provided solely for convenience and informational purposes. The original Slovak version of the General Terms and Conditions is the only legally binding and governing version. In the event of any discrepancy, conflict, ambiguity, or inconsistency between the English version and the Slovak version, the Slovak version shall prevail in all respects. By accessing, using, or booking any services provided by **humlet**, the customer expressly acknowledges and agrees that only the Slovak version constitutes the legally binding document.*

Any legal relations arising from or in connection with these General Terms and Conditions, as well as any disputes, claims, or proceedings, shall be governed by the laws of the Slovak Republic. The parties agree that the courts of the Slovak Republic shall have exclusive jurisdiction over any such disputes, unless mandatory law provides otherwise.

I. CONTRACTING PARTIES AND DEFINITIONS

- I.1 **The Lessor**: the company humlet s. r. o., with its registered office at Lermontovova 911/3, Bratislava I – Staré Mesto, 811 05, Company ID: 57 404 895, Tax ID: 2122730863, VAT ID: SK2122730863, registered in the Commercial Register maintained by the Municipal Court Bratislava III, Section: Sro, File No.: 195962/B (hereinafter referred to as the “**Lessor**” or “**humlet**”). The designation **humlet®** is a registered trademark entered in the register of the Industrial Property Office of the Slovak Republic under No. 265521. Any unauthorized use of the designation “**humlet**” or any confusingly similar designation is prohibited and gives rise to claims under the applicable legal regulations.
- I.2 On the basis of the document titled **Vehicle Rental Agreement**, which was entered into between the **Lessor** and the Lessee freely and seriously, in a clear, certain and understandable manner, not under duress and not under manifestly disadvantageous conditions, and whereby the contracting parties expressed their consent to its content by affixing their signatures (hereinafter referred to as the “**Vehicle Rental Agreement**”).
- I.3 **Lessor** hereby leases to the Lessee, under the terms and conditions set out in the Vehicle Rental Agreement and in these General Terms and Conditions (hereinafter referred to as the “**GTC**”), the passenger motor vehicle specified in the Vehicle Rental Agreement (hereinafter referred to as the “**Vehicle**”), and the Lessee accepts the Vehicle for rental and undertakes to pay the **Lessor** the remuneration agreed in the Vehicle Rental Agreement (hereinafter referred to as the “**Rental Fee**”).

II. GENERAL PROVISIONS

- II.1 The subject of the lease is the transfer of a vehicle by the **Lessor** to the Lessee for temporary use, for a fee and under the conditions specified in the DP Lease Agreement. Unless otherwise specified, the provisions of the DP Lease Agreement always take precedence over the provisions of the GTC.

II.2 The Lessee declares that he has received the vehicle in the condition according to the Vehicle Acceptance Protocol, in good order and condition and will return this vehicle together with tires, tools, vehicle documents, accessories and equipment in the same condition (normal wear and tear is assumed, but with the exception of unreasonable wear and tear caused by improper handling of the vehicle) to the agreed location specified in the DP Rental Agreement and on the date specified in the DP Rental Agreement, unless the Lessee and the **Lessor** agree in writing on an extension.

II.3 The Lessee undertakes not to use (operate) the Vehicle as follows:

- a) for the transport of goods in violation of customs regulations or in any other illegal manner;
- b) for the transport of passengers or property for consideration (direct or indirect), including but not limited to taxi or ride-hailing services;
- c) for pushing, towing or pulling any vehicle, trailer or other object;
- d) in connection with any motor racing, testing, rallying or other motorsport events;
- e) by any driver under the influence of alcohol, drugs or other intoxicating or narcotic substances;
- f) by any person other than Lessee or any other person authorised or employed by Lessee who is specified in the Vehicle Rental Agreement, meets all legal requirements to drive a motor vehicle and has held a valid driving licence for at least one (1) year;
- g) outside the list of permitted countries specified by **Lessor**;
- h) for the transport of cargo, excessively dirty items or animals, and Lessee shall not overload the Vehicle;
- i) for the transport of a number of persons exceeding the officially approved seating capacity of the Vehicle.

II.4 The Lessee is obliged to notify the **Lessor** in advance of any trip abroad, and the permitted countries must be specified in the rental agreement. The vehicle may be used exclusively in the following countries: Slovak Republic, Czech Republic, Austria, Hungary, Poland, Germany, Switzerland, Italy, Croatia. Entry into other countries of the European Union is possible only with the prior written consent of the **Lessor**. Entry into all other countries, including countries outside the European Union, is expressly prohibited.

The vehicles are equipped with only Slovak highway vignettes. All other highway fees in permitted countries are the responsibility of the Lessee.

II.5 The Lessee acknowledges that the vehicles may be monitored by a GPS monitoring system within the scope of the **Lessor's** legitimate interests. The purpose of monitoring is to protect the **Lessor's** property, monitor compliance with the contractual terms and conditions and locate the vehicles in the event of breakdowns or insurance claims. The conditions for data processing, including the legal basis, scope, retention period and rights of the data subjects, are set out in the document "Personal Data Protection", which is an annex to these GTC.

II.6 The **Lessor's** vehicles are non-smoking, this also applies to electronic cigarettes. If the Lessee violates the smoking ban in the rented vehicle while using the vehicle, the **Lessor** claims the right to charge a fee based on the valid price list on the website www.humlet.com in the "Price List" section.

II.7 If the Lessee uses the vehicle in violation of point II.3 or II.4 of the GTC, the **Lessor** may seize the vehicle without notice and may then enter the Lessee's premises where the vehicle may be located and take it, and the Lessee shall be liable for all costs and damages that subsequently arise after such seizure of the vehicle and that result from it. In the event that such seizure of the vehicle has caused the **Lessor** to incur costs associated with it, the Lessee shall be obliged to reimburse the **Lessor** for the justified costs.

III. LESSEE'S OBLIGATIONS

- III.1 The Lessee is obliged to use the vehicle in the manner intended for its intended purpose according to the DP Lease Agreement and to take proper care of it so that no damage occurs to the vehicle beyond normal wear and tear.
- III.2 The Lessee is obliged to maintain the vehicle in good technical and visual condition, perform routine vehicle maintenance, wash the vehicle as needed (contactless washing only), clean the interior. The Lessee is obliged to bear the costs of fuel in connection with the lease. If necessary, top up the operating fluid (e.g. washer fluid, ad-blue, etc.).
- III.3 The Lessee is obliged to bear all monetary claims, in particular fines and sanctions that have arisen during the lease, including fines and sanctions that have been applied against the **Lessor** in connection with the breach of obligations and objective liability in the operation of the vehicle by the Lessee.
- III.4 In the event of a detected / detected malfunction or the need for vehicle repair, the Lessee is obliged to immediately (no later than within 24 hours) notify the **Lessor** of the aforementioned fact in writing and follow its instructions.
- III.5 In the event of abandoning the vehicle, the Lessee is obliged to secure the vehicle against opening or theft and damage using the means with which the vehicle is equipped.
- III.6 In the event of a damage event or any damage to the vehicle, the Lessee is obliged to report this fact to the relevant police officers, to write a relevant record of the damage event and to notify the **Lessor** of this fact without undue delay and to follow his instructions and provide him with all cooperation.
- III.7 The Lessee further agrees to protect the interests of the **Lessor** and his insurance company in the event of an accident, loss or damage to the vehicle by:
- a) finding out the names and addresses of interested parties (participants) and witnesses;
 - b) not admitting responsibility or guilt and not giving money to any interested person or persons;
 - c) not leaving the vehicle without ensuring its adequate security and safety;
 - d) will inform the **Lessor** in writing (by e-mail to info@humlet.com) and by phone at **+421 904 039 039**, even in the case of minor damage, and will then immediately, but no later than within 24 hours, fill out an incident report (accident report) for the **Lessor**;
 - e) will always immediately notify the police, even in the case of minor damage or an injured person;
 - f) will not leave the scene of the accident before the police arrive;
 - g) will prevent damage by parking the vehicle only in safe places, preferably in guarded parking lots and parking areas.
- III.8 During a long-term lease (more than 2 months), the Lessee is obliged to participate in the warranty service inspection of the vehicle given by the vehicle manufacturer properly and on time, at a service designated by the **Lessor**. If a service inspection is required, the Lessee is obliged to agree on the place and time of the service inspection with the **Lessor** by calling **+421 904 039 039** or by e-mail at info@humlet.com.

IV. LESSOR'S OBLIGATIONS

- IV.1 The **Lessor** is obliged to hand over to the Lessee the vehicle in a condition suitable for operation and use, together with the documents necessary for the use of the vehicle with one set of keys, OEV – “small” (part I.) technical license, confirmation of the existence of compulsory contractual insurance. The parties shall draw up and sign a written acceptance and handover protocol on the handover and acceptance of the vehicle, which forms an integral part of the Lease Agreement.

- IV.2 The **Lessor** is obliged to hand over to the Lessee the Vehicle on the day of the commencement of the lease period in a condition suitable for operation and use according to the DP Lease Agreement, at a previously agreed location.
- IV.3 The **Lessor** is entitled at any time during the term of the DP Lease Agreement to verify the proper technical condition of the vehicle and compliance with other contractual obligations by the Lessee. The Lessee is obliged to provide the **Lessor** with all necessary cooperation for this purpose.
- IV.4 If a defect occurs in the vehicle, as a result of which the Vehicle is undriveable or unfit for operation on public roads, except in cases of a damage event or other fact caused by the Lessee, the **Lessor** is obliged to provide the Lessee with a replacement vehicle of a comparable category for the period until the defect is removed, or the Lessee has the right to withdraw from the contract and the **Lessor** is obliged to return to the Lessee an aliquot part of the payment.
- IV.5 The **Lessor** is obliged to ensure (at its own expense) the performance of regular technical and emission checks, including regular maintenance or mandatory service inspections, for the purposes of which the Lessee is obliged to bring the Vehicle to the location designated by the **Lessor** in a timely manner, without the Lessee being entitled to a rent waiver, a discount on the rent or other monetary or non-monetary payments from the **Lessor**.

V. DELIVERY AND RETURN OF THE VEHICLE

- V.1 After the end of the rental period, the Renter is obliged to return the vehicle at the agreed time and place. The return must take place during the **Lessor's** opening hours unless the Renter agrees with the **Lessor** to return the vehicle outside of opening hours. Even in the event of the return of the vehicle outside the **Lessor's** opening hours, the Renter will be responsible for all damage that occurs to the vehicle until it has been inspected by the **Lessor**. The Renter also undertakes to return the vehicle in the presence of an authorized person of the **Lessor** so that any damage to the vehicle can be documented. If the Renter returns the vehicle without the presence of an authorized person of the **Lessor**, he is responsible for any damage that is found when the vehicle is inspected by the authorized person of the **Lessor** and agrees without reservation to charge compensation for such damage.
- V.2 The vehicle must be returned clean enough to allow for a thorough inspection by the **Lessor**. If the Lessee returns an excessively dirty vehicle (e.g.: animal hair in the vehicle, deep stains on the seats and upholstery, strong odor in the interior, extremely muddy interior or exterior) for the costs related to washing and cleaning the vehicle, the Lessee is responsible even after the physical handover of the vehicle for inspection by the **Lessor**. The vehicle is returned without the Lessee's belongings and also without any garbage. Removal of left garbage and forgotten Lessee's belongings as well as washing after excessive dirt (interior or exterior) may be charged in accordance with the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price List" section.
- V.3 The **Lessor** recommends that the Lessee inspect the leased object and personal belongings in the leased object before returning the leased object, since after the end of the lease the **Lessor** is not responsible for things left behind.
- V.4 The Lessee is obliged to return all documents handed over to him upon taking over the vehicle, as well as all mandatory and additional equipment that was handed over to the Lessee upon taking over the vehicle, together with the vehicle.
- V.5 The Lessee is responsible for all damage to the vehicle (a more detailed definition of damage for which the Lessee is responsible is given in Appendix No. 3, point 3) that occurred during the period of use of the leased object. He is also responsible for any damage discovered that was not indicated and described in the DP Lease Agreement upon taking over the vehicle.

V.6 If the vehicle is returned later than agreed in the DP Lease Agreement, without the prior consent of the **Lessor**, the **Lessor** reserves the right to charge a fee in the amount of the next day's rental and a late fee in accordance with the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price List" section, for each day or for each started day.

V.7 Documents required to conclude a vehicle rental contract.

Natural persons:

- a) ID card or passport,
- b) driving license category B, issued at least 12 months before the start of the vehicle rental,
- c) credit/debit card for deposit,

Legal entity / self-employed persons

- a) ID and driving license category B, issued at least 12 months before the start of the vehicle rental of the persons who will use the vehicle,
- b) authorization to sign the contract and take over the vehicle, if the contract is signed by a person other than the person listed in the extract from the commercial register or in the trade license,
- c) order signed by the person listed in the extract from the commercial register or in the trade license, or by an authorized person.

VI. RENTAL AND PAYMENT TERMS

VI.1 Before taking over the vehicle in accordance with Art. V. GTC, the **Lessor** shall calculate and invoice the entire rental fee (rent) in accordance with the DP Rental Agreement and these GTC. Prices are quoted inclusive of 23% VAT. The **Lessor** is liable for VAT.

VI.2 The Lessee shall pay the **Lessor** the rental fee calculated on the basis of the DP Rental Agreement and these GTC, which shall include:

- a) the fee for the period of use of the vehicle (regular rent per day of rental) specified in the DP Rental Agreement;
- b) the fee for additional kilometers driven, calculated (in the event that the Lessee has not ordered a service without a mileage limit) using the rate specified in the DP Rental Agreement, for km actually driven by the vehicle until the vehicle is returned;
- c) the fee for accident insurance and additional insurance (if ordered), the fee for theft protection (if ordered) and various other fees using the rate specified in the DP Rental Agreement;
- d) all fines and court expenses related to parking, traffic violations, other violations of road traffic rules or any action contrary to the law, imposed on the rented vehicle, against the Renter, another driver or the **Lessor**, even if they are applied only after the return of the vehicle, including the administrative fee for processing the fine in accordance with the valid price list of the **Lessor**, published on the **Lessor's** website www.humlet.com in the "Price List" section. The maturity of invoices is 7 calendar days;
- e) compensation for the **Lessor's** costs for extrajudicial and judicial recovery of payments from the contractual relationship in the event of their delay. Invoices are due within 7 calendar days;
- f) the **Lessor's** costs incurred to compensate for damage caused to the provided vehicle, regardless of who caused it, regardless of the group to which the vehicle belongs; as well as the lost profit calculated using the daily rate indicated on the opposite page, which the **Lessor** lost due to the inability to use the vehicle; the **Lessor's** costs to replace the vehicle in the event of its theft, however, if the Lessee complies with all the terms of the DP Rental Agreement, his liability for such costs will be limited to the corresponding difference between the damage not covered by

accident insurance and the damage incurred to the Leased Vehicle (if the Lessee has purchased accident insurance in advance) within the insurance conditions agreed between the **Lessor** and his insurance company. Invoices are due within 7 calendar days;

- g) in the event that the Lessee returns the vehicle without replenished fuel (Annex No. 3, point 2) the costs of fuel consumed during the rental together with the fee in accordance with the valid price list of the **Lessor**, published on the **Lessor's** website www.humlet.com in the "Price List" section for replenishing fuel, which is currently applied by the **Lessor**. The maturity of invoices is 7 calendar days;
- h) interest on late payment, contractual fines and sanctions applied by the **Lessor** in connection with the breach of the Vehicle Rental Agreement. The maturity of invoices is 7 calendar days;
- i) in the event of an extension of the rental, it is necessary to pay the monetary difference to the **Lessor** no later than 12 hours after the expiration of the original contract. The maturity of invoices is 7 calendar days;
- j) in case the vehicle is arriving outside Bratislava, the **Lessor** may request payment for the rental in advance in the amount of the entire rental amount.

VI.3 The daily rate is understood as 24 hours from the vehicle pick-up. After exceeding 24 hours and 15 minutes, an additional daily rate is charged.

VI.4 The rental fee and the refundable deposit can be paid in cash, by credit or debit cards (Visa, Visa Electron, ZBK, Maestro, MasterCard Electronic, EC/MC, we do not accept American Express, Diners club), valid for at least 6 months after the end of the rental or online, via the payment gateway used on the website www.humlet.com. In the event that the Lessee will pay by credit card upon pick-up of the vehicle, it is necessary to present a credit card valid for at least 6 months after the end of the rental. The **Lessor** accepts payment cards mainly in physical form (the **Lessor** has the right to refuse the use of Apple PAY, Go-PAY, etc.). The **Lessor** is not responsible for exchange rate differences that may arise when paying and returning the deposit.

VI.5 The **Lessor** reserves the right to debit the Lessee's account with the institution that issued the aforementioned card after signing the Rental Agreement with a guarantee for the vehicle in the amount set by the **Lessor**, which means that the Lessee will not be able to dispose of this amount for the duration of the rental (deposit). The deposit is usually released within 7 business days. The Lessee is also entitled to pay the deposit in cash. In such a case, the deposit will be returned upon return of the vehicle. In the event that the rental object is damaged, this period may be extended until the damage is assessed by a technician. The Lessee is obliged to inform the **Lessor** immediately of the non-release of the returned deposit. The amount of the advance/deposit for each vehicle is stated in the price list published on the **Lessor's** website www.humlet.com in the "Price List" section. The amount of the advance/deposit may differ from the price list if you made the reservation through an intermediary. In this case, you are obliged to check the amount of the advance/deposit and accept the one stated on the intermediary's website.

VI.6 If the rental fee, calculated and invoiced in accordance with the DP Rental Agreement, is paid by the Renter by credit card or debit card, then the signing of the DP Rental Agreement by the Renter constitutes the authorization for the **Lessor** to calculate the final total fees, including fees payable as a result of theft or damage to the vehicle, and to debit the Renter's account with the institution that issued the said card. The exchange rate to be used for any currency conversion shall be decided by the **Lessor** with final effect.

VI.7 The rental fee includes mandatory contractual liability insurance (PZP) for damage caused by the operation of the motor vehicle up to the amount according to the contract with the insurance company in which the vehicle is insured. The rental fee also includes seasonal tires, Slovak highway vignette, all other highway fees are paid by the Lessee at his own expense. The rental fee does not include the price of fuel consumed during the rental period.

VI.8 In the event of a breach of obligations arising from the DP Rental Agreement by the Lessee, the **Lessor** is entitled to claim:

- a) default interest in the amount of 15% per annum on the outstanding amount of any monetary obligation from the day not following its maturity until payment, in the event of failure to fulfill the Lessee's monetary obligation under the DP Rental Agreement and these GTC properly and on time;
- b) a contractual penalty in the amount of EUR 50.00 per day from the day following the day designated for the fulfillment of the obligation until fulfillment, in the event of failure to fulfill the Lessee's non-monetary obligations under the DP Rental Agreement and these GTC properly and on time;
- c) in the event of the Lessee's delay in returning the vehicle at the time and place specified in the Rental Agreement, a contractual penalty of 300 euros for each commenced day of delay;
- d) in the event that the Lessee carries out any interventions on the motor vehicle without the **Lessor's** consent (removes or replaces any of the technical components of the vehicle or its accessories), a contractual penalty of 5,000 euros;
- e) a fee for failure to pick up the vehicle on the day of the reservation in the amount of 100% of the rental price (regular rental fee for the day of rental);
- f) a fee for cancellation of the reservation in the amount of 80% of the total rental price of the reservation.

VII. LIABILITY FOR DAMAGE RELATED TO THE RENTAL

VII.1 The Lessee is obliged to use the vehicle in the manner intended for its intended purpose according to the DP Lease Agreement and to take proper care of it, and to ensure that there is no excessive wear and tear of the vehicle (beyond normal wear and tear). In particular, the Lessee is obliged to refuel with the fuel prescribed by the manufacturer of the motor vehicle. For the avoidance of doubt, if the Lessee refuels with the wrong fuel, he is obliged to pay for the entire repair, including towing the vehicle and including replenishing with new fuel, regardless of the amount of additional insurance paid. (i.e. any additional insurance for damage does not apply to incorrect refueling and the Lessee is obliged to pay the full amount of any damage resulting from this action.)

VII.2 In the event of a detected/detected malfunction or the need for vehicle repair or in the event of a damage event or any damage to the vehicle, the Lessee is obliged to immediately (within 24 hours at the latest) report the said fact to the **Lessor** in writing (by e-mail to info@humlet.com) and by telephone to **+421 904 039 039** and follow his instructions. If the Lessee fails to comply with the notification obligation, the insurance company may refuse to pay and the Lessee is obliged to pay the entire damage in full. In the event of abandoning the vehicle, the Lessee is obliged to secure the vehicle against opening or theft and damage using the means with which the vehicle is equipped.

VII.3 In the event that the Lessee does not proceed in accordance with point II.4, he shall be liable for the damage caused in full, regardless of the purchased insurance as specified in the Vehicle Rental Agreement. The Lessee is also aware that any coverage under the purchased insurance as specified in the Vehicle Rental Agreement is conditional on the coverage of these risks by the **Lessor's** insurance policy with its insurance company. In the event that the damage caused is not covered by the insurance policy, the Lessee shall be fully liable for compensation to the **Lessor** regardless of the purchased insurance and shall be obliged to pay the **Lessor** all damage caused to the rented vehicle or in connection with the vehicle.

VII.4 In the event of a breach of obligations by the Lessee, the Lessee shall be liable for damage to the vehicle (and related damages, including lost profits) to the **Lessor**. The contracting parties have agreed that, in addition to the actual costs, the **Lessor's** price list published on the **Lessor's** website www.humlet.com in the "Price list" section or specialized calculation software commonly used by

insurance companies to calculate the costs of repairs can be used to calculate the costs, and this calculation fully replaces the demonstration of the actual costs of repairing the vehicle.

VII.5 Any damage to the interior is not covered by the agreed insurance. If damage occurs to the interior of the vehicle, the Lessee responsible for the damage is charged actual compensation for the damage in the amount of the price of the work and the service operation. Fees or any estimates of the calculation of the damage repair are sent to the Lessee after the proper termination of the lease, no later than 40 working days. The exception is vehicles that are not drivable after a traffic accident, which will be taken to the service by return.

VII.6 The **Lessor** reserves the right to repair the vehicle within a period that most effectively reduces the length of the repair interval so that the vehicle is taken out of service as soon as possible. The Lessee has the right to request the repair of the vehicle immediately after the damage has been quantified. In such a case, the Lessee shall be charged a demurrage fee of 70% of the value of the regular rental fee for the entire duration of the service interval and the removal of the vehicle from service as a result of the repair of the given damage.

VII.7 The Lessee hereby releases and discharges the **Lessor** from any and all liability for loss of or damage to any property (including related costs) that may be left, stored or transported by the Lessee or any other person in or on the vehicle before the return of the vehicle to the **Lessor** or after the return of the vehicle to the **Lessor**.

VII.8 The Lessee is obliged to act in such a way as to prevent, to the greatest extent possible, damage to the vehicle related to the theft of the vehicle or items located in the vehicle.

VIII. FINAL PROVISIONS

VIII.1 The Parties agree that the rights and obligations arising from the DP Rental Agreement will be governed by the provisions of the DP Rental Agreement and its terms and conditions of the rental (General Terms and Conditions) and the provisions of Act No. 40/1964 Coll. Civil Code, as amended, or a binding legal act of the European Union. Further information regarding the entire rental process can be found in the European Consumer Guide to Car Rental.

VIII.2 The procedure for any complaint is governed by the **Lessor's** Complaints Procedure, which is an annex to these GTC. Further information regarding the procedure for submitting a complaint is provided in the European Consumer Guide to Car Rental.

VIII.3 The Lessee, who is also a consumer, and who is not satisfied with the manner in which the Trader has handled his complaint or believes that the Trader has otherwise violated his rights, has the right to turn to an alternative dispute resolution entity in order to protect his consumer rights. During the alternative dispute resolution, the consumer cooperates with the alternative dispute resolution entity in order to resolve the dispute quickly. In the event of a cross-border dispute, the consumer has the right to contact the European Consumer Centre, which will provide him with the delivery address, email address or telephone number of the alternative dispute resolution entity competent to resolve his dispute.

More information: <https://www soi.sk/alternativne-riesenie-spotrebitelskych-sporov>

VIII.4 The **Lessor** and the Tenant have agreed that, except for those disputes for which Act No. 244/2002 Coll. on Arbitration explicitly excludes it, they will resolve mutual disputes that have arisen or will arise between them in connection with the DP Lease Agreement in arbitration proceedings in accordance with the Rules of Procedure of the Arbitration Court of the Slovak Bar Association in a three-member arbitration panel. The language of the arbitration proceedings is Slovak and the Arbitration Court shall apply the substantive law of the Slovak Republic in its decision-making.

VIII.5 The following annexes are an integral part of these GTC:

Annex No. 1: Overview of the Rental Agreement Terms.

Annex No. 2: Complaints procedure

Annex No. 3: Inspection before returning the vehicle

Annex No. 4: Parking policy in Bratislava

Annex No. 5: Protection of personal data / Privacy Policy

VIII.6 Any amendments or changes to these terms and conditions and agreements shall be invalid without the written consent of both contracting parties.

These GTC shall enter into force on 1 March 2026

Annex No. 1:

Overview of the Rental Agreement Terms

By signing the rental agreement, you agree to rent a vehicle from **humlet** car rental and to be responsible for the vehicle and other items rented under the same agreement until they are handed over to a **humlet** car rental representative and inspected by **humlet** car rental. **Humlet** car rental is not responsible for the Lessee's property and for items left in the vehicle.

The Lessee is obliged to notify the **Lessor** in advance of any trip abroad, and the permitted countries must be specified in the rental agreement. The vehicle may be used exclusively in the following countries: Slovak Republic, Czech Republic, Austria, Hungary, Poland, Germany, Switzerland, Italy, Croatia. Entry to other countries of the European Union is possible only with the prior written consent of the **Lessor**. Entry to all other countries, including countries outside the European Union, is expressly prohibited.

The vehicles are equipped with only Slovak highway vignettes. All other highway fees in permitted countries are provided by the Renter.

The Renter is fully responsible for returning the vehicle in Bratislava (or at a previously agreed location in Slovakia). The vehicle cannot be returned abroad. In the event that the Renter is unable to return the vehicle due to state restrictions (e.g. a public holiday), the rental fee will be charged until the day the vehicle is returned.

The daily rate is understood to be 24 hours from the rental. An additional daily rate is charged for exceeding the rental period by more than 59 minutes. The minimum rental rate is one day (24 hours from pick-up), even if the vehicle is returned earlier. If the rental period falls on a weekend or a public holiday, the minimum rental rate is the number of days that falls on the first business day after the weekend or public holiday. The vehicle can also be returned during the weekend by prior agreement. In such a case, the weekend rate is charged according to the price list published on the **Lessor's** website www.humlet.com in the "Price List" section.

The rental price includes mandatory contractual liability insurance (PZP) for damage caused by the operation of a motor vehicle up to the amount according to the contract with the insurance company in which the vehicle is insured, unlimited number of km for rental up to 30 days (except for vehicles for which a km limit is stated), for rentals over 30 days or more the limit is 160km/day, above the km limit is charged according to the price list published on the **Lessor's** website www.humlet.com in the "Price list" section, furthermore seasonal tires, vehicle washing, assistance services in case of vehicle breakdown and services related to the liquidation of an insured event, Slovak highway vignette, all other highway fees are paid by the Lessee at his own expense.

Insurance: All vehicles have mandatory contractual liability insurance (PZP). The deductible for damage to the rented vehicle is paid by the Lessee, the amount of the deductible is stated in the price list published on the **Lessor's** website www.humlet.com in the "Price list" section. The deductible may vary if you have reserved a car through an intermediary. You can find out the deductible amounts on the

intermediary's website. To fulfill the insurance claim, it is necessary to submit a completed and signed accident report, technical certificate and keys, otherwise the Renter is responsible for damage to the vehicle in full, regardless of the purchased additional insurance. In the case of using drugs, alcoholic beverages or other narcotic substances, the Renter is responsible for damage to the vehicle in full, regardless of the purchased additional insurance. **Humlet** car rental offers you the option to pay for full damage insurance. If you pay for full insurance, you do not pay the deductible in the event of damage, in the event of theft, even with full insurance, the deductible is 10% of the purchase price of the vehicle, in the event of using drugs, alcoholic beverages or other narcotic substances, the Renter is responsible for damage to the vehicle in full and full damage insurance does not pay for it. Full insurance applies to insured events according to the valid insurance conditions of the insurance company with which the vehicle is insured.

It does not apply to damage caused intentionally, by negligence, or under the influence of drugs, alcoholic beverages or other narcotics or addictive substances. When resolving an insurance claim or fine from state authorities, you will be charged an administrative fee of EUR 20.

The rental price does not include fuel consumed during the rental period. **humlet** rents vehicles with a full tank. In some cases, the **Lessor** reserves the right to hand over to the Renter a vehicle with a lower fuel level than a full tank and ask him to return the vehicle with the same fuel level.

For missing fuel when returning the vehicle, a fee is charged in accordance with the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price List" section. This fee also takes into account the company's handling costs for refueling.

You are responsible for damage to the rented vehicle that was not marked at the beginning of the contract. He will be responsible for the costs of repairing this damage. The amount for which you will be liable will be limited to the deductible agreed in the contract.

You are responsible for all traffic violations, including parking violations and speeding violations, while the vehicle is in your possession. In addition to the fine, you may be charged an administrative fee in accordance with the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price List" section. The method of resolving and charging traffic violations depends on the type of fine and the country where the violation occurred. The rental price includes a Slovak highway vignette, all other highway fees are paid by the Lessee at his own expense. In view of the above, you are also responsible for paying fees for using tolled road sections outside the Slovak Republic.

It is your responsibility to return the vehicle in the same condition as it was provided to you.

The Lessee is obliged to report any extension of the rental at least 24 hours before the agreed end of the rental. The extension must be made in person at the **Lessor's** representative office and the Lessee must receive written permission for such an extension, with the obligation to pay the rent in full to the **Lessor** with the extension. Any failure to extend the term will be considered unauthorized use of another's vehicle with all its consequences.

You are obliged to return the vehicle with the agreed amount of fuel and ensure that the correct type of fuel is used. In the event of a violation of the correct fuel filling, you will be charged fees in accordance with the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price List" section. In addition to this fee, the Lessee will also have to pay all actual costs such as: towing the vehicle to a service station, removal of incorrectly filled fuel, cleaning the tank, replacing fuel filters and all components and engine parts that the technician recognizes as damaged due to incorrect filling of fuel and refueling a full tank of new correct fuel. Likewise, lost profit during the vehicle repair period. For the avoidance of doubt, no additional insurance applies to incorrect fueling and the costs related to the elimination of this problem. The entire repair in full, including lost profit and including the fee, is paid by the Renter.

Drop-off / Pick-up: We offer drop-off and pick-up of the vehicle to Renters within Bratislava during the working hours of the **humlet** car rental, at the address/location chosen by them (free of charge for

rentals of 11 or more days). For rentals for less than 11 days and outside the working hours of the **humlet** car rental, the service is charged in accordance with the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price List" section. Drop-off of the vehicle outside Bratislava, outside working hours, during weekends or holidays is possible only after prior agreement, but the reservation must be made no later than the previous working day by 12:00. We will then confirm whether we are able to provide the vehicle for personnel reasons.

The vehicle may only be driven by the driver(s) specified in the rental agreement. You are obliged to ensure that no other person drives the vehicle. In case of violation of this provision, you will be charged fees in accordance with the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price List" section.

Unless the rental company agrees otherwise, you are obliged to return the vehicle at the agreed time and at the agreed location. In case of violation of this provision, you will be charged fees in accordance with the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price List" section.

Long-term rental of the Vehicle: A long-term rental is considered a rental for more than one month. Prices for long-term rental, over 1 month will be sent to you based on your requirements. For pricing of a long-term rental, please fill out the "Non-binding reservation" questionnaire on the **Lessor's** website www.humlet.com in the "long-term rental" section.

The **Lessor** reserves the right to adjust prices without prior notice.

The **Lessor (humlet Car Rental)** reserves the right to refuse rental without giving a reason.

In the event of a confirmed reservation and a shortage of vehicles, the **Lessor** reserves the right to rent a vehicle of the same or higher category to the Lessee at the agreed price. In the event that such a vehicle is not available, the **Lessor** will inform the Lessee in advance

In the event of a vehicle reservation through an intermediary, the rental conditions may be different; in this case, to find out the exact conditions, it is necessary to contact the intermediary.

For confirmed reservations, the **Lessor** reserves the right to charge a fee for changing or canceling the reservation of 20.00 Euros. When returning the vehicle at the agreed location, the **Lessor** will wait for you free of charge for 30 minutes. After this time, the **Lessor** reserves the right to charge 50.00 Euros for each additional half hour started.

Make sure that you understand the terms and conditions. If you are unclear about any aspect of the contract, ask the **humlet** car rental company for clarification.

Contact:

humlet s. r. o.
Lermontovova 911/3
Bratislava I. - Staré mesto
81105

IČO: 57 404 895
DIČ: 2122730863
IČVAT: SK 21 22 73 08 63
File No.: 195962/B
Mestský súd Bratislava III
IBAN: SK94 1100 0000 0029 4328 9697
info@humlet.com
+421 904 039 039

Available MON – FRI: 08:00 – 18:00

In the event of a vehicle breakdown or if the vehicle is not drivable, it is necessary to contact the **Lessor** at the email address info@humlet.com and also at the phone number. number **+421 904 039 039**.

In the event of an accident or damage to the vehicle, it is necessary to immediately (no later than within 24 hours) notify the **Lessor** of this fact in writing (by e-mail to info@humlet.com) and by phone at **+421 904 039 039** and follow his instructions. In the event of leaving the vehicle, the Lessee is obliged to secure the vehicle against opening or theft and damage using the means with which the vehicle is equipped. In the event of an accident, it is necessary to fully write out and sign an accident report (or an accident report that is in the vehicle), which must be attached to the insurance claim to info@humlet.com.

It is necessary to report any malfunction, damage or insurance event to the **Lessor** immediately and to prepare and send photos, an accident report (accident report) signed by both parties and all necessary details to the email info@humlet.com.

In the event that your vehicle is not drivable due to damage during an insurance event, contact the **Lessor** at the email address info@humlet.com and at the same time at the phone number **+421 904 039 039**.

Humlet Car Rental reserves the right to change these GTC without prior notice.

Annex No. 2

Complaints procedure

I. PREVENTION

- 1.1 Before renting, it is necessary to read the General Terms and Conditions (hereinafter referred to as "GTC") of the **Lessor**.
- 1.2 By concluding the vehicle rental agreement (hereinafter referred to as the "Agreement"), the Lessee agrees to the Complaints Procedure and confirms that he has been familiar with its contents.
- 1.3 When taking over the vehicle from a person authorized by the **Lessor**, it is necessary to thoroughly inspect the vehicle and ensure that all damage found on the vehicle is recorded in the vehicle acceptance report.
- 1.4 When taking over the vehicle from a person authorized by the **Lessor**, it is necessary to carefully read the information about the vehicle specified in the vehicle technical certificate and, if applicable, in the vehicle manual, if it is in the vehicle. In case of any ambiguity, the Lessee is obliged to ask for an explanation from the **Lessor's** authorized person, otherwise it is assumed that the information stated in the technical certificate or manual for the vehicle, as well as all information provided to him by the **Lessor's** authorized person, has been understood
- 1.5 If the Lessee was a participant in a traffic accident, he is obliged to submit to the **Lessor** a completed accident report (accident report), signed by all participants in the accident. If the Lessee was not at fault in the accident but does not have a complete and correct accident report completed and signed by both parties (signed by the injured party and the at-fault party), the **Lessor** has the right to recover from the Lessee compensation for damages and lost profits, regardless of the amount of additional insurance purchased for the rented vehicle.
- 1.6 If during the rental the vehicle is damaged in one insured event, but the vehicle is damaged on two or more sides, it is necessary for the Lessee to document the accident scene with photographs. The photographs shall then be provided to the **Lessor** to prove that the damage occurred in one insured event, otherwise the **Lessor** has the right to claim compensation for each damage separately, regardless of the amount of additional insurance purchased for the rented vehicle.
- 1.7 Crediting funds to the Lessee's account after the deposit is canceled may take up to 7 business days, depending on the time required for the processes in the Lessee's bank. In cases where the deposit has not been credited back to the Lessee's account, we recommend contacting the bank that issued the Lessee's payment card. If the Tenant discovers that the deposit has not been returned to his account from which he paid the deposit, he is obliged to contact the Landlord immediately upon discovering this fact and inform him about the non-crediting of funds to the Tenant's account. The Landlord will immediately verify this fact and make corrections.

II. BASIC CONDITIONS OF COMPLAINTS

- 2.1 Every Tenant has the right to good quality services, to make a complaint, to receive compensation for damages, to be educated, to be informed, to protect their health, safety and economic interests, and to submit suggestions and complaints to supervisory authorities and the municipality in the event of a violation of the consumer rights granted by law.
- 2.2 Every Tenant has the right to protection against unacceptable conditions in consumer contracts.
- 2.3 The Tenant may seek protection of his rights in court against the violator, against the violation of rights and obligations established by law for the purpose of consumer protection.
- 2.4 The Landlord is obliged to:
 - a) deliver services to the extent and under the conditions agreed upon and to enable the Tenant to check the accuracy of these data,
 - b) provide services at the agreed prices,
 - c) charge prices correctly when providing services,
 - d) ensure the provision of services in a manner that enables their safe use.
- 2.5 The **Lessor** may not:
 - a) impose an obligation on the Lessee without legal grounds,
 - b) deny rights pursuant to Art. 2 of this RP and Section 3 of Act No. 250/2007 Coll. on Consumer Protection, as amended.
- 2.6 The **Lessor** may not refuse to provide a service that is within its operational capabilities; may not bind the provision of a service to the sale of another product or to the provision of another service. This does not apply if the Lessee does not meet the conditions for the provision of the service.
- 2.7 The **Lessor** may not deceive the Lessee, in particular by providing false, unsubstantiated, incomplete, inaccurate, unclear or ambiguous information, or by withholding information about the characteristics of the service or about the purchase conditions, while the offer or provision of services that infringe intellectual property rights is also considered to be deceiving the Lessee.
- 2.8 The **Lessor** is obliged to provide the service:
 - a) on the date specified in the contract,
 - b) at any time during the period specified in the contract, unless it follows from the contract or from the purpose of the contract known to the **Lessor** at the time of conclusion of the contract that the delivery time within this period is determined by the Lessee,
 - c) unless otherwise stipulated in the contract, the period within which the service is to be provided begins to run from the date of conclusion of the contract. However, if under the contract the Lessee is to fulfil certain obligations before the provision of the service, this period begins to run only from the date of fulfilment of this obligation.

III. LIABILITY FOR DEFECTS

- 3.1 The **Lessor** is liable for defects that the provided service has upon acceptance by the Lessee.
- 3.2 The Lessee is obliged to familiarize himself with the content of the provided service no later than after the transfer of the risk of damage to the provided service, taking into account the nature of the provided service.

- 3.3 If the Lessee does not inspect the provided service object or does not arrange for it to be inspected at the time of the transfer of the risk of damage to the provided service, he may assert claims for defects detectable during this inspection only if he proves that the subject of the provided service already had these defects at the time of the transfer of the risk of damage to the provided service.
- 3.4. In the case of a service provided at a lower price, he is not liable for defects for which a lower price was agreed.
- 3.5 A change in the subject of the provided service that occurred during the course of the provided service as a result of its wear and tear, or improper use or improper intervention cannot be considered a defect.
- 3.6 The Lessee is obliged to check the delivered service, or the subject of the delivered service upon its acceptance and to complain about obvious defects.
- 3.7 Obvious defects are considered to be defects that are detectable upon acceptance of the service, especially poor-quality service provided.
- 3.8 The Lessee is obliged to immediately notify the **Lessor** of any obvious defects that are detected, who will remedy the defect in the service complained of or replace the subject of the service or reduce the price.
- 3.9 Later complaints of this type will not be accepted by the **Lessor** and such a complaint is unjustified.
- 3.10 The **Lessor** is not liable for defects if:
- a) At the time of conclusion of the contract, the Lessee knew about the defect or, taking into account the circumstances under which the contract was concluded, should have known, unless the defects relate to the characteristics of the provided service that it had or should have had according to the contract,
 - b) The Lessee caused the defect in the provided service himself,
 - c) Before acceptance of the service, the Lessee knew about the defect in the service, or was explicitly and clearly notified of the error or defective service and if a discount on the price of the service was provided for the error or defective service,
 - d) the errors occurred at the time of provision of the service as a result of wear and tear of the service object caused by normal use, incorrect or excessive use,
 - f) the errors were caused by an unauthorized person's intervention in the service object or its components,
 - g) the service is claimed after the expiry of the period set out in Article 4, point 4.15,
 - h) the errors occurred as a result of a natural disaster,
 - i) they were caused by (intentional or unintentional) incorrect or excessive use of the service object, its incorrect care, incorrect service.
- 3.11 If it is a defect that can be eliminated, the Lessee has the right to have it eliminated free of charge, in a timely manner and properly. The **Lessor** is obliged to eliminate the defect without undue delay.
- 3.12. The Lessee may, instead of removing the defect, demand the replacement of the leased item, or if the defect concerns only a part of the item, may replace the part, if this does not cause the **Lessor** unreasonable costs in relation to the price of the service provided or the severity of the defect.
- 3.13 The **Lessor** may always, instead of removing the defect, replace the defective item with a defect-free item, if this does not cause the Lessee significant difficulties.

- 3.14 If the defect is one that cannot be removed and prevents the item from being used properly as a defect-free item, the Lessee has the right to replace the item or has the right to withdraw from the contract.
- 3.15 The same rights belong to the Lessee if the defects are removable, but the Lessee cannot use the item properly due to the recurrence of the defect after repair or due to a large number of defects.
- 3.16 If other non-removable defects are involved, the Lessee has the right to an appropriate discount on the price of the service provided, or to an additional service.

IV. COMPLAINTS PROCESS

- 4.1 The **Lessor** is obliged to properly inform the Lessee about the conditions and method of complaint, including information on where the complaint can be made in the form of this RP.
- 4.2 The **Lessor** is obliged to accept the complaint in writing by e-mail to info@humlet.com or in paper form (sent to the address of the **Lessor's** registered office. The complaint is handled in accordance with the conditions specified in the RP, with regard to the services provided and the contractual terms. (they may be part of the Vehicle Rental Agreement or are published on the **Lessor's** website www.humlet.com in the Business Terms section). Each Lessee has the opportunity to familiarize himself with the specific contractual terms at the latest when signing the contract in order to avoid any misunderstandings. All GTC and RP are listed online on the **Lessor's** website at www.humlet.com in the Business Terms section.
- 4.3 The **Lessor** or a person authorized by him or another person designated for this purpose is obliged to handle the complaint no later than 30 days from the date of filing the complaint. This period does not include the time necessary for a professional assessment of the defect. After the expiry of this period, the consumer has the same rights as if it were a an error that cannot be eliminated.
- 4.4 The Lessee is obliged to inform the **Lessor** immediately (no later than within 24 hours) in writing (by e-mail to info@humlet.com) and by phone at **+421 904 039 039** about the incorrectly provided service after he has discovered the error or incorrectly provided service, by proving the error in the provided service.
- 4.5 The **Lessor** is obliged to issue the Lessee a confirmation of receipt of the complaint, at least in electronic form, when making a complaint.
- 4.6 The **Lessor** is obliged to keep records of the complaint and submit it upon request of the supervisory authority. The records of the complaint must contain data on the date of making the complaint, the date and method of handling the complaint.
- 4.7 The Lessee, who is making claims due to errors, fills in the complaint form, which is published on the **Lessor's** website at www.humlet.com in the "Complaints Procedure" section, in which he precisely describes the error and the way in which the error manifests itself, or in what way the service was provided incorrectly.
- 4.8 Complaints must be submitted in writing by e-mail to info@humlet.com or in paper form (sent to the address of the **Lessor's** registered office). The Lessee addresses the complaint by sending an email to the **humlet** complaints department at the e-mail address info@humlet.com via the complaint form, which is published on the **Lessor's** website at www.humlet.com in the "Complaints Procedure" section.
- 4.9 When making a complaint, the Lessee is obliged to provide the following information in the complaint form:

- a) proof of service provision (rental agreement, rental agreement number)
 - b) written description of all deficiencies,
 - c) proposal for resolving the complaint, or the requested method of resolving the complaint
 - d) a proposal for compensation for damage,
 - e) the Lessee's contact address (address, telephone number, e-mail), to which the **Lessor** will notify the Lessee of the method of handling the complaint.
- 4.10 The **Lessor** will confirm the complaint electronically as a response to the submitted complaint, or in writing by post to the address of the sender of the complaint.
- 4.11 The **Lessor** is not responsible for the failure to deliver the notification sent to the specified contact address.
- 4.12 The Lessee's rights from liability for the **Lessor's** errors in providing the service to the **Lessor** arise only during the period of providing the service (rental of the vehicle).
- 4.13 The complaint will be able to be handled if the error occurred during the provision of the service by the **Lessor**.
- 4.14 The Lessee is obliged to file a complaint immediately after discovering the defect, usually no later than 7 working days from the provision of the service; this does not affect the statutory deadlines for exercising consumer rights.
- 4.15 A complaint can always be made:
- a) if the service provided has not acquired its essence (the vehicle rental has not been carried out),
 - b) if deficiencies have appeared during the provision of the service (the vehicle rental has not been carried out).
- 4.16 If any of the above conditions is not properly met by the Lessee, the complaint cannot be processed.
- 4.17 A complaint can be resolved: by a discount on the price of the service, by eliminating the defect, by withdrawing from the contract, by replacing the object of the lease or by rejection by the **Lessor**, depending on the type of defect in accordance with Art. III., points 3.11 to 3.16.
- 4.18 All legitimate complaints will be processed free of charge.

V. FINAL PROVISIONS

- 5.1 These Complaints Procedures shall enter into force and effect on 1. 3. 2026
- 5.2 The **Lessor** reserves the right to amend these Complaints Procedures without prior notice.
- 5.3 After each amendment to the Complaints Procedures, its full text shall be prepared.
- 5.4 The complaints process shall be governed by the Complaints Procedures in force at the time of provision of the complained service.
- 5.5 These Complaints Procedures shall be published on the **Lessor's** website at www.humlet.com in the "Complaints Procedures" section.
- 5.6 Legal relations not regulated by these Complaints Procedures shall be governed by the laws of the Slovak Republic.

Valid from: 1. 3. 2026

Annex No. 3

Inspection before returning the vehicle

What should you remember to check before returning the vehicle?

1. Vehicle cleanliness

The vehicle must be returned in the condition in which you received it, i.e. sufficiently clean both inside and outside for the vehicle to be inspected. The condition is documented in a handover report with a record of all damage. No rubbish may be left in the vehicle.

2. Fuel tank condition

The vehicle must be returned with the same fuel tank condition (or higher) as when you received it. Refueling the vehicle with fuel is charged according to the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price list" section.

3. Bodywork - unacceptable damage

There must be no scratches or dents larger than 4 cm on the painted part of the bodywork. No scratches must penetrate below the surface of the paint (so-called fingernail test). Pay attention to the edges of the doors, handles, bumpers on the underside of the vehicle, the hood and the roof. Also, unpainted parts of the bodywork must not be scratched or scuffed. Bodywork parts must not be loose or loose. All damage to the interior is also considered unacceptable damage. No additional insurance applies to any damage to the interior.

4. Windows

The windshield, as well as other windows, must not have scratches, chips, chips or cracks larger than 1 cm. At the same time, the windshield must not have scratches, chips, chips or cracks of any size in the driver's field of vision. Pay particular attention to the black (lower and upper) zone of the windshield. A crack in this area cannot be repaired / filled.

5. Technical condition

The vehicle must not have any technical faults, engine damage, or mechanical faults such as non-functioning windows, etc.

6. Vehicle documents.

You always take over the vehicle with a small or large technical license and a green card (if the vehicle has passed a Technical Inspection or Emission Inspection, the documents also include a confirmation of these inspections). The documents in the same composition must also be handed over. Loss or failure to hand over documents in the same composition as they were taken over is subject to a fee in

accordance with the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price List" section

7. Mileage

It is necessary to adhere to the prepaid daily mileage limit. The mileage at the time of taking over the vehicle is always recorded in the takeover report. If the prepaid km limit is exceeded, a fee will be charged in accordance with the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price List" section

8. Tires and rims

Tires must not have a significant crack or peeling. The legal tread depth of summer tires is 1.6 mm and winter tires 3.0 mm. Alloy or sheet metal rims or plastic wheel covers must not be damaged, scratched, peeled or broken.

9. Interior

When checking the interior, it is necessary to check for damage to the steering wheel, damage or scratches on the dashboard, damage to the electronics and its controls, damage to the seats, trunk and plastics. After using the mandatory equipment (e.g. a jack or other accessories), it is necessary to check that the accessories are returned to the appropriate place in the vehicle.

10. Loading area

There must be no grooves or significant scratches in the paved floor. The floor of the vehicle must not be dented or perforated. The door and wall panels must not be perforated. Also, be careful of damage to the partition wall between the cabin and the cargo area, the fenders and the walls on the sides of the vehicle. Always properly anchor the transported items.

11. Recommendation for the Renter

Before taking over the vehicle, we recommend that the Renter make his own photo documentation of the condition of the vehicle (exterior, interior, mileage, fuel tank and accessories). This documentation can serve as additional evidence of the condition of the vehicle upon takeover and can protect both the Renter and the **Lessor** in the event of disputed situations or claims for compensation for damage.

Valid from: 1. 3. 2026

Annex No. 4

Parking policy in Bratislava

A new parking policy has been in effect in the capital of Slovakia since 2022. The parking policy in Bratislava is changing with the gradual expansion of parking zones.

If the Lessee has a long-term contract for the use of the vehicle, it is necessary to register the vehicle and provide proof of the contract in question.

If the Lessee uses the vehicle for a short time or as a replacement vehicle, he can register such a change in the vehicle without giving a reason.

All further information is provided on the specific website of the capital city, for example [HERE](#).

Individual parking zones of the capital city can be found, for example [HERE](#).

Violation of the parking policy rules is resolved by the city in the form of strict liability. The **Lessor's** costs associated with strict liability will be applied to the Lessee in accordance with the currently valid price list published on the **Lessor's** website www.humlet.com in the "Price List" section

Annex No. 5

Protection of personal data / Privacy Policy

INFORMATION ON THE PROCESSING OF PERSONAL DATA

The company humlet s. r. o., with its registered office at Lermontovova 911/3, Bratislava I. - Staré mesto, 81105, Company ID: 57 404 895, VAT ID: 2122730863, VAT ID: SK 21 22 73 08 63, registered in the Commercial Register kept by the Municipal Court Bratislava III, section: Sro, entry no.: 195962/B, Municipal Court Bratislava III, Municipal Court Bratislava III, (hereinafter referred to as the "Landlord") in accordance with Art. 13 OF REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter referred to as the "General Data Protection Regulation") provides the following information to data subjects on the processing of personal data:

The **Lessor** processes the personal data of the data subjects in an information system (with the exception of data obtained from GPS monitoring devices, which are processed in a separate information system of the **Lessor**).

In which information systems do we process personal data?

The **Lessor** processes personal data mainly in the following information systems:

- Tenant records for invoicing purposes (processed through the accounting program superfaktura.sk from SuperFaktura, s.r.o.)
- Contract and reservation records
- Debt collection and insurance claim settlement
- Loyalty program (if implemented)
- Contact form and customer accounts
- GPS monitoring of selected vehicles

Why does the Lessor process personal data?

The **Lessor** processes the personal data of the data subjects for the purposes of:

pre-contractual and contractual relationships, in particular for the purposes of processing and sending price offers, reservations, preparing and concluding contracts and fulfilling the **Lessor's** contractual obligations, in particular within the framework of rental contracts, lease contracts, framework contracts related to contract management, taking over and handing over the guide, complaint procedures, invoicing, etc.. The provision of personal data by the data subject is a contractual requirement. Failure to provide personal data will make it impossible to conclude a contractual relationship with the data subject.

unambiguous identification of the data subject based on the consent granted by the data subject before making a photocopy of the data subject's official documents and/or other electronically made and recorded copies and descriptions of official documents (scanning of documents, verification of the

authenticity of documents stored on electronic media, etc.), provided that the **Lessor**, in justified cases, requests such copies of official documents from the data subject. Providing consent is voluntary.

security, protection of property and financial interests resulting from the concluded contractual relationship and the **Lessor's** legitimate interest derived from it. For this purpose, selected rented vehicles are secured by monitoring their location via satellite tracking (GPS) (tracing rented vehicles during their use and after their theft). The processing of personal data (resulting from the information obtained about the occurrence of the vehicle) occurs if the rented motor vehicle is used by a single natural person, i.e. if at the time of use of the rented motor vehicle the **Lessor** is able to identify a specific natural person and the vehicle is equipped with a monitoring device. In this case, personal data will be processed to the extent of the obtained GPS information about the occurrence of the vehicle and the characteristics of the person concerned that can be deduced from it. The Lessee is informed when taking over the vehicle that the rented vehicle is equipped with a GPS monitoring device.

recovery of incurred damages and claims, settlement of insurance claims, storage of documentation and records made and on the basis of other necessary legitimate interests of the **Lessor**.

How to legally provide personal data about another natural person?

The **Lessor**, who is the employer of a natural person, is authorized to provide personal data to the **Lessor** about another natural person even without their consent, exclusively in connection with the establishment of pre-contractual and contractual relationships related to the rental of a vehicle and only to the extent of: title, name, surname, job title, service title, functional title, employee personal number or employee employee number, professional department, place of work, telephone number, fax number, workplace e-mail address and employer identification data, if necessary in connection with the performance of work duties, service duties or functional duties of the person concerned. The provision of personal data must not violate the dignity, respect and safety of the person concerned.

provide personal data to the **Lessor** about another natural person even without their consent, is authorized to be performed by a natural person who is the **Lessor** only in accordance with applicable legal regulations and contractual terms and conditions only if he/she thereby protects his/her legally protected interests, e.g. in the case of resolving insurance claims.

In other cases, the person concerned is obliged to provide the **Lessor** with personal data of another natural person only with their consent, which he/she is obliged to submit to the **Lessor**. By providing data about another natural person, the person concerned expressly declares that he/she has adequate authorization on the basis of which he/she is authorized to provide the **Lessor** with the personal data of this person.

What security measures do we take?

The **Lessor** has taken appropriate technical and organizational measures to protect personal data. These measures include in particular the use of access passwords, antivirus protection, data backup, physical security of premises and access control only for authorized persons. These measures are intended to prevent loss, unauthorized access or misuse of personal data.

For what periods are personal data stored?

Personal data obtained from vehicle monitoring are stored for a period of 2 years after the proper termination of the contractual relationship.

Photocopies of official documents are stored for the duration of the contractual relationship and are destroyed within 3 years at the latest, if the **Lessor** does not use them based on legitimate interests (e.g. in the context of resolving damages, insurance claims and thefts).

Personal data processed for other purposes are stored for the period necessary to achieve the purpose of their processing, which is determined by special legal regulations or within the context of the **Lessor's**

legitimate interest, but not longer than 10 years and only to the extent necessary for the purposes of maintaining accounting records.

To which recipients are personal data provided?

To supervisory authorities within the framework of their activities pursuant to a specific legal regulation (e.g. Slovak Trade Inspection), Courts and law enforcement authorities upon their request, or within the framework of the **Lessor's** legitimate interests, insurance companies with which the **Lessor** has concluded an insurance contract related to the rented vehicle. To contractual intermediaries (e.g. IT services, accounting services, legal services), who process data on behalf of the **Lessor** on the basis of a written contract.

What are the rights of the data subject when processing their personal data?

The data subject has the right to:

- information about the processing of their personal data;
- access to personal data that is processed and stored about them;
- request the correction of their incorrect, inaccurate or incomplete personal data;
- request the erasure of your personal data when they are no longer necessary or if the processing is unlawful;
- object to the processing of your personal data for marketing purposes or on grounds relating to your particular situation;
- request the restriction of the processing of your personal data in specific cases;
- receive your personal data in a machine-readable format and/or request their transfer to another **Lessor**;
- withdraw your consent at any time without affecting the lawfulness of processing based on consent given before its withdrawal, if the data subject has given such consent;
- request that decisions based on automated processing which concern or significantly affect you, based on your personal data, be carried out by natural persons and not by automated technical means, if personal data are processed in this way by the **Lessor**. The data subject has the right to express his/her point of view and to object to the decision of the **Lessor**;
- to file a complaint with a supervisory authority, in particular in the Member State of his/her habitual residence, place of work or place of the alleged infringement and the right to an effective judicial remedy if he/she believes that the processing of his/her personal data is in breach of the law. The supervisory authority in the Slovak Republic is the Personal Data Protection Authority of the Slovak Republic, Hraničná 12 Bratislava;
- to exercise his/her rights via the form available on the website or by a request sent to the **Lessor**.

Use of cookies

The **Lessor's** website uses cookies:

- Functional cookies ensure the proper functioning of the website (e.g. login, shopping cart).
 - Analytical cookies are used for anonymous measurement of traffic and improvement of services.
 - Marketing cookies are used only with the visitor's consent to customize content and advertising.
- You can set the use of cookies in your browser. Blocking technical cookies may limit the functionality of the website.

How to exercise your rights?

submit a request or complaint to the **Lessor** in connection with the protection and processing of his/her personal data. Any data subject who wishes to submit a request or complaint and exercise his/her rights may do so in writing at the address: humlet s. r. o., with registered office at Lermontovova 911/3, Bratislava I. - Staré mesto, 81105, electronically at the address: www.humlet.com or by phone at **+421 904 039 039**.

GPS vehicle monitoring

The **Lessor** may process location data obtained from GPS devices installed in vehicles. The processed data includes, in particular, the vehicle position (GPS coordinates), time data on the vehicle's movement, speed and information on the vehicle's start/stop, which may be assigned to the Lessee or the driver of the vehicle. The purpose of the processing is to protect the **Lessor's** property, locate the vehicle in the event of theft, breakdown or insurance claim, verify compliance with the contractual terms of the vehicle rental and exercise legal claims. The legal basis for the processing is the performance of the contract pursuant to Art. 2, Section 2.5 of the GTC. The data is stored for a maximum of 2 years from the end of the lease, unless it is necessary to store it longer for the purpose of exercising legal claims. The data may be made available to insurance companies, public authorities based on a lawful request, GPS and IT service providers, legal representatives or entities engaged in debt collection — always only to the extent necessary to achieve the purpose of the processing. The rights of the data subjects are regulated in this Annex above.

Valid from: 1. 3. 2026