

# General Terms and Conditions of the humlet.com car rental company

Your order/reservation and its processing are subject to the following General Terms and Conditions.

## NOTICE ON THE GOVERNING LANGUAGE

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This English translation of these Terms and Conditions is provided for the convenience of non-Slovak-speaking customers and does not constitute an official or certified translation. In the event of any discrepancy, ambiguity, or inconsistency between this English translation and the original Slovak version, the Slovak version shall prevail and shall be the sole legally binding text.

## I. PARTIES AND DEFINITIONS

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- I.1 Lessor: the company humlet s. r. o., with its registered office at Lermontovova 911/3, Bratislava I – Staré Mesto, 811 05, Company ID (IČO): 57 404 895, Tax ID (DIČ): 2122730863, VAT ID (IČ DPH): SK 21 22 73 08 63, registered in the Commercial Register maintained by the Municipal Court Bratislava III, Section: Sro, Insert No.: 195962/B, (hereinafter referred to as the "Lessor" or "humlet"). The designation humlet® is a registered trademark recorded in the register of the Industrial Property Office of the Slovak Republic under number 265521. Any unauthorized use of the designation "humlet" or of designations confusingly similar thereto is prohibited and gives rise to claims under the relevant legal regulations.
- I.2 Lessee: a natural or legal person who has entered into a Rental Agreement with the Lessor and to whom the Lessor, on the basis of this agreement, provides a vehicle for temporary use (hereinafter referred to as the "Lessee").
- I.3 on the basis of the document "Rental Agreement," which was entered into between the Lessor and the Lessee freely and seriously, in a definite and comprehensible manner, not under duress and not on grossly disadvantageous terms, with the contracting parties affixing their signatures to indicate their consent to its content (hereinafter referred to as the "Rental Agreement").
- I.4 provides the Lessee, for rent, on the basis of the terms and arrangements set out in the Rental Agreement and in these General Terms and Conditions (hereinafter referred to as the "T&C"), a passenger motor vehicle specified in the Rental Agreement (hereinafter referred to as the "Vehicle"), and the Lessee accepts this Vehicle for rent and undertakes to pay the Lessor the consideration agreed in the Rental Agreement (hereinafter referred to as the "Rent").

## II. GENERAL PROVISIONS

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- II.1 The subject of the rental is the provision of the Vehicle by the Lessor to the Lessee for temporary use, for consideration and under the conditions set out in the Rental Agreement. Unless stated otherwise, the provisions of the Rental Agreement shall always take precedence over the provisions of the T&C.
- II.2 The Lessee declares that they received the Vehicle in the condition described in the Vehicle Handover Report, in good order and in good condition, and shall return this Vehicle together with the tires, tools, vehicle documents, accessories, and equipment in the same condition (normal wear and tear is assumed, with the exception of unreasonable wear and tear caused by improper handling of the Vehicle). The Lessee is obliged to return the Vehicle to the agreed location specified in the Rental Agreement and by the date specified in the Rental Agreement, unless the Lessee and the Lessor agree in writing in advance to an extension.

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

- a) to transport goods in violation of customs regulations or in any other illegal manner;
- b) to transport passengers or property for consideration (direct or indirect (taxi services, etc.));
- c) to propel or tow any vehicle or trailer;
- d) in motor sport (racing) events;
- e) by a driver under the influence of alcohol, drugs, or narcotic substances;
- f) by any person other than the Lessee or any other person(s) designated or employed by the Lessee who is/are listed in the Rental Agreement, meets the required prerequisites for driving a motor vehicle, and has held a valid driving licence for at least one year;
- g) outside the territory of the permitted countries under point II.4 of these T&C;
- h) to transport cargo, excessively soiled items, or animals in a manner that soils or damages the Vehicle;
- i) to transport cargo exceeding the maximum permissible total weight of the Vehicle (overloading the Vehicle);
- j) to transport a greater number of persons than the official number of seats in the Vehicle.

II.4 The Lessee is obliged to notify the Lessor in advance of any trip abroad. The permitted countries must either be stated in the Rental Agreement or their use must be approved by the Lessor in advance in writing, whereby, for the purposes of this agreement, communication via e-mail, the WhatsApp application, or another verifiable electronic channel, made before the start of the trip, shall also be deemed to constitute written consent. The Vehicle may be used only within the territory of the following countries: the Slovak Republic, the Czech Republic, Austria, Hungary, Poland, Germany, Switzerland, Italy, Slovenia, and 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.

II.5 The Lessee acknowledges that vehicles may be monitored by a GPS monitoring system as part of the Lessor's legitimate interests. The purpose of the monitoring is to protect the Lessor's property, to check compliance with the contractual terms, and to locate the Vehicle in the event of a breakdown or insured event. The conditions of data processing, including the legal basis, scope, retention period, and the rights of data subjects, are set out in the document "Personal Data Protection," which forms an annex to these T&C.

II.6 The Lessor's vehicles are non-smoking, and the smoking ban also applies to electronic cigarettes. If the Lessee breaches the smoking ban in the rented Vehicle during use, the Lessor reserves the right to charge a fee based on the current Price List published on the website [www.humlet.com](http://www.humlet.com) under "Price List."

II.7 If the Lessee uses the Vehicle in breach of point II.3 or II.4 of the T&C, the Lessor is entitled to repossess the Vehicle, including without prior notice. If the Vehicle is located in a publicly accessible area, the Lessor is entitled to take possession of it directly; if the Vehicle is located on premises to which the Lessor does not have free access, the Lessee is obliged to provide the cooperation necessary for its release, or the Lessor is entitled to approach the competent authorities. The Lessee is obliged to reimburse the Lessor for the reasonably incurred and demonstrable costs incurred by the Lessor in connection with the repossession of the Vehicle as a result of the Lessee's breach of duty.

II.8 The Lessor is entitled not to accept a reservation, or to cancel it before the conclusion of the Rental Agreement, including without stating a reason; this applies in particular, but not exclusively, to cases where the Vehicle is not available for objective reasons, the Lessee fails to meet the rental conditions under these T&C, or fails to pay the deposit or the Rent within the agreed period. In the event of non-acceptance or cancellation of a reservation, the Lessor shall promptly refund to the Lessee, in full, any payment already made in connection with that reservation. Until the Rental Agreement is concluded, the Lessee does not acquire any legal entitlement to the conclusion of the agreement or to the rental of a specific Vehicle.

### III. OBLIGATIONS OF THE LESSEE

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- III.1 The Lessee is obliged to use the Vehicle in accordance with its intended purpose under the Rental Agreement and to take proper care of it so that no damage beyond normal wear and tear occurs to the Vehicle.
- III.2 The Lessee is obliged to keep the Vehicle in good technical condition, to carry out its routine maintenance, and to take care of it with usual diligence. The Lessee is obliged to return the Vehicle in a condition corresponding to normal wear and tear, i.e., without excessive soiling of the interior or exterior. If the Vehicle is washed, only contactless (touchless) washing is permitted; the use of brush washing or other mechanical washing that could damage the Vehicle's paint or wrap is prohibited. The fee for excessive soiling of the Vehicle is set out in point V.2 of these T&C. The Lessee is obliged to bear the costs of fuel and, where necessary, to top up operating fluids (e.g., windshield washer fluid, AdBlue, and the like).
- III.3 The Lessee is obliged to bear all monetary claims, in particular fines and sanctions, arising during the rental, including fines and sanctions imposed on the Lessor in connection with a breach of legal regulations or with the strict (no-fault) liability of the vehicle keeper in the operation of the Vehicle by the Lessee. In addition to the fine or sanction itself, the Lessee is obliged to pay the Lessor a handling fee for its processing and settlement, in the amount set out in the Lessor's current Price List published on the Lessor's website [www.humlet.com](http://www.humlet.com) under "Price List."
- III.4 In the event of a detected fault or the need for repair of the Vehicle, the Lessee is obliged to notify the Lessor of this fact immediately (no later than within 24 hours) in writing and to follow the Lessor's instructions.
- III.5 If the Lessee leaves the Vehicle unattended, the Lessee is obliged to secure it against opening, theft, and damage by all means with which the Vehicle is equipped (in particular by locking it and activating any security system). The Lessee is expressly obliged not to leave the Vehicle unlocked, even for a short time, regardless of where the Vehicle is located. The Lessee is also obliged not to leave the Vehicle's documents in the Vehicle, in particular the certificate of vehicle registration, nor any spare keys to the Vehicle.
- If, as a result of a breach of any of the obligations set out in this point, the insurer reduces or refuses the insurance indemnity, regardless of whether the Lessee had arranged supplementary insurance covering theft of the Vehicle, the Lessee is obliged to pay the Lessor the difference between the insurance indemnity that would otherwise have been due and the indemnity actually granted, or the entire damage incurred if the insurer refused indemnity in full.
- III.6 The Lessee is obliged to call the police whenever this is required by generally binding legal regulations, in particular if a person was injured, a third party's property was damaged in a damage event, if fault is not clear, or if the amount of damage exceeds the statutory threshold; the Lessee is also obliged to call the police whenever another person or vehicle is involved in the event, or there is suspicion of theft or vandalism. In the case of minor damage to the Vehicle caused solely by the Lessee's fault and without the involvement of a third party (for example, scratching or minor damage to the bumper against a curb), the Lessee is not obliged to call the police but is obliged to document the damage (in particular photographically).
- In all cases, the Lessee is obliged to notify the Lessor of this fact immediately, or at the latest without undue delay after circumstances permit, by telephone, or via e-mail, the WhatsApp application, or another verifiable communication channel, to follow the Lessor's instructions, and to provide the Lessor with all necessary cooperation. If the Lessee fails to comply with this notification obligation, the Lessor is entitled to claim damages against the Lessee in full, even if the insurer refuses indemnity for this reason.
- III.7 The Lessee further agrees to protect the interests of the Lessor and its insurer in the event of an accident, loss, or damage to the Vehicle by:

- a) obtaining the names and addresses of the parties involved and witnesses;
- b) not admitting liability or fault and not giving money to any party involved;
- c) not leaving the Vehicle without arranging for its adequate security and safekeeping;
- d) informing the Lessor immediately, or at the latest without undue delay after circumstances permit, by telephone at +421 904 039 039, by e-mail at [info@humlet.com](mailto:info@humlet.com), or via the WhatsApp application, including in the case of minor damage; the Lessee shall promptly complete the incident report (accident report) for the Lessor, as a rule directly at the scene of the event;
- e) notifying the police without delay whenever this is required by generally binding legal regulations, in particular in the event of personal injury, damage to a third party's property, where fault is not clear, or where the damage exceeds the statutory threshold, as well as whenever another person or vehicle is involved in the event, or there is suspicion of theft or vandalism; in the case of minor damage to the Vehicle arising solely from the Lessee's own fault and without the involvement of a third party, the Lessee is not obliged to call the police, but is obliged to document the damage and promptly notify the Lessor pursuant to letter d);
- f) if the police were called to the scene of the accident, not leaving the scene of the accident before the arrival of the police patrol;
- g) preventing damage by parking the Vehicle only in places that are safe, giving priority, where possible, to guarded car parks and parking areas.

III.8 During a long-term rental (i.e., a rental exceeding one month), the Lessee is obliged, by mutual agreement with the Lessor, to participate properly and in a timely manner in service and inspection procedures on the Vehicle, if these are necessary during the relevant period, in particular a warranty or regular service inspection of the Vehicle (for example, if required by the mileage covered, or if the Vehicle indicates this via its on-board system), a technical and emission inspection (STK, EK), if the Vehicle is subject to these during the relevant period, as well as seasonal tire changes. These procedures are carried out at a service centre, or at a place, designated by the Lessor. If a service inspection is required, the Lessee is obliged to agree with the Lessor on the place and time of the service inspection by telephone at +421 904 039 039 or by e-mail at [info@humlet.com](mailto:info@humlet.com). For rentals of 30 days or more, the average daily mileage limit, as well as the rate for exceeding it, shall apply in accordance with the Lessor's current Price List published on the Lessor's website [www.humlet.com](http://www.humlet.com) under "Price List."

#### IV. OBLIGATIONS OF THE LESSOR

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- IV.1 The Lessor is obliged to hand over the Vehicle to the Lessee in a condition fit for operation and use, together with the documents necessary for using the Vehicle, with one set of keys, the vehicle registration certificate ("small" – Part I), and confirmation of the existence of mandatory third-party liability insurance. The contracting parties shall draw up and sign a written handover report on the handover of the Vehicle, which shall form an integral part of the Rental Agreement.
- IV.2 The Lessor is obliged to hand over the Vehicle to the Lessee on the day the rental period begins, in a condition fit for operation and use in accordance with the Rental Agreement, at a previously agreed location.
- IV.3 The Lessor is entitled to satisfy itself at any time during the term of the Rental Agreement as to the proper technical condition of the Vehicle and the Lessee's compliance with its other contractual obligations. The Lessee is obliged to provide the Lessor with all necessary cooperation for this purpose.
- IV.4 If, during the term of the rental, a defect occurs in the Vehicle as a result of which the Vehicle is inoperable, or unfit for operation on public roads, and this is not a damage event or other circumstance caused by the Lessee, the Lessor is obliged, without undue delay, to provide the Lessee with a replacement vehicle for the period until the defect is remedied. If the Lessor fails to provide a replacement vehicle without undue delay, the Lessee has the right to withdraw from the Rental Agreement; in such a case, the Lessor is obliged to refund to the Lessee the pro-rata portion of the Rent corresponding to the period during which the Lessee was unable to use the Vehicle.

IV.5 The Lessor is obliged, at its own expense, to ensure that regular technical and emission inspections, as well as regular maintenance and mandatory service inspections of the Vehicle, are carried out. For this purpose, the Lessee is obliged to bring the Vehicle to the location designated by the Lessor in a timely manner, without thereby acquiring any entitlement to a waiver of or discount on the Rent, or to any other monetary or non-monetary performance from the Lessor. In the case of a long-term rental (a rental exceeding one month), the place and time for bringing the Vehicle shall be determined in accordance with the procedure under point III.8 governing the Lessee's obligations during a long-term rental.

## V. COLLECTION AND RETURN OF THE SUBJECT OF THE RENTAL

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V.1 After the end of the rental period, the Lessee is obliged to return the Vehicle at the agreed time and at the agreed location. The return must take place during the Lessor's opening hours, unless the Lessee agrees with the Lessor to return the Vehicle outside opening hours. Even in the case of returning the Vehicle outside the Lessor's opening hours, the Lessee shall remain liable for all damage occurring to the Vehicle until it has been inspected by the Lessor. The return of the Vehicle shall, as a rule, take place in the presence of a person authorized by the Lessor, who shall document any damage to the Vehicle together with the Lessee. If the Vehicle is returned without the presence of a person authorized by the Lessor, the Lessee is obliged to compensate for damage found during the subsequent inspection of the Vehicle by the person authorized by the Lessor, unless the Lessee proves that they did not cause this damage.

V.2 The Vehicle must be returned sufficiently clean to allow the Lessor to carry out a thorough inspection. If the Lessee returns an excessively soiled Vehicle (for example: animal hair in the Vehicle, deep stains on the seats and upholstery, a strong odour in the interior, an extremely muddy interior or exterior), the Lessee remains liable for the costs associated with washing and cleaning the Vehicle even after the physical handover of the Vehicle, until the Vehicle has been inspected by the Lessor. The Vehicle is returned free of the Lessee's belongings and of any waste. The removal of any waste left behind and of the Lessee's forgotten belongings, as well as washing after excessive soiling (of the interior or exterior), may be charged in accordance with the current Price List published on the Lessor's website [www.humlet.com](http://www.humlet.com) under "Price List."

V.3 The Lessor recommends that Lessees check the subject of the rental and their personal belongings in the subject of the rental before returning it, since the Lessor is not liable for items left behind after the end of the rental.

V.4 The Lessee is obliged to return, together with the Vehicle, all documents handed over upon collection of the Vehicle, as well as all mandatory and supplementary equipment handed over to the Lessee upon collection of the Vehicle.

V.5 The Lessee is liable for all damage to the Vehicle that occurred during the period of use of the subject of the rental. A more detailed definition of the damage for which the Lessee is liable is set out in Annex No. 2 (Vehicle Return Conditions and Acceptable Damage Limits). The Lessee is likewise liable for any damage found that was not noted and described in the Rental Agreement at the time the Vehicle was collected.

V.6 If the Lessee returns the Vehicle later than agreed in the Rental Agreement, without the Lessor's prior consent, the following procedure shall apply: a delay of up to 30 minutes from the agreed time is tolerated free of charge. For a delay exceeding 30 minutes but not more than 3 hours, the Lessor is entitled to charge the Lessee a fee equal to one daily rental rate for the Vehicle in question, as well as a late-return fee in accordance with the Lessor's current Price List published on the website [www.humlet.com](http://www.humlet.com) under "Price List." If the delay exceeds 3 hours, the entire day shall be deemed a day of delay, and the Lessor is entitled to claim the contractual penalty under point VI.8(c) of these T&C for each day of delay, including any day thereof commenced.

V.7 Documents required for concluding the Rental Agreement.

Natural persons:

- a) identity card or passport,
- b) category B driving licence, issued at least 12 months before the start of the rental of the Vehicle,
- c) a credit/debit card for the payment of the deposit,

Legal entities / sole traders

- a) identity card and category B driving licence, issued at least 12 months before the start of the rental of the Vehicle, of the persons who will use the Vehicle,
- b) power of attorney to sign the agreement and to collect the Vehicle, if the agreement is signed by a person other than the person listed in the extract from the Commercial Register or the trade licence,
- c) an order signed by the person listed in the extract from the Commercial Register or the trade licence, or by an authorized person,

## VI. RENT AND PAYMENT TERMS

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VI.1 Before the Vehicle is collected, in accordance with Art. V of the T&C, the Lessor shall calculate and invoice the entire consideration for the rental (the Rent) in accordance with the Rental Agreement and these T&C. Prices are stated inclusive of 23% VAT. The Lessor is a VAT payer.

VI.2 The Lessee is obliged to pay the Lessor the Rent calculated on the basis of the Rental Agreement and these T&C, which includes:

- a) the fee for the period of use of the Vehicle (the standard daily rental rate) specified in the Rental Agreement;
- b) the fee for kilometres driven in excess of the limit, calculated (if the Lessee has not ordered the unlimited-mileage service) using the rate specified in the Rental Agreement, for kilometres actually covered by the Vehicle up to its return;
- c) the fee for comprehensive insurance and supplementary insurance (if ordered), the fee for theft protection (if ordered), and various other fees, using the rate specified in the Rental Agreement;
- d) all fines, sanctions, and court costs under point III.3 of these T&C imposed in relation to the rented Vehicle, against the Lessee, another driver, or the Lessor, including where they are asserted only after the Vehicle has been returned, including the handling fee under point III.3 of these T&C. Invoices are due within 7 calendar days;
- e) reimbursement of the Lessor's costs for the out-of-court and court recovery of payments under the contractual relationship in the event of their delay. Invoices are due within 7 calendar days;
- f) the Lessor's costs incurred for the reimbursement of damage caused to the Vehicle provided, arising in connection with the Lessee's use of the Vehicle or breach of its obligations under the Rental Agreement or these T&C, regardless of the category to which the Vehicle belongs; as well as lost profit calculated using the daily rate specified in the Rental Agreement, which the Lessor lost as a result of being unable to use the Vehicle; the Lessor's costs of replacing the Vehicle in the event of its theft, although, provided the Lessee complies with all the conditions of the Rental Agreement, the Lessee's liability for such costs shall be limited to the corresponding difference between the damage not covered by comprehensive insurance and the damage incurred to the rented Vehicle (if the Lessee purchased collision insurance in advance) within the insurance terms agreed between the Lessor and its insurer. Invoices are due within 7 calendar days;
- g) if the Lessee returns the Vehicle without refuelling it (Annex No. 2, point 2), the cost of the fuel consumed during the rental together with a fee in accordance with the Lessor's current Price List, published on the Lessor's website [www.humlet.com](http://www.humlet.com) under "Price List," for refuelling, currently applied by the Lessor. Invoices are due within 7 calendar days;
- h) default interest, contractual penalties, and sanctions applied by the Lessor in connection with a breach of the Rental Agreement. Invoices are due within 7 calendar days;
- i) in the event of an extension of the rental, the monetary difference must be paid to the Lessor no later than within 12 hours of the expiry of the original agreement.

j) if the Vehicle is delivered outside Bratislava, the Lessor may require payment for the rental in advance, in the full amount of the rental price.

VI.3 A daily rate means 24 hours from the collection of the Vehicle. This point does not apply to a delay in returning the Vehicle after the end of the rental period, which is governed in full by point V.6 of these T&C.

VI.4 The Rent, as well as the refundable deposit, may be paid in cash, by credit or debit card (Visa, Visa Electron, ZBK, Maestro, MasterCard Electronic, EC/MC; American Express and Diners Club are not accepted), or online via a payment gateway, if this option is available at the given time on the Lessor's website [www.humlet.com](http://www.humlet.com). If the Lessee pays the consideration by payment card upon collection of the Vehicle, the payment card must be 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 and similar payment applications). The Lessor is not liable for exchange-rate differences that may arise upon payment and refund of the deposit.

VI.5 The Lessor reserves the right, after the signing of the Rental Agreement, to place a hold on the Lessee's account with the institution that issued the relevant card, as a guarantee for the Vehicle in the amount determined by the Lessor, meaning that the Lessee will not be able to dispose of this amount for the duration of the rental (the deposit). On the payment terminal, this transaction is referred to as a "pre-authorization"; for the avoidance of doubt, this term is deemed identical to the term "deposit" as used in these T&C. The Lessor shall cancel (release) the pre-authorization/deposit, as a rule, within 7 business days of the end of the rental, and shall issue the Lessee a receipt from the payment terminal showing the transaction number, either physically or by sending it in the form of a scan or photograph by e-mail, via the WhatsApp application, or another communication tool. If the entire deposit is returned to the Lessee, the receipt shows the amount corresponding to the full amount of the originally blocked deposit. If the Lessor legitimately deducts part of the deposit, for example to cover damage or other claims under these T&C, the receipt from the payment terminal shows the amount actually deducted (charged), and not the difference between the deposit and this amount; this is the standard way in which the transaction is displayed on the payment terminal, not an error. The Lessee acknowledges that the moment the Lessor carries out the cancellation of the pre-authorization is different from the moment when the released funds are actually credited to or unblocked on the Lessee's account. This process takes place solely on the side of the bank that issued the payment card to the Lessee, and its duration depends solely on that bank. This period may take up to 30 calendar days from the Lessor's cancellation, and in isolated cases even longer, and the Lessor has no ability to expedite this process and bears no liability for it. The Lessee is entitled to pay the deposit in cash as well. In such a case, the deposit will be refunded upon return of the Vehicle. If the subject of the rental has been damaged, this period may be extended until such damage has been assessed by a technician. The Lessee is obliged to notify the Lessor promptly if the returned deposit has not been released. The amount of the deposit is determined individually for each Vehicle and is displayed to the Lessee in the reservation system on the Lessor's website [www.humlet.com](http://www.humlet.com) during the reservation process for the relevant Vehicle. The amount of the deposit may differ from the Price List if the Lessee made the reservation through an intermediary; in such a case, the Lessee is obliged to check and accept the amount of the deposit stated on the intermediary's website.

VI.6 If the Lessee pays the consideration for the rental, calculated and invoiced in accordance with the Rental Agreement, by credit or debit card, then the Lessee's signing of the Rental Agreement constitutes authorization for the Lessor to calculate the final total charges, including charges payable as a result of theft or damage to the Vehicle, and to charge them to the Lessee's account with the institution that issued the relevant card. The Lessor shall determine, with final effect, the exchange rate to be used for any currency conversion.

VI.7 The consideration for the rental includes mandatory third-party liability insurance (MTPL) for damage caused by the operation of the motor vehicle, up to the amount under the agreement with the insurer with which the Vehicle is insured. The consideration for the rental also includes seasonal tires and the Slovak highway toll sticker; the Lessee shall bear, at its own expense, all other toll charges. The consideration for the rental does not include the cost of fuel consumed during the rental period.

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

- a) default interest at the rate laid down by the generally binding legal regulations governing the rate of default interest, from the day following the due date of the relevant monetary obligation of the Lessee until it is paid in full, for failure by the Lessee to duly and timely fulfil a monetary obligation under the Rental Agreement and these T&C;
- b) a contractual penalty of EUR 50.00 per day from the day following the day set for fulfilment of the obligation until it is fulfilled, for failure by the Lessee to duly and timely fulfil a non-monetary obligation under the Rental Agreement and these T&C;
- c) in the event that the Lessee's delay in returning the Vehicle at the time and place specified in the Rental Agreement exceeds 3 hours, a contractual penalty equal to five times the current daily rental rate for the Vehicle in question, as well as a late-return fee in accordance with the Lessor's current Price List published on the website [www.humlet.com](http://www.humlet.com) under "Price List," for each day of delay, including any day thereof commenced, calculated from the day the delay arises under point V.6 of these T&C;
- d) if the Lessee carries out any unauthorized technical intervention on the Vehicle without the Lessor's consent, in particular removes, replaces, damages, or renders non-functional any technical component of the Vehicle, its accessories, or its security or tracking device, a contractual penalty of EUR 5,000. Payment of this contractual penalty does not affect the Lessor's right to compensation for damage incurred in connection with such intervention, including to the extent that it exceeds the amount of the contractual penalty;
- e) in the event of a breach of any of the Lessee's obligations under point II.4 of these T&C (in particular failure to notify the Lessor of a trip abroad, or use of the Vehicle outside the permitted territory without the Lessor's prior consent), a contractual penalty of EUR 500. Payment of this contractual penalty does not affect the Lessor's right to compensation for damage incurred in connection with such breach, in particular if, as a result of this breach, the insurer reduces or refuses insurance indemnity.
- f) the fee for cancelling a reservation, or for the Lessee's failure to collect the Vehicle at the agreed time and place, is determined according to the time of cancellation of the reservation, or according to the agreed start date of the rental, as follows:  
 For a cancellation 14 or more days before the start date of the rental, the cancellation is free of charge;  
 For a cancellation 13 to 7 days before the start date of the rental, the fee is 50% of the total agreed rental price;  
 For a cancellation 6 to 3 days before the start date of the rental, the fee is 80% of the total agreed rental price;  
 For a cancellation less than 3 days before the start date of the rental, including the start date of the rental itself, as well as in the event that the Lessee fails to collect the Vehicle at the agreed time and place, the fee is 100% of the total agreed rental price.

## VII. LIABILITY FOR DAMAGE RELATED TO THE RENTAL

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VII.1 The Lessee is obliged to use the Vehicle in accordance with its intended purpose under the Rental Agreement and to take proper care of it, ensuring that no excessive wear and tear of the Vehicle (beyond normal wear and tear) occurs. In particular, the Lessee is obliged to fuel the Vehicle with the fuel prescribed by the motor vehicle's manufacturer. For the avoidance of doubt, if the Lessee refuels with the incorrect fuel, the Lessee is obliged to pay for the entire repair, including towing of the Vehicle and refuelling with the correct fuel, regardless of the amount of supplementary insurance paid, as well as a fee in accordance with the Lessor's current Price List published on the website [www.humlet.com](http://www.humlet.com) under "Price List" (i.e., any damage-related supplementary insurance does not apply to incorrect refuelling, and the Lessee is obliged to pay in full for any damage arising from such conduct).

VII.2 If the Lessee fails to proceed in accordance with point II.4, the Lessee shall be liable for the damage caused in full, regardless of the insurance purchased as indicated in the Rental Agreement. The

Lessee is also aware that any coverage under the insurance purchased, as indicated in the Rental Agreement, is conditional on these risks being covered under the Lessor's insurance policy with its insurer. If the damage caused is not covered by the insurance policy, the Lessee is fully liable for compensation to the Lessor, regardless of the insurance purchased, and is obliged to pay the Lessor the entire damage caused to the rented Vehicle, or in connection with the Vehicle.

VII.3 In the event of a breach of obligations by the Lessee, the Lessee shall be liable to the Lessor for damage to the Vehicle (and related damage, including lost profit). 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](http://www.humlet.com) under "Price List," or specialized costing software commonly used by insurers to calculate repair costs, may be used to quantify the damage to the Vehicle, and this calculation fully replaces the need to prove the actual costs of repairing the Vehicle.

VII.4 Damage to the Vehicle's interior beyond normal wear and tear, where supplementary insurance covering this type of damage has been purchased, is covered to the extent and under the conditions agreed in the Lessor's insurance policy with its insurer, in the same manner as other types of damage under point VII.2 of these T&C. However, the supplementary insurance does not cover tearing, puncturing, or other similar physical damage to the seats; such damage is always paid by the Lessee in full, regardless of the supplementary insurance purchased. If the Lessee has not purchased supplementary insurance covering damage to the interior, or if the damage incurred is, for any other reason, not covered by the supplementary insurance, the Lessee responsible for causing the damage shall be charged the actual compensation in the amount of the price of the replacement part and the service work. Fees or any estimates for quantifying the cost of repairing the damage are sent to the Lessee after the proper end of the rental, no later than within 40 business days. An exception applies to vehicles rendered inoperable following a traffic accident, which will be taken to a service centre immediately.

VII.5 The Lessor reserves the right to repair the Vehicle within a period that most effectively minimizes the length of the repair interval, so that the Vehicle is out of service for the shortest possible time. The Lessee has the right to request that the repair of the Vehicle be carried out without delay after the damage has been quantified. In such a case, the Lessee shall be charged a standstill fee equal to 70% of the value of the standard Rent for the entire duration of the service interval and the period during which the Vehicle is out of service as a result of the repair of the relevant damage.

VII.6 The Lessee hereby releases and discharges the Lessor from any and all liability for the loss of or damage to any property (including related costs) left, stored, or transported by the Lessee or any other person in or on the Vehicle before the Vehicle is returned to the Lessor or after the Vehicle has been returned to the Lessor.

VII.7 The Lessee is obliged to act so as to prevent, to the greatest extent possible, damage to the Vehicle related to the theft of the Vehicle or of items located in the Vehicle.

## VIII. FINAL PROVISIONS

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VIII.1 The contracting parties have agreed that the rights and obligations arising from the Rental Agreement shall be governed by the provisions of the Rental Agreement and its terms and arrangements for the rental (the General Terms and Conditions), and by the provisions of Act No. 40/1964 Coll., the 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 on Car Rental.

VIII.2 Any complaint procedure shall be governed by the Lessor's Complaints Procedure, which forms an annex to these T&C. Further information regarding the complaints procedure is set out in the European Consumer Guide on Car Rental.

VIII.3 A Lessee who is also a consumer and who is not satisfied with the manner in which the trader has handled their complaint, or who believes that the trader has otherwise infringed their rights, has the right to approach an alternative dispute resolution entity in order to protect their consumer rights.

During the alternative dispute resolution proceedings, the consumer shall cooperate with the alternative dispute resolution entity in the interest of a swift resolution of the dispute. In the event of a cross-border dispute, the consumer has the right to approach the European Consumer Centre, which will provide the consumer with the delivery address, electronic address, or telephone contact of the alternative dispute resolution entity competent to resolve the dispute.

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

VIII.4 If the Lessee is not a consumer (in particular if it is a legal entity or a natural person - entrepreneur who rents the Vehicle in connection with their business activity), the Lessor and the Lessee have agreed that, apart from those disputes which Act No. 244/2002 Coll. on Arbitration Proceedings expressly excludes, they shall resolve any mutual disputes that have arisen or may arise between them in connection with the Rental Agreement by arbitration proceedings under the Rules of Procedure of the Arbitration Court of the Slovak Bar Association, before 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. If the Lessee is a consumer, disputes shall be resolved under the procedure set out in point VIII.3 of these T&C and by the competent court.

VIII.5 The following annexes form an integral part of these T&C:

Annex No. 1: Complaints Procedure

Annex No. 2: Vehicle Return Conditions and Acceptable Damage Limits

Annex No. 3: Personal Data Protection

VIII.6 The Lessor is entitled to unilaterally amend these T&C, in particular by updating them on the website [www.humlet.com](http://www.humlet.com). Any specific contractual relationship shall always be governed by the version of the T&C valid and effective as of the date of conclusion of the relevant Rental Agreement, even if the Lessor subsequently issues a newer version of the T&C. Any individual arrangements deviating from the T&C, agreed in a specific Rental Agreement, may only be amended by written agreement of both contracting parties.

These T&C shall enter into force on 1 September 2026.

Annex No. 1

# Complaints Procedure

## I. PREVENTION

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- 1.1 This Complaints Procedure (hereinafter the "CP") governs the conditions and manner of asserting complaints regarding services provided by the Lessor in connection with the rental of vehicles. Before renting, it is necessary to read the Lessor's General Terms and Conditions (hereinafter the "T&C").
- 1.2 By concluding a Rental Agreement (hereinafter the "Rental Agreement"), the Lessee agrees to the Complaints Procedure and confirms that they have been made familiar with its content.
- 1.3 When collecting the Vehicle from the person authorized by the Lessor, it is necessary to inspect the Vehicle thoroughly and ensure that all damage found on the Vehicle is recorded in the Vehicle's handover report.
- 1.4 When collecting the Vehicle from the person authorized by the Lessor, it is necessary to carefully read the information about the Vehicle contained in the vehicle's certificate of registration and, if available in the Vehicle, in the vehicle manual. In the event of any ambiguity, the Lessee is obliged to ask the person authorized by the Lessor for an explanation; otherwise, it shall be deemed that the Lessee has understood the information contained in the certificate of registration or the vehicle manual, as well as all information provided by the person authorized by the Lessor.
- 1.5 If the Lessee was involved in a traffic accident, the Lessee is obliged to submit to the Lessor a completed accident report, signed by all parties involved in the accident. If the Lessee was not at fault for the accident but does not have a complete and correctly completed accident report signed by both parties (signed by the injured party and the party at fault), the Lessor has the right to claim damages and lost profit from the Lessee, regardless of the amount of supplementary insurance purchased for the rented Vehicle.
- 1.6 If, during the rental, damage to the Vehicle occurred within a single insured event, but the Vehicle is damaged on two or more sides, the Lessee is required to photographically document the scene of the accident. The Lessee shall then provide the photographs to the Lessor to demonstrate that the damage occurred in a single insured event; otherwise, the Lessor has the right to claim damages for each item of damage separately, regardless of the amount of supplementary insurance purchased for the rented Vehicle.
- 1.7 The Lessor shall cancel (release) the deposit (pre-authorization), as a rule, within 7 business days of the end of the rental, and shall issue the Lessee a receipt from the payment terminal showing the transaction number, either physically or by sending it in the form of a scan or photograph by e-mail, via the WhatsApp application, or another communication tool. If the entire deposit is returned to the Lessee, the receipt shows the amount corresponding to the full amount of the originally blocked deposit. If the Lessor legitimately deducts part of the deposit, for example to cover damage or other claims under the T&C, the receipt from the payment terminal shows the amount actually deducted (charged), and not the difference between the deposit and this amount; this is the standard way in which the transaction is displayed on the payment terminal, not an error. The actual crediting or unblocking of the released funds on the Lessee's account depends solely on the bank that issued the payment card to the Lessee, and may take up to 30 calendar days from the Lessor's cancellation, and in isolated cases even longer; the Lessor has no ability to influence this process and bears no liability for it. If the deposit is not credited back to the Lessee's account, we recommend contacting the bank that issued the payment card to the Lessee. If the Lessee finds that the deposit has not been returned to the account from which the deposit was paid, the Lessee is obliged, promptly upon discovering this fact, to contact the Lessor and inform the Lessor that the funds have not been credited to the Lessee's account, together with the receipt evidencing the cancellation of the deposit. The Lessor shall promptly verify this fact and take corrective action.

## II. BASIC CONDITIONS FOR COMPLAINTS

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- 2.1 Every Lessee has the right to services of good quality, to file a complaint, to compensation for damage, to education, to information, to protection of their health, safety, and economic interests, and to submit petitions and complaints to supervisory authorities and municipalities in the event of a breach of the consumer's statutory rights.
- 2.2 Every Lessee has the right to protection against unfair terms in consumer contracts.
- 2.3 The Lessee may seek protection of their rights in court against the party in breach, against a breach of rights and obligations laid down by law for the purpose of consumer protection.
- 2.4 The Lessor is obliged to:
- a) provide services to the extent and under the conditions agreed, and to allow the Lessee to verify the accuracy of this information,
  - b) provide services at the agreed prices,
  - c) correctly charge prices when providing services,
  - d) ensure the provision of services in a manner that allows for their safe use.
- 2.5 The Lessor may not:
- a) impose an obligation on the Lessee without legal grounds,
  - b) deny rights under Art. 2 of this CP and the relevant provisions of the generally binding legal regulations of the Slovak Republic on consumer protection, as currently in effect.
- 2.6 The Lessor may not, after the conclusion of the Rental Agreement, refuse to provide the agreed service that is within its operational capabilities; the Lessor may not condition the provision of a service on the sale of another product or the provision of another service. This shall not apply if the Lessee does not meet the conditions for the provision of the service. This is without prejudice to the Lessor's right not to accept or to cancel a reservation before the conclusion of the Rental Agreement under point II.8 of the T&C.
- 2.7 The Lessor may not deceive the Lessee, in particular by providing false, unsubstantiated, incomplete, inaccurate, unclear, or ambiguous information, or by concealing information about the characteristics of the service or the purchase conditions, whereby offering or providing services that infringe intellectual property rights shall also be considered deception of the Lessee.
- 2.8 The Lessor is obliged to provide the service:
- a) on the day specified in the Rental Agreement,
  - b) at any time during the period specified in the Rental Agreement, unless it follows from the Rental Agreement or from the purpose of the Rental Agreement, known to the Lessor at the conclusion of the Rental Agreement, that the time of delivery within this period is to be determined by the Lessee,
  - c) if nothing else follows from the Rental Agreement, the period within which the service is to be provided begins to run from the day the Rental Agreement is concluded. If, however, under the Rental Agreement the Lessee is to fulfil certain obligations before the service is provided, this period shall begin to run only from the day this obligation is fulfilled.

## III. LIABILITY FOR DEFECTS

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- 3.1 The Lessor is liable for defects that the provided service has at the time of its collection by the Lessee.
- 3.2 The Lessee is obliged to familiarize themselves with the content of the provided service no later than upon the passing of the risk of damage to the provided service, taking into account the nature of the service provided.

- 3.3 If the Lessee fails to inspect the object of the provided service, or fails to arrange for it to be inspected, at the time the risk of damage to the provided service passes, the Lessee may assert claims for defects that were ascertainable upon such inspection only if they prove that these defects already existed in the object of the provided service at the time the risk of damage passed.
- 3.4 In the case of a service provided at a lower price, the Lessor is not liable for the defect for which the lower price was agreed.
- 3.5 A change to the object of the provided service that arose in the course of the provision of the service as a result of its wear and tear, improper use, or improper interference, shall not be considered a defect.
- 3.6 The Lessee is obliged to inspect the delivered service, or the object of the delivered service, upon its collection, and to make a complaint regarding obvious defects.
- 3.7 Obvious defects are considered to be defects ascertainable upon collection of the service, in particular a poorly provided service.
- 3.8 The Lessee is obliged to notify the Lessor immediately of any obvious defects found, and the Lessor shall arrange redress by removing the complained-of defect in the service, replacing the object of the service, or reducing the price.
- 3.9 The Lessor will not accept later complaints of this type, and such a complaint shall be unjustified.
- 3.10 The Lessor is not liable for defects if:
- a) at the time of conclusion of the Rental Agreement the Lessee knew of the defect or, having regard to the circumstances under which the Rental Agreement was concluded, must have known of it, unless the defects relate to characteristics that the provided service was to have, or should have had, under the Rental Agreement,
  - b) the Lessee themselves caused the defect in the provided service,
  - c) the Lessee knew of the defect in the service before collecting it, or was expressly and clearly warned of the defect or the defective service, and a discount from the price of the service was granted for the defect or the defective service,
  - d) the defects arose during the provision of the service as a result of wear and tear of the object of the service caused by normal use, or by improper or excessive use,
  - e) the defects were caused by the intervention of an unauthorized person in the object of the service or its components,
  - f) the service is complained of after the expiry of the period laid down in Art. 4, point 4.14, without prejudice, however, to the statutory periods for asserting consumers' rights,
  - g) the defects arose as a result of a natural disaster,
  - h) they were caused by (intentional or unintentional) improper or excessive use of the object of the service, its improper care, or improper servicing.
- 3.11 If the defect is one that can be remedied, the Lessee has the right to have it remedied free of charge, in a timely and proper manner. The Lessor is obliged to remedy the defect without undue delay.
- 3.12 Instead of having the defect remedied, the Lessee may request the replacement of the subject of the rental, or, if the defect relates only to a component of the item, the Lessee may have the component replaced, provided this does not cause the Lessor unreasonable costs in view of the price of the service provided or the seriousness of the defect.
- 3.13 The Lessor may always, instead of remedying the defect, replace the defective item with a defect-free one, if this does not cause the Lessee serious inconvenience.

- 3.14 If the defect is one that cannot be remedied and which prevents the item from being properly used as an item without defect, the Lessee has the right to a replacement of the item or the right to withdraw from the Rental Agreement.
- 3.15 The Lessee has the same rights in the case of remediable defects if the Lessee cannot properly use the item because of the recurrence of the defect after repair or because of a greater number of defects.
- 3.16 If there are other irremediable defects, the Lessee has the right to a reasonable discount from the price of the service provided, or to the provision of an additional service.

#### IV. COMPLAINTS PROCESS

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- 4.1 The Lessor is obliged to duly inform the Lessee of the conditions and manner of making a complaint, including information on where a complaint can be made, in the form of this CP.
- 4.2 The Lessor is obliged to accept a complaint in writing by e-mail at [info@humlet.com](mailto:info@humlet.com) or in paper form (sent to the Lessor's registered office address). The complaint shall be handled in accordance with the conditions set out in the CP, having regard to the services provided and the contractual terms (which may form part of the Rental Agreement or are published on the Lessor's website [www.humlet.com](http://www.humlet.com) under "Terms and Conditions"). Every Lessee has the opportunity to familiarize themselves with the specific contractual terms no later than upon signing the Rental Agreement, in order to prevent any potential misunderstandings. All T&C and CP are available online on the Lessor's website at [www.humlet.com](http://www.humlet.com) under "Terms and Conditions."
- 4.3 The Lessor, or a person authorized by the Lessor, or another person designated for this purpose, is obliged to handle the complaint no later than within 30 days from the date the complaint is made. The time required for expert assessment of the defect is not included in this period. After this period has expired, the consumer has the same rights as if it were a defect that cannot be remedied.
- 4.4 The Lessee is obliged to inform the Lessor promptly (no later than within 24 hours), in writing (by e-mail at [info@humlet.com](mailto:info@humlet.com)) and by telephone at +421 904 039 039, of a defectively provided service after discovering the defect or the defectively provided service, by demonstrating the defect in the provided service.
- 4.5 The Lessor is obliged, upon the making of a complaint, to issue the Lessee with confirmation of receipt of the complaint, at least in electronic form.
- 4.6 The Lessor is obliged to keep records of complaints and to submit them to a supervisory authority upon request. The record of complaints must contain information on the date the complaint was made, and the date and manner in which the complaint was handled.
- 4.7 The Lessee may, but is not obliged to, use the complaint form for making a complaint, which, to simplify this process, is available on the Lessor's website at [www.humlet.com](http://www.humlet.com) under "Customer Zone," in which the Lessee may precisely describe the defect and the manner in which it manifests, or the manner in which the service was defectively provided. The use of the form is not a condition for the valid making of a complaint; the Lessee may also make a complaint in another manner under point 4.8, provided that it includes the information under point 4.9.
- 4.8 Complaints must be submitted in writing by e-mail at [info@humlet.com](mailto:info@humlet.com) or in paper form (sent to the address of the Lessor's registered office), at the Lessee's choice either using the complaint form under point 4.7 or in another manner containing the information under point 4.9. The Lessee shall address the complaint to the e-mail address [info@humlet.com](mailto:info@humlet.com).
- 4.9 When making a complaint, whether by means of the complaint form or in another manner, the Lessee is obliged to state the following information:
- a) proof of the provision of the service (the Rental Agreement and the Rental Agreement number),

- b) a written statement of all deficiencies,
  - c) a proposal for resolving the complaint, or the requested manner 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 Lessee will be notified by the Lessor of the manner in which the complaint has been handled.
- 4.10 The Lessor shall confirm the complaint in electronic form 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 bears no liability for the failure to deliver the sent notification to the stated contact address.
- 4.12 The Lessee's rights arising from the Lessor's liability for defects in the provision of the service arise only during the period of provision of the service (the rental of the Vehicle).
- 4.13 A complaint can be handled if the defect occurred during the provision of the service by the Lessor.
- 4.14 The Lessee is obliged to make a complaint without delay after discovering the defect, as a rule no later than within 7 business days of the provision of the service; this is without prejudice to the statutory periods for asserting consumers' rights.
- 4.15 A complaint may always be made:
- a) if the delivered service did not attain its substance (the rental of the Vehicle was not carried out),
  - b) if deficiencies appeared during the delivery of the service (the carrying out of the vehicle rental).
- 4.16 If the Lessee fails to state the information under point 4.9(a), (b), or (e), the Lessor shall invite the Lessee to supplement the missing information within a reasonable period; if the Lessee fails to supplement this information despite the invitation, the complaint cannot be handled. The failure to state a proposal for resolving the complaint under point 4.9(c) or a proposal for compensation for damage under point 4.9(d) is not grounds for rejecting the complaint, if the defect in the service and its extent can be sufficiently identified from the other information provided.
- 4.17 A complaint may be resolved by: a discount from the price of the service, remedying the defect, withdrawal from the Rental Agreement, replacement of the subject of the rental, or rejection by the Lessor, depending on the type of defect, in accordance with Art. III, points 3.11 to 3.16.
- 4.18 All legitimately made complaints will be handled free of charge.

## V. FINAL PROVISIONS

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- 5.1 This Complaints Procedure shall enter into force and effect on 1 September 2026.
- 5.2 The Lessor reserves the right to amend this CP without prior notice.
- 5.3 A complete version of the Complaints Procedure shall be drawn up after each amendment.
- 5.4 The complaints process shall be governed by the version of the Complaints Procedure in effect at the time the complained-of service was provided.
- 5.5 This Complaints Procedure is published on the Lessor's website at [www.humlet.com](http://www.humlet.com) under "Complaints Procedure."
- 5.6 Legal relationships not governed by this CP shall be governed by the legal regulations of the Slovak Republic.

Valid from: 1 September 2026

# Vehicle Return Conditions and Acceptable Damage Limits

This annex sets out the conditions under which the Vehicle can be returned without additional charges, and defines the limits of acceptable damage to the Vehicle.

## 1. CLEANLINESS OF THE VEHICLE

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The Vehicle must be returned in the condition in which the Lessee took it over, i.e., sufficiently clean, both inside and out, to allow the Vehicle to be inspected. The condition is documented in the handover report, with a record of all damage. No waste of any kind may be left in the Vehicle.

## 2. FUEL TANK LEVEL

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The Vehicle must be returned with the same fuel tank level (or higher) as when the Lessee took it over. Refuelling the Vehicle is charged in accordance with the current Price List published on the Lessor's website [www.humlet.com](http://www.humlet.com) under "Price List."

## 3. BODYWORK – UNACCEPTABLE DAMAGE

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The painted parts of the bodywork must not have scratches or dents larger than 4 cm. There must be no scratches that penetrate below the surface of the paint (the so-called fingernail test), regardless of their size. Attention should be paid to the door edges, handles, bumpers on the underside of the Vehicle, the bonnet, and the roof. Likewise, unpainted parts of the bodywork (for example plastic bumpers, trim strips, door sills) must not be scratched or scuffed to an extent greater than 4 cm, nor may they show holes or tears of any size. Body parts must not be loose or protruding.

## 4. WINDOWS – ACCEPTABLE AND UNACCEPTABLE DAMAGE

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Damage to glass (a scratch, chip, star-shaped crack, or crack) is acceptable only if it is smaller than 1 cm and, at the same time, is not located in the driver's field of vision or in the black (lower or upper) band of the windshield.

Unacceptable damage includes:

- a) any damage to glass, whether on the windshield or on the other windows, measuring 1 cm or more,
- b) any damage to the windshield within the driver's field of vision, regardless of its size,
- c) any damage in the black (lower or upper) band of the windshield, regardless of its size; a crack in this area cannot be repaired or filled.

## 5. TECHNICAL CONDITION

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The Vehicle must show no technical faults, engine damage, or mechanical faults, such as, for example, malfunctioning window openers, and the like.

## 6. VEHICLE DOCUMENTS

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The Lessee always takes over the Vehicle together with the "small" or "large" certificate of registration and the green card (if the Vehicle has undergone a technical inspection or emission control, confirmation of these inspections also forms part of the documents). The documents must be returned in the same set as they were received. The loss of, or failure to return, the documents in the same set

as they were received is charged in accordance with the current Price List published on the Lessor's website [www.humlet.com](http://www.humlet.com) under "Price List."

## 7. MILEAGE

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The prepaid daily mileage limit must be observed. The handover report always records the mileage reading at the time the Vehicle is collected. If the prepaid mileage limit is exceeded, a fee will be charged in accordance with the current Price List published on the Lessor's website [www.humlet.com](http://www.humlet.com) under "Price List."

## 8. TIRES AND WHEELS

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Tires must not have a significant crack or chunking. Alloy or steel wheels, or plastic wheel covers, must not be damaged, scratched, chipped, or broken. In the case of a long-term rental (i.e., a rental exceeding one month), the Lessee, in cooperation with the Lessor under point III.8 of the T&C, is obliged to continuously monitor the tread depth of the tires, so that it does not fall below the statutory limit (1.6 mm for summer tires and 3.0 mm for winter tires).

## 9. INTERIOR

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When inspecting the interior, it is necessary to check for damage to the steering wheel, damage or scratches to the dashboard, damage to the electronics and their controls, damage to the seats, boot, and plastics. After using mandatory equipment (e.g., a jack or other accessories), it is necessary to check that the accessories have been returned to their proper place in the Vehicle. Any damage to the interior beyond normal wear and tear is considered unacceptable damage. Tearing, puncturing, or other similar physical damage to the seats is always considered unacceptable damage, regardless of any supplementary insurance purchased (point VII.4 of the T&C).

## 10. CARGO AREA

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The reinforced floor must not have grooves or scratches larger than 4 cm. The floor of the Vehicle must not be dented or punctured. Door and wall panels must not be punctured. Attention must also be paid to damage to the partition wall between the cab and the cargo area, the wheel arches, and the side walls of the Vehicle. Transported items must always be properly secured.

## 11. RECOMMENDATION FOR THE LESSEE

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Before collecting the Vehicle, we recommend that the Lessee carry out their own photographic/video documentation of the Vehicle's condition (exterior, interior, mileage, fuel tank level, and accessories). This documentation may serve as additional evidence of the condition of the Vehicle at the time of collection and may protect both the Lessee and the Lessor in the event of disputes or claims for compensation for damage.

## 12. MEASUREMENT OF DAMAGE

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The dimensions stated in this annex (in particular 4 cm for the bodywork and cargo area, and 1 cm for the glass) are, in practice, verified by comparison with the official transparent damage-assessment template used by the Lessor when collecting and returning the Vehicle. The template contains circles corresponding to these thresholds and a ruler for precise measurement, and is available for inspection at the Lessor's premises.

Valid from: 1 September 2026

# Personal Data Protection

## INFORMATION ON THE PROCESSING OF PERSONAL DATA

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The company humlet s. r. o., with its registered office at Lermontovova 911/3, Bratislava I – Staré Mesto, 811 05, Company ID (IČO): 57 404 895, Tax ID (DIČ): 2122730863, VAT ID (IČ DPH): SK 21 22 73 08 63, registered in the Commercial Register maintained by the Municipal Court Bratislava III, Section: Sro, Insert No.: 195962/B (hereinafter the "Lessor"), 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 also the "General Data Protection Regulation"), provides data subjects with the following information on the processing of personal data:

The Lessor processes the personal data of data subjects in information systems (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 primarily in the following information systems:

- Records of Lessees for invoicing purposes (via the accounting program superfaktura.sk, operated by SuperFaktura, s.r.o.)
- Records of agreements and reservations (in paper form and/or electronically via the Signi.com platform, operated by Digital factory, s.r.o.)
- Recovery of receivables and handling of insurance claims
- Loyalty program (if introduced)
- Contact form and customer accounts
- GPS monitoring of selected vehicles (via the Xmarton platform, operated by Xmarton Slovakia s.r.o.)
- Mobile payment terminal (via Tatra banka, a.s.)

### **Why does the Lessor process personal data?**

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

pre-contractual and contractual relationships, in particular for the purposes of processing and sending price quotations, reservations, preparing and concluding agreements, and fulfilling the Lessor's contractual obligations, in particular within the framework of Rental Agreements and framework agreements related to the administration of agreements, the collection and handover of the Vehicle, complaints proceedings, invoicing, and the like. The legal basis for the processing is the performance of a contract, or the taking of steps at the request of the data subject prior to entering into a contract, pursuant to Art. 6(1)(b) of the General Data Protection Regulation. The provision of personal data by the data subject is a contractual requirement. If the personal data are not provided, it will not be possible to enter into a contractual relationship with the data subject.

the unambiguous identification of the data subject, on the basis of consent given by the data subject prior to the making of a photocopy of the data subject's official documents and/or electronically produced and recorded copies and reproductions of official documents in another manner (scanning of documents, verification of the authenticity of documents, which are stored on electronic media, and the like), provided that the Lessor, in justified cases, requests such copies of official documents from the data subject. The giving of consent is voluntary.

security, the protection of property and financial interests arising from the concluded contractual relationship and from the Lessor's legitimate interest derived therefrom under point II.5 of the T&C. For

this purpose, selected rented vehicles are secured by monitoring their location via satellite tracking (GPS) (locating rented vehicles during their use and after their theft). Personal data (arising from information obtained about the location of the Vehicle) is processed where the rented motor vehicle is used by a single natural person, i.e., where, 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 GPS information obtained about the location of the Vehicle and the characteristics of the data subject that can be derived from it. The Lessee is informed, upon collection of the Vehicle, that the rented Vehicle is equipped with a GPS monitoring device.

the recovery of damage and receivables that have arisen, the handling of insurance claims, the retention of documentation and records made, and on the basis of the Lessor's other necessary legitimate interests.

### **How can personal data about another natural person be legally provided?**

A Lessee who is the employer of another natural person is entitled to provide the Lessor with the personal data of that natural person even without their consent, solely in connection with the establishment of pre-contractual and contractual relationships related to the rental of the Vehicle, and only to the extent of: title, first name, surname, job position, service position, functional position, employee personal number or employee number, department, place of work, telephone number, fax number, work e-mail address, and the employer's identification data, if this is necessary in connection with the performance of the data subject's work duties, service duties, or functional duties. The provision of personal data must not compromise the dignity, standing, or safety of the data subject.

A natural person who is a Lessee is also entitled to provide the Lessor with the personal data of another natural person, even without that person's consent, but only in accordance with applicable legal regulations and contractual terms, and only where doing so protects the Lessee's own legally protected interests, for example in connection with the handling of insurance claims.

In other cases, a person who wishes to provide the Lessor with the personal data of another natural person is obliged to have that person's consent and to submit this consent to the Lessor upon request. By providing the data of another natural person, this person expressly declares that they have adequate authorization on the basis of which they are entitled to provide the personal data of that person to the Lessor.

A person who provides the Lessor with the personal data of another natural person is obliged to inform that natural person about the processing of their personal data by the Lessor, in particular by providing them with this Information on the Processing of Personal Data or by notifying them of its wording as published on the Lessor's website [www.humlet.com](http://www.humlet.com).

### **What security measures do we take?**

The Lessor has adopted 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 limited to authorized persons. The purpose of these measures is to prevent the loss, unauthorized access, or misuse of personal data.

### **For how long are personal data retained?**

Personal data obtained from GPS monitoring of vehicles are retained for a maximum of 2 years from the end of the rental, unless it is necessary to retain them longer for the purpose of asserting legal claims.

Photocopies of official documents are retained for the duration of the contractual relationship and are destroyed no later than 3 years after its termination, unless the Lessor uses them on the basis of legitimate interests (for example, in connection with the handling of damage, insurance claims, and thefts).

Personal data processed for other purposes are retained for the period necessary to achieve the purpose of their processing, as determined by special legal regulations or as follows from the Lessor's legitimate interest. Accounting documents containing personal data are retained for a period of 10 years in accordance with the Accounting Act.

### **Automated Decision-Making and Profiling**

In processing personal data, the Lessor does not carry out automated decision-making or profiling that would have legal effects concerning the data subject or would similarly significantly affect them.

### **To which recipients are personal data provided?**

To supervisory authorities in the exercise of their activities under special legal regulations (e.g., the Slovak Trade Inspection), to courts and law enforcement authorities upon their request, or within the scope of the Lessor's legitimate interests, to insurance companies with which the Lessor has concluded an insurance contract relating to the rented Vehicle. To contractual processors (e.g., IT services, accounting services, legal services), who process data on behalf of the Lessor on the basis of a written agreement.

### **What rights does the data subject have in relation to the processing of their personal data?**

The data subject has the right:

- to information about the processing of their personal data;
- to obtain access to the personal data processed and retained about them;
- to request the correction of their incorrect, inaccurate, or incomplete personal data;
- to request the erasure of their personal data when it is no longer needed, or if the processing is unlawful;
- to object to the processing of their personal data for marketing purposes or on grounds relating to their particular situation;
- to request restriction of the processing of their personal data in special cases;
- to receive their personal data in a machine-readable format and/or to request that it be transmitted to another controller;
- to withdraw their 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;
- to request that decisions based on automated processing that concern them or significantly affect them, based on their personal data, be made by natural persons and not automated technical means, if personal data are processed in this manner by the Lessor. The data subject has the right to express their point of view and to object to a decision of the Lessor;
- to lodge a complaint with a supervisory authority, in particular in the Member State of their habitual residence, place of work, or the place of the alleged infringement, and the right to an effective judicial remedy, if they believe that the processing of their personal data is in breach of legal regulations. The supervisory authority in the territory of the Slovak Republic is the Office for Personal Data Protection of the Slovak Republic ([www.dataprotection.gov.sk](http://www.dataprotection.gov.sk));
- to exercise their rights by means of a form available on the website or by a request sent to the Lessor.

### **Use of Cookies**

The following cookies are used on the Lessor's website:

- Functional cookies ensure the proper functioning of the website (e.g., login, shopping cart).
- Analytical cookies are used for anonymized measurement of website traffic and the improvement of services (e.g., Google Analytics, Google Tag Manager).
- Marketing cookies are used only with the visitor's consent to personalize content and advertising (e.g., Google Ads, Meta/Facebook, Instagram, LinkedIn).

In connection with the use of analytical and marketing cookies, personal data may be transferred to a third country (the USA), through providers certified under the European Commission's adequacy decision (the EU-US Data Privacy Framework), or on the basis of standard contractual clauses approved by the European Commission, which guarantee an adequate level of protection of personal data.

You can adjust your use of cookies in your browser. Blocking technical cookies may limit the functionality of the website.

### **How to Exercise Your Rights?**

The data subject has the right to submit a request or complaint to the Lessor in connection with the protection and processing of their personal data. Any data subject who wishes to submit a request or complaint and exercise their rights may do so in writing at the address: humlet s. r. o., with its registered office at Lermontovova 911/3, Bratislava I – Staré Mesto, 811 05, electronically at the address: [www.humlet.com](http://www.humlet.com), or by telephone at +421 904 039 039.

### **GPS Monitoring of Vehicles**

The Lessor may process location data obtained from GPS devices placed in vehicles. The data processed includes, in particular, the location of the Vehicle (GPS coordinates), time data on the movement of the Vehicle, speed, and information on the starting/stopping of the Vehicle, which may be attributed to the Lessee or the driver of the Vehicle. The purpose of the processing is to protect the Lessor's property, to locate the Vehicle in the event of theft, breakdown, or an insured event, to verify compliance with the contractual conditions of the vehicle rental, and to assert legal claims. The legal basis for the processing is the Lessor's legitimate interest under point 11.5 of the T&C. The data are retained for a maximum of 2 years from the end of the rental, unless it is necessary to retain them longer for the purpose of asserting legal claims. The data may be made available to insurance companies, public authorities on the basis of a lawful request, providers of GPS and IT services, legal representatives, or entities engaged in debt recovery, always only to the extent necessary to achieve the purpose of the processing. The rights of data subjects are set out above in this Annex.

Valid from: 1 September 2026