

General Rental Terms and Conditions

The present General Rental Terms and Conditions (hereinafter referred to as "General Conditions") govern the contractual relationship between the Rental Company, SOLO rent a car (hereinafter referred to as "the Lessor") and the Client (hereinafter referred to as "the Lessee"). These conditions stipulate that the Lessor grants the Lessee the use of a vehicle for the term, price, and other conditions agreed upon in the rental contract drafted and signed by both parties, as well as in these General Conditions contained in this document. In case of any discrepancy between the content of the General Conditions and the Specific Conditions of the contract signed by the parties, the latter shall prevail.

1. Purpose of the Contract

The purpose of this contract is to establish the terms for the rental of vehicle(s) and van(s) without a driver for private transportation, according to the clauses stipulated herein, in which both parties agree to the conditions proposed by the Lessor,. The Lessee agrees to rent a vehicle from the selected group for the duration of the contract. It is not guaranteed that the Lessee will receive a particular model, nor does the Lessee have the right to a specific vehicle. Therefore, the rental is not linked to a specific vehicle, but a vehicle belonging to the same group of similar vehicles, in terms of technical characteristics and habitability, may be assigned to the Lessee. The use of the rented vehicle is exclusively for private transportation, such as for the customer's touristic use. The use of the vehicle for any other purpose, including commercial, profitable, or professional purposes, is prohibited. The contract will be formalized and signed at the premises of the Lessor, SOLO rent a car. It is the responsibility of the Lessee to always carry the valid rental contract during its duration.

2. Vehicle Condition

The Client (hereinafter referred to as "the Lessee") receives the vehicle in perfect condition and commits to returning it in the same state. The Lessee must preserve and drive the vehicle in compliance with the rules established in the Spanish Road Traffic Code and as stipulated in these General Conditions. The Lessee will be responsible for expenses and damages resulting from non-compliance, and in such cases, the deposit will be retained without refund until the situation is resolved by the technician assigned by the company. The vehicle is delivered with all necessary documentation, accessories, and components in correct working order, maintenance and bodywork checked, without deficiencies, except for any observations indicated in the rental contract at the time of delivery. The Lessee commits to returning the vehicle in identical conditions. If the Lessee observes any damage or visible flaw on the vehicle not described in the Rental Contract

at the time of pickup, they must immediately inform one of the company's agents. It is imperative that such damages or defects be added to the contract and signed by both parties to ensure their acknowledgment. The Lessee has the right to verify the state of the vehicle in their presence. If they do not request the corresponding modification, the rental company will consider that the Lessee has accepted the vehicle in the state described in the contract.

3. Required Documentation for Vehicle Pickup

To proceed with the vehicle pickup, the main driver must present the following mandatory documentation:

- Reservation number/Voucher.
- DNI, NIE, or a valid and current ID.
- Valid and current driving license; a type B license is required.
- The client is responsible for verifying if he/she requires an International Driving Permit to drive in Spain. This permit must be presented together with the original and valid driver's license.
- The company reserves the right to request additional documentation, including proof of address and airline tickets, before authorizing vehicle delivery with a debit card.

Provisional or learner licenses will not be accepted. It is essential that the client presents the documentation in its original format. Photocopied driving licenses or those in digital or electronic format are not accepted. The main reason for not accepting documentation digitally is that verification through QR code reading is exclusively the competence of traffic agents and security forces; therefore, the company is not authorized to accept it in this form.

3.1. Grace Period for Vehicle Collection: SOLO rent a car will hold the reserved vehicle for a period of 120 minutes. If the client does not pick up the vehicle or inform the office of a possible delay within this time, the reservation will be marked as "NO SHOW" (not presented).

The vehicle will not be delivered if the contract holder and all additional drivers reflected in the same do not provide all the required documentation. All persons identified in the rental contract will be jointly responsible for all obligations assumed by the Lessee in the contract and for the payment of any amount due arising from the same.

3.2. Client Responsibility Regarding Documentation:

- It is mandatory for any driver of the vehicle to be in possession of a valid and current driving license in Spain.

- The client must ensure that the insurance company accepts the driving license as a valid document. The vehicle can only be driven by the lessee or those persons expressly designated as authorized drivers in the rental contract. The Client must not allow any person not designated in the contract to drive the vehicle, being directly responsible for any damage or harm that may be caused in case of non-compliance.

4. Cancellations, Modifications, and No Shows

Package	With more than 48 hours notice	With less than 48 hours notice	In case of NO SHOW
BASIC or PLUS	SOLO rent a car WILL NOT refund 30% of the total rental price, plus €50 processing fee	SOLO rent a car WILL NOT refund 30% of the total rental price, plus €50 processing fee	No amount paid for the rental will be refunded
COMFORT	Free	SOLO rent a car WILL NOT refund 30% of the total rental price, plus €50 processing fee	No amount paid for the rental will be refunded
SELECT	Free	SOLO rent a car WILL NOT refund 30% of the total rental price, plus €50 processing fee	No amount paid for the rental will be refunded
*If the paid rental amount is less than the estimated amount for cancellation, there will be no refund, nor will any additional payment be required from the customer.			

Reservations made less than 48 hours prior to pick up cannot be changed or canceled.

4.1. Cancellations: Once the rental period for which the reservation has been made has started, cancellations or modifications will not be accepted, and therefore, no refund of any amount paid for the rental will be made.

Cancellation or modification is not possible after the period for which the vehicle was rented has started, therefore, it will not be possible and no amount paid for the rental will be refunded.

4.2. Modifications: Modifying the vehicle pickup date is not allowed, except in cases of flight delays or force majeure. In such circumstances, the client must request the modification of the reservation in writing, justifying their situation appropriately. Modifying the reservation may

involve changes in the rental price. All requests for modifications or cancellations should be directed to the following email: support@sologroup.net.

4.3. No Show: Cancellation or modification is not applicable once the rental period has started, and therefore, no amount paid for the rental will be refunded.

A "No Show" will be considered in the following cases:

- The customer does not meet the requirements mentioned to pick up the vehicle.
- The customer does not provide the necessary documents to rent a vehicle.
- The customer does not provide an accepted payment method for the rental.
- The customer does not provide an accepted payment method for the deposit.
- The customer does not pick up the vehicle at the reserved time nor within the courtesy period.

5. Duration of the Short-Term Rental Contract

The duration of the rental period will be established according to the contract agreed upon between the parties. The minimum rental period is one day (24 hours), and the maximum rental period is 89 consecutive days, including any extensions.

SOLO rent a car has vehicles with a limited retention period and mileage. Consequently, SOLO rent a car reserves the right to replace the vehicle provided to the client during the rental period if the specified time or mileage limit is reached. If a vehicle change is necessary, a company representative will contact the client in advance.

The client will be required to return the vehicle to receive another one of equivalent or better quality. Rental days are counted in 24-hour periods from the exact time the client picked up the vehicle until its return, including the keys, documentation, accessories, and additional equipment belonging to the company.

The client must return the vehicle before the expiry of the contracted term at one of our offices, where the necessary procedures for the return and inspection of the vehicle will be carried out. The company offers a grace period of 60 minutes after the contract expiration time.

6. Early Return of the Vehicle

In the event that the vehicle is returned before the stipulated end date in the rental period, no refund of any amount of the agreed price will be made according to the general conditions of the contract. This action will be considered as a unilateral termination of the contract by the lessee.

7. Late Return

Scale of Charges in Case of Delay:

<u>Delay up to 1 hour:</u>	<u>no charge</u>
<u>Delay up to 2 hours:</u>	<u>1 day's rental</u>
<u>Delay of 3 or more hours:</u>	<u>50 euros + 1 day's rental</u>

If the customer picks up the vehicle after the time specified in the reservation or contract, this delay will be exclusively at the customer's expense and responsibility. The customer must immediately notify us of the delay to ensure the availability of the vehicle; only in this case will the reservation be held for a maximum period of 24 hours from the agreed time.

If the vehicle is returned late, the customer must pay the corresponding amount from the end date of the contract until the exact date and time of the return or recovery of the vehicle, as well as an additional charge as a penalty for the damages caused, including excess mileage and any other expenses or losses suffered by the company.

In the event that the vehicle is returned late by the client, they will be charged for the period from the end of the contract date to the exact date and time the vehicle is returned or recovered. Additionally, an extra fee as a penalty for the inconvenience caused, excess mileage, and all expenses and losses suffered by the company will be applied.

If the client fails to return the vehicle on the agreed date and there is no communication regarding the reason for the delay after one day, the company may consider this action as potential misappropriation of the vehicle. In such a case, the situation will be reported to the appropriate authorities.

If the customer does not return the vehicle on the agreed date and there is no news about the reason for the delay, the company may consider this action as a possible misappropriation of the vehicle. In such case, the situation will be reported to the relevant authorities.

If the client fails to comply with the agreed rental period, SOLO rent a car is entitled to charge the corresponding amount for the rental from the end date of the contract until the vehicle is effectively returned. This includes costs for excess mileage, physical damage to the vehicle, and a penalty for the economic harm caused, accumulating this amount for each day of delay.

Moreover, if the client abandons the vehicle, an additional fee of 100 euros for its recovery will be applied, along with all associated expenses and costs.

If the Lessee breaches any point of the General or specific Conditions stipulated in the Contract, the Lessor reserves the right to withdraw the vehicle from the Lessee at any time, also demanding compensation for the damages and losses caused. The client must use the vehicle and act in accordance with traffic regulations and due diligence, as set out in the General Conditions of the contract. Failure to do so may mean that they are not covered by the contracted packages, being responsible for all damages and losses caused.

8. Contract Extension

Advance Notice Time: If the lessee wishes to extend the period of use of the vehicle beyond the initially agreed term, they must expressly notify via email to support@sologroup.net at least 24 hours before the end date and time of the rental period stipulated in the Contract. Furthermore, they must obtain an express and written authorization from SOLO rent a car and immediately pay the additional amount corresponding to the rental and deposit.

8.1 Duration of the Contract: This contract will have a specific duration, established by the LEASE, with the option of extensions before the contract expiration day, through an addendum signed by both parties.

8.2 Vehicle Availability: The extension of the contract period is subject to the availability of the vehicle. In case of an extension, the client must bring the vehicle to one of the company's offices for inspection. If additional damages, excess mileage, or other discrepancies not reflected at the time of hiring are detected, a recalculation of the deposit amount will be made.

8.3 Denial of Extension: The company reserves the right to deny the request for an extension or renewal of the contract.

8.4 Maximum Period of Extensions: The maximum rental period, including extensions, is a total of 89 days. The initial deposit provided at the start of the rental contract cannot be used to pay for an extension of the initially agreed rental time. The contract can be extended for a minimum of 24 hours, subject to the specific terms of the contract and the availability of the vehicle. The initial contract price will not apply for the extension; during the extension, the price established in the Current General Rate, available on the company's website, at its facilities, or through other means indicated by SOLO rent a car, will be applied.

The lessor reserves the right to reject extension requests for operational reasons or for breaches of the General Conditions of the Contract by the lessee. Once the rental period or its extension is completed, the same General Conditions will continue to apply if the client continues using the vehicle after the agreed rental time.

9. Vehicle Pickup

Pickup Locations:

- **Málaga:** Pickup address: Av. del Comandante García Morato 50, Málaga, CP 29004. SOLO rent a car offers a free minibus transfer service to Málaga airport. For more details, follow the instructions on your voucher.
- **Vans Málaga:** Pickup address: Carril Cruzcampo, 74, Churriana, Málaga CP 29004. For more details, follow the instructions on your voucher.
- **Alicante:** Pickup address: El Altet, Polígono 2, núm. 83, Alicante, CP 03195. SOLO rent a car offers a free minibus transfer service to Alicante airport. For more details, follow the instructions on your voucher.
- **Marbella:** Pickup address: Polígono Industrial Nueva Campana, nave 76, Marbella CP 29660, Málaga. In this case, the vehicle must be delivered directly to the office. The specific pickup address is clearly indicated in the rental contract.

10. Vehicle Return

Return Locations:

Málaga:

- During opening hours: Av. del Comandante García Morato 50, Málaga, CP 29004. SOLO rent a car offers a free minibus transfer service from the office to Málaga airport. Follow the instructions on your voucher.
- Vans Málaga: Pickup address: Carril Cruzcampo, 74, Churriana, Málaga CP 29004. For more details, follow the instructions on your voucher.
- Outside opening hours: Av. del Comandante García Morato, 20, Málaga, CP 29004 – “EASY PARKING.” SOLO rent a car will provide instructions via prior customer communication by email.

Alicante:

- Pickup address: El Altet, Polígono 2, núm. 83, Alicante, CP 03195. SOLO rent a car offers a free minibus transfer service from the office to Alicante airport. Follow the instructions on your voucher.

Marbella:

Nave 76, Polígono Industrial La Campana (Marbella), Málaga, CP 29660.

- During opening hours: The vehicle is returned directly to the office.
- Outside opening hours: The vehicle is returned directly to the office, leaving the keys in the SOLO rent a car marked mailbox. Follow the instructions on your voucher. The vehicle must be returned to the office on the date and time stipulated in the rental contract. The vehicle will be returned by the customer in the same condition as it was delivered, along with all its tires, tools, auxiliary equipment, documents, and accessories.

Additional Procedures:

- 1) Returns outside business hours: The Customer must inform the staff and obtain written authorization from the company for the return under these conditions. They must send photos of the vehicle's condition and its location to the company staff.
- 2) Post-return inspection: If the return is made outside office hours, the company staff will inspect the vehicle within 24 hours and issue a certificate with the vehicle's condition, which will be sent to the customer by email.
- 3) Customer responsibility: If the vehicle is returned outside office hours, the customer will remain fully responsible for the vehicle, including any damage, until the staff can locate it during office hours.
- 4) Personal belongings: The lessee must ensure all personal belongings are removed from the vehicle. SOLO rent a car is not responsible for any items left in the vehicle. However, if any item is found, the lessee can request its shipment in writing to support@sologroup.net, and must first pay the associated shipping costs, which will be the sole responsibility of the lessee. The customer must return the vehicle during office hours, displayed at each of the lessor's branches, unless there is a written agreement otherwise.

11. Vehicle Accident

In case of an accident, the customer must immediately notify SOLO rent a car, providing the original accident report document duly completed and signed, along with the police report, within a maximum period of 24 hours from the accident. If the accident report does not clearly define all damages to the vehicle and accident details, this will be considered negligence by the customer and a contract breach according to the General Rental Conditions, and will result in exclusion under section 24 "Exclusions," which includes vehicle abandonment. Consequently, an additional charge will be applied for these concepts, without prejudice to the lessor's right to terminate the contract and claim damages, costs, and losses incurred.

Minimum data required in the accident report:

- License plate of the insured vehicle and the other vehicle involved, as well as driver details of both vehicles.
- Date of the accident.
- Exact accident location.
- Circumstances of the accident (version of events with possible maneuvers).
- Detailed description of damages to the insured vehicle and the other vehicle

The client must provide the company with the amicable accident report and/or police report, including all necessary information such as witness details, police or competent authority intervention, photographs, and any other evidence deemed appropriate to clarify the situation.

- In the event of theft, fire, damage caused by animals or natural phenomena, and in general in any case of damage, the lessee or the driver must immediately notify the police or the corresponding security authorities. In addition, they must take all necessary measures to protect the interests of the lessor. They must also immediately contact the leasing company and file a complaint or report of the events as soon as possible and within a maximum period of 24 hours.

- In the event of an accident with another party, the lessee must complete European Accident Statement in the standard format and inform the lessor in writing immediately, and within a period of no more than 24 hours, of all the details of the accident. If the other party refuses to sign the European Accident Statement form, the lessee must request the presence and assistance of the police and provide the lessor with a copy of the corresponding police report.

- European Accident Statement form must be completed in full with as much detail as possible, both regarding the damage and the circumstances in which it occurred. The lessee is obliged to sign and to collect the signature of the other party, if any. If the other party refuses to sign, the lessee must request the presence of the police on site to clarify the facts.

- In the event of damage to the vehicle or an accident, simply submitting the accident report does not exempt the driver from their responsibility or financial obligations arising from the accident. The final decision on coverage of the damage rests with the insurance company, which may accept or deny coverage. If it is not possible to submit the case to the insurance company, or if the insurance company does not agree to cover it, the customer will be financially responsible for the damage caused.

11.1. Repair Restrictions: The client must not take the vehicle to any workshop for repairs without prior authorization from the lessor. This action is prohibited by the company, as only the lessor has the authority to decide on the repairs and appropriate workshops to carry them out. If the client takes the vehicle to an unauthorized workshop without the company's written authorization, additional charges may be applied for the damages and losses this causes to the company.

11.2. Replacement Vehicle Policy: A replacement vehicle will not be provided if the accident was caused by the client's negligent driving or if traffic regulations were not followed. Replacement vehicles will only be provided at no cost in cases of mechanical failure not related to negligent or irresponsible conduct by the client, and provided there are no contract breaches by the client. In addition to any other compensation for damages as per the law, SOLO rent a

car will have the right to claim compensation for damages suffered if the vehicle sustains material damage during the rental period.

12. Payment Method and Deposit

12.1. Deposit Payment

The deposit must be paid exclusively by means of a physical credit card issued in the name of the main driver.

For vehicles belonging to the Luxury and Luxury Elite categories, the client must present two physical credit cards, both issued in the name of the main driver.

The card must be physically presented at the office at the time of vehicle collection.

Debit cards will not be accepted for the payment, blocking, or guarantee of the deposit, except in cases expressly authorised under the specific conditions of the contracted package and always at the sole internal discretion of the company.

SOLO rent a car reserves the right to carry out an electronic verification of the card type through BIN verification at the payment terminal.

If the card presented is a debit, prepaid, virtual card, or does not meet the established requirements, the company may refuse delivery of the vehicle and the reservation will be considered a NO SHOW.

Payments for the deposit are not accepted via virtual cards, debit cards, credit cards in the name of other drivers or persons not included in the contract, cash, bank checks, prepaid cards, bank transfers, or payment links. The deposit acts as a guarantee to ensure the customer's compliance with their obligations at the start of the rental.

Exception

By way of exception, a physical debit card issued in the name of the main driver may be accepted solely for the Economy and Premium categories when the Comfort package is contracted.

In such cases, the company may request additional documentation, including proof of address and flight tickets, before authorising the release of the vehicle.

Acceptance of a debit card shall be subject exclusively to the company's internal discretion and may be refused without the need to provide justification.

Pre-authorisation, Blocking of Funds and Deposit Refund

For rental contracts between 1 and 27 days, the deposit amount will be blocked on the customer's bank card. For contracts of 28 days or more, the deposit will be debited from the customer's account.

If the customer wishes to extend the rental beyond 27 days, they must go to a SOLO rent a car office to pay the deposit. Failure to do so will result in the company reserving the right to refuse the extension request or to charge the deposit.

In addition, if the customer's bank card does not allow to block the amount of the deposit, SOLO rent a car reserves the right to debit the amount directly or refuse the rental.

The deposit will be released in euros after the vehicle is returned, subject to inspection. The release process may take up to 30 days, except in cases of incidents during the rental. If the client wishes to use a debit card for the deposit, they must select the Premium or Comfort package, with no option to reduce the deposit amount.

The company reserves the right to retain the deposit in cases of accidents, mechanical failures attributable to actions of the lessee, theft, fire, or similar situations, until the matter is resolved and it is determined that the client has no fault or responsibility. The total loss of the deposit up to the amount owed by the client to the company occurs when there is a breach of the conditions established in the contract.

If the amount owed exceeds the deposit amount, the company reserves the right to claim the full extent of the damage and losses caused by the vehicle's downtime, even withdrawing funds from the bank account used for the payment of the deposit or rental payment.

12.2. Card Requirements for Deposit Retention or Collection

For the deposit retention or collection to be valid, the card used must meet the following requirements:

- Be a **physical card**.
- Be in the name of the **main driver**.
- The name on the card must match exactly the primary driver's valid ID (ID card, passport, or driver's license).
- The card must be clearly identified as a **credit card**.

The following will not be accepted:

- Virtual cards, such as Apple Pay, Google Wallet, or similar.
- Cards that are not in the name of the primary driver, including those of other drivers, family members, or spouses.
- Cards with abbreviated names or names that do not match the primary driver's valid ID document exactly.
- Cards that are not clearly marked as credit cards.

If the credit card provided for the deposit does **not meet the above requirements**, the company reserves the right **not to deliver the vehicle** and to consider the reservation a **NO SHOW**.

12.3. Payment for Vehicle Rental: Accepted forms of payment for vehicle rental include credit cards in the name of the primary driver, debit cards in the name of the primary driver, bank transfers, payment links, or cash in euros. Bank checks are not accepted. Payment must be made using a method in the name of the main driver, and the holder of the credit or debit card must be present at the time of payment. All payments must comply with the current legislation regarding payment methods for the service of vehicle rental without a driver.

12.4. Company Credit Card Authorization

If the payment card used for the rental is in the name of a company, this must be communicated and sent to SOLO Rent a Car by email at least 24 hours before picking up the vehicle. The renter must present the company's written authorization at the time of picking up the vehicle.

This authorization must include the company name, tax identification number, registered address, full name and position of the person granting the authorization, as well as the official company stamp. It must expressly state that the vehicle rental is approved for the person who will pick up the vehicle, who must also be registered as the main driver, and include the driver's full name and valid driver's license number.

Failure to present this documentation will result in the rental being denied.

13. Driver's Age

General Requirements: The minimum age to rent with SOLO rent a car is 21 years old. The driver must possess a valid driving license recognized in Spain, with a minimum validity of one year. Certain vehicles may have restrictions for younger drivers.

13.1. Young Drivers (21 to 25 years): Drivers in this age range are considered "young drivers" and must purchase a mandatory supplement. –

13.2. Drivers from 26 to 69 years: No additional supplement will be applied to drivers in this age range unless the driving license has been issued between 1 to 4 years ago. In this case, it is necessary to purchase the mandatory "Young Driver" supplement.

13.3. Drivers Over 69 Years Old: SOLO rent a car reserves the right to refuse service to drivers over the age of 69. –

13.4. Driving License: A full type 'B' driving license is required. Provisional or learner licenses will not be accepted.

13.5. Additional Drivers: A maximum of three additional drivers per rented vehicle is allowed. The customer must pay a supplement for each additional driver specified in the rental contract.

13.6. Driving Restrictions: Driving by persons not listed in the rental contract is prohibited and constitutes a breach by the customer. In the event of an accident, the customer will assume the corresponding civil and/or criminal liability, in addition to all responsibilities arising from their actions.

14. Fuel Policy

The customer will receive the vehicle with a full fuel tank and must return it in the same condition. If the fuel tank is not full at the time of return, the customer will need to pay for the missing fuel, plus an additional refueling service charge, which covers the management of refilling the tank by SOLO rent a car.

If during the rental a low level of AdBlue is indicated, it is the customer's obligation to refill the AdBlue tank. Any mistake in the type of fuel or AdBlue refilled can cause severe damage to the vehicle. In such cases, the customer will be responsible for compensating SOLO rent a car for all damages incurred, as well as for the economic losses resulting from the vehicle being immobilized due to incorrect refueling or the lack of necessary refueling.

15. Definition of vehicle groups and categories

Each **VEHICLE CATEGORY** name will serve as the official reference for a vehicle category, which encompasses multiple vehicle groups as indicated in the table. Whenever a **VEHICLE CATEGORY** name appears in this contract, it will be understood to represent all vehicle groups included in that category.

VEHICLE CATEGORY	VEHICLE GROUPS
Economy	A, AK, AO, AX, BB, BF, BI, BN, BO, BP, BQ, BX, CA, CB, CC, CD, CE, CF, CG, CH, CI, CJ, CK, CM, CN, CP, CQ, CZ, D, DF, N, W
Premium	AB, AC, AD, AE, AF, AJ, AT, AY, BT, BU, BV, BW, BY, CR, CU, CV, CX, DD, DE, G, J, K, L, M, P, Q, T, U, V, X, Y, Z
Luxury	AL, AQ, BK, BR, BS, CS, CW, CY, DA
Luxury Elite	AI, AM, AR, AS, AU, AV, BC, BE, BL, BM, CT, DB, DC
Small Vans	PA, PB
Medium Vans	MA, MB, MC, MD, ME, M3, MF, P1, M1, M2, M3
Medium Refrigerated Vans	MBF, MDF, MEF
Large Vans	GA, GB, GC, GD, GE, GF, G2.
Vans with Platform	EA

16. Extras and Additional Charges Not Included in the Rental

Extras and additional charges that are not included in the basic rental services must be specifically contracted by the customer. Both extras and additional surcharges will be included in the final invoice.

This section contains tables listing the VEHICLE CATEGORY. Each VEHICLE CATEGORY is defined and described in Section 15 of the contract, “Definition of vehicle groups and categories,” and will serve as the official reference for all vehicle groups included in that category.

EXTRAS OR SUPPLEMENTS:

Accessory	1 Day	Maximum	For monthly hire
Baby seat (0 – 15 kg)	6€	120€	120€
Child seat (15 – 36 kg)	6€	120€	120€
Booster seat (15 – 36 kg)	6€	120€	120€
GPS Navigator	6€	120€	120€

Guaranteed Model, one-time booking fee			
- Economy		45€	
- Premium		90€	
- Luxury		145€	
- Luxury Elite		290€	
Young driver (between 21 and 25 years old) applicable for vehicle categories: Economy, Small Van, Medium Van, Medium Refrigerated Van, Large Van, Van with Platform	18€	270€	270€
Young driver (between 21 and 25 years old) applicable for vehicle category: Premium.	38€	570€	570€
Additional driver/s (Maximum 3)	9€	180€	180€

GPS Accessories and Other Devices: These are reserved without commitment and delivered based on availability.

The Client is solely responsible for requesting, as well as for the proper use and installation of accessories and devices (baby seat, child seat, booster seat, navigator, etc.), which will be delivered to the Client and must be requested from the staff. In any case, the Client will be exclusively responsible and must carry out the installation, placement, execution, checking and verification of the correct use and use of the accessories, assuming all consequences and responsibilities otherwise, in no case will the company or its staff be responsible. The rental company with respect to the accessories and devices in the vehicle is limited to delivering them to the Client after prior communication from the Client.

Unauthorised Driver Charge

If the vehicle is driven by a person who is not listed as an authorised driver in the Rental Agreement, the Company reserves the right to add the corresponding Additional Driver Charge to the rental invoice.

Such charge shall be equivalent to the amount established for an Additional Driver under the Terms and Conditions, plus an administrative fee of €45.

The rental company is limited to delivering these accessories upon customer request and does not assume responsibility for personal or material damage caused by incorrect use, improper installation of these devices, or manufacturing defects.

ADDITIONAL CHARGES:

<u>Reason for Additional Charge</u>	<u>Compensation</u>
Roadside Assistance	€45 / Hour

Extraordinary vehicle cleaning (animal contamination):	€150*
Unauthorised driver charge	Additional Driver charge plus €45 administrative fee
Anti-Smoking Cleaning	€100
V16 warning light	€50
Extraordinary Vehicle Cleaning (more than 20 minutes)	€150*
Refueling Management (due to lack of fuel)	€19
Out-of-Hours Delivery/Return	€45
Excess Mileage	Price according to vehicle group per extra kilometer.
Damage Management Fee	€45
Administrative Management	€45
Cancellation Fee	€50 plus 30% of the total rental sum
Management, Information and Clarification of the Existence of a Fine	€45
Crossing the Border Without Permission	€390
Vehicle Downtime, Price to be determined by;	Days + Season
Late Return Charge (+daily rental rate)	€50
Abandonment of the Vehicle Charge	€100 + Kilometers, Losses and Expenses
Returning the car to a different office (One Way Fee)	
from Alicante to Málaga	€330
from Málaga to Alicante	€330
from Alicante to Marbella	€390
from Marbella to Alicante	€390
from Málaga to Marbella	€60
from Marbella to Málaga	€60

Extra Cleaning Fee: This will be applied if the vehicle is returned in a state that requires deeper cleaning than the usual standard cleaning cycle to prepare it for the next rental. If it is necessary to resort to a specialized cleaning company, the cost will be indicative and will depend on the estimate provided by such company.

LOST OR BROKEN ACCESSORY

Accessory	Approximate Compensation
Vehicle Key	€300 - 1500
Emergency Triangle	€10

Emergency Beacon V16	€50
Reflective Vest	€20
Vehicle Floor Mats	€50 - 400
Antenna	€10 - 200
Vehicle Documentation	€10
Navigation/GPS System	€100
Baby Seat (0 – 15 kg)	€150 - 500
Child Seat (15 – 36 kg)	€100 - 200
Child Booster Seat (15 – 36 kg)	€20 - 50
Trunk Cover	€100 - 500
Loss of Puncture Kit	€50
Loss of Spare Tire	€100 - 500
* All prices are indicative and depend on the specific situation and circumstance, as well as the actual expense involved.	

17. Vehicle Use

The client is obligated to use the vehicle with due diligence, according to its characteristics, and in compliance with the current motor vehicle traffic regulations, as well as the stipulations set forth in these General Conditions. At all times, the client must avoid situations that could cause damage to the vehicle or to third parties. The client will be responsible for all damages and expenses that arise from their non-compliance.

In the event that the Lessee violates any of the terms established in the General Conditions or in the specific clauses of the Contract, the Lessor SOLO rent a car reserves the right to withdraw the vehicle from the Lessee at any time. Furthermore, the Lessor may request compensation for the damages caused.

18. Management, Information and Clarification of the Existence of Fines

The Lessee shall inform the Lessor of any fine imposed of which it is aware on the Vehicle or the driver during the rental period, providing clarification and information on its existence. The Lessor shall always charge a fee for information, clarification of the existence of a fine and management of reporting fines for penalties imposed on the Lessee. A fee will be applied to the client for providing clarification and information on the existence of a fine during their rental, the management and processing of any fine, penalty or incident issued by the competent authority related to the rented vehicle during the rental period. This charge is additional to the amount of the fine or penalty, which must be paid exclusively by the client to the corresponding authority. The standard charge for the management, information and clarification of the existence of each sanctioning file during the rental is set at 45 euros.

19. Use of the Vehicle

The client is authorized to drive the rented vehicle exclusively within the peninsular territory of the Kingdom of Spain and Gibraltar, excluding Ceuta, Melilla, the Canary Islands, and the Balearic Islands.

IMPORTANT NOTE Vehicles may only be driven within mainland Spain and Gibraltar. Access to the Canary Islands, the Balearic Islands, Ceuta, Melilla and any other area not mentioned is prohibited. Failure to comply with this restriction is subject to a penalty that is contractually binding and may result in the termination of the contract.

The client will be fully responsible for all expenses and economic losses caused by their non-compliance.

19.1. Client Obligations:

- **Use and drive the vehicle in compliance with the current Traffic Code and according to the usage specifications of the type of vehicle rented.**
- **Always keep the rental contract accessible while driving the vehicle.**
- **Protect minors using mandatory restraint devices. SOLO rent a car is exempt from any liability for the lack of use or incorrect installation of these devices.**
- **Use the vehicle only on roads recognized as public roads and avoid driving on unauthorized or poorly maintained roads that could damage the vehicle.**
- **Refrain from using the vehicle in races, contests, speed tests, or any similar activity.**
- **Not use the vehicle for driving practices, endurance tests of materials, accessories, or automotive products.**
- **Not use the vehicle in risk situations, especially when alerted to this through the vehicle's indicators.**
- **Not transport people in exchange for economic compensation or commit criminal or punishable acts with the vehicle.**
- **Not drive the vehicle under the influence of alcohol, drugs, extreme fatigue, or any other condition that prevents safe driving.**
- **Not use the vehicle to tow, push, or transport vehicles or objects.**
- **Not transport hazardous, toxic, or flammable substances that violate legal provisions.**
- **Not transport the vehicle by boat, train, truck, or plane, or drive it in restricted areas such as ports, airports, or oil facilities.**
- **Not move the vehicle outside the peninsular territory of the Kingdom of Spain, with the exception of Gibraltar.**
- **Ensure an adequate distribution of the load so as not to exceed the maximum authorized weight.**
- **Not sublease, mortgage, sell, or use the vehicle or its documentation as a guarantee.**
- **Prohibition of smoking inside the vehicle and of transporting animals or pets.**

- **In the event of an accident, theft, fire, vandalism or disappearance of the vehicle, the police and SOLO rent a car must be notified immediately and, within a maximum period of 24 hours, the communication must be sent via email to support@sologroup.net. It will also be necessary to file the corresponding complaint, which must be delivered to SOLO rent a car, together with the vehicle keys to the leasing company.**

19.2 Insurance and Responsibilities: The rental includes Mandatory Automobile Liability Insurance against third parties, subject to the exclusions and deductibles applicable according to the policy. The client must take care of their personal belongings inside the vehicle, as SOLO rent a car is not responsible for stolen, forgotten, or lost items.

19.3. Excess and Maximum Liability

Under the Basic and Comfort packages, the client shall assume an excess in the event of damage to the vehicle, the maximum amount of which shall depend on the vehicle value range between €2,500 and €10,000.

For the Select package, the excess shall be €0, applicable exclusively to the Economy and Premium categories.

An excess of €0 does not exempt the client from liability in cases of negligence, misuse of the vehicle, driving under the influence of alcohol or drugs, breach of contractual conditions, or damages not covered by the insurance policy.

In cases of gross negligence, reckless driving, or breach of contract, the client shall be liable for the total amount of the damages caused.

20. Deposit Amount

This section contains tables listing the VEHICLE CATEGORY. Each VEHICLE CATEGORY is defined and described in Section 15 of the contract, “Definition of vehicle groups and categories,” and will serve as the official reference for all vehicle groups included in that category.

- 1) Vehicle groups and their corresponding deductibles:

VEHICLE CATEGORIES	DEPOSIT AMOUNT WITH BASIC PACKAGE	DEPOSIT AMOUNT WITH COMFORT PACKAGE	DEPOSIT AMOUNT WITH SELECT PACKAGE

Economy	1,150€	575 €	250€
Premium	1,750€	875 €	450 €
Luxury	4,500€	2,250 €	Package is not available
Luxury Elite	6,500€	3,250 €	Package is not available
Small Vans, Medium Vans	1,150€	575 €	Package is not available
Large Vans	1,350 €	675 €	Package is not available
Medium Refrigerated Vans, Vans with Platform	1,500 €	750 €	Package is not available

The deposit of the assigned vehicle can be determined by consulting:

- The reservation confirmation.
- The rental contract.
- On the web www.solorentacar.com, if it is a van the web page is www.solofurgonetas.com.
- By means of communication with any office of SOLO rent a car.

2) Definition of categories with their corresponding groups and franchises:

Tourism Vehicles
Franchise €3,000 applicable for VEHICLE CATEGORY: Economy
Franchise 4,500€ applicable for VEHICLE CATEGORY: Premium
Franchise 6,000€ applicable for VEHICLE CATEGORY: Luxury
Franchise 10,000€ applicable for VEHICLE CATEGORY: Luxury Elite

Industrial Vans				
VEHICLE CATEGORIES	BASIC PACKAGE		COMFORT PACKAGE	
	FRANCHISE	DEPOSIT	FRANCHISE	DEPOSIT
Small Vans, Medium Vans	3,000€	1,150 €	3,000€	575 €
Large Vans	3,500 €	1,350 €	3,500 €	675 €
Medium Refrigerated Vans, Vans with Platform	4,000 €	1,500 €	4,000 €	750 €

21. Roadside Assistance

‘BASIC’ package: For customers who reserve a vehicle with the BASIC package, roadside assistance is not included and incurs an additional cost.

- If the vehicle has been rented from our offices in Malaga or Marbella, the cost of assistance within the province of Malaga will be €45 for each request.
- If the vehicle has been rented from the Alicante office, the cost of assistance within the province of Alicante will also be €45 per request.
- If assistance is required outside the corresponding province, an additional travel charge will be applied, calculated based on the kilometers travelled and the time taken by the technician to provide assistance.

Packages “COMFORT,” “SELECT,” and “PLUS”: For customers who choose the “COMFORT,” “SELECT,” and “PLUS” packages, roadside assistance is included at no additional cost within the province where the vehicle was picked up (Malaga or Alicante). Outside the corresponding province, additional costs may apply if the transfer requires a long-distance tow truck or other specific interventions.

Definition of Roadside Assistance: This service offers 24-hour roadside assistance and includes at no additional cost the repairs that can be performed on-site at the location of the breakdown, towing service to transport the vehicle to the nearest workshop (up to a maximum of 50 km), and a taxi to transport the customer to a nearby location or to our offices.

22. Mileage Policy

This section contains tables listing the VEHICLE CATEGORY. Each VEHICLE CATEGORY is defined and described in Section 15 of the contract, “Definition of vehicle

groups and categories,” and will serve as the official reference for all vehicle groups included in that category.

22.1 Mileage Policy for Industrial Vans

All vans have the “BASIC” package included by default. In the case of van rentals, the conditions are as follows:

MILEAGE POLICY FOR INDUSTRIAL VANS				
Vehicles may only circulate within the Spanish Peninsula and Gibraltar				
WITH "BASIC" PACKAGE				
VEHICLE CATEGORY	Contract from 1 to 12 days	Contract from 13 to 30 days	Contract 3 days or more	Price for 1 additional kilometer
Small Vans Medium Vans Large Vans Medium Refrigerated Vans Vans with Platform	200 km per day	2400 km per contract	80 km per day	0.25€
WITH "COMFORT" PACKAGE				
VEHICLE CATEGORY	Contract from 1 to 12 days	Contract from 13 to 30 days	Contract 3 days or more	Price for 1 additional kilometer
Small Vans Medium Vans Large Vans Medium Refrigerated Vans Vans with Platform	400 km per day	4800 km per contract	160 km per day	0.25€

22.2 Mileage Policy for Tourism Vehicles

a) Mileage Policy for Tourism Vehicles with "BASIC" package

MILEAGE POLICY FOR TOURIST VEHICLES				
WITH "BASIC" PACKAGE				
Vehicles may only circulate within the Spanish Peninsula and Gibraltar.				
VEHICLE CATEGORY	Contract from 1 to 12 days	Contract from 13 to 30 days	Contract 31 days or more	Price of 1 additional kilometer

Economy	200 km per day	2400 km per contract	80 km per day	03€ per 1 Kilómetro
Premium	150 km per day	1800 km per contract	60 km per day	0.5€ per 1 Kilómetro
Luxury	150 km per day	1800 km per contract	60 km per day	1.5€ per 1 Kilómetro
Luxury Elite	150 km per day	1800 km per contract	60 km per day	2.5€ per 1 Kilómetro

In the event that the vehicle records excessive mileage that does not correspond to the intended tourist use, or it is used for different purposes resulting in excessive mileage, SOLO rent a car reserves the right to terminate the contract for breach of contract and claim compensation for damages.

b) Mileage Policy for Tourism Vehicles with "COMFORT" package:

MILEAGE POLICY FOR TOURIST VEHICLES WITH "COMFORT" PACKAGE				
Vehicles may only circulate within the Spanish Peninsula and Gibraltar.				
VEHICLE CATEGORY	Contract from 1 to 12 days	Contract from 13 to 30 days	Contract 31 days or more	Price of 1 additional kilometer
Economy	300 km per day	3600 km per contract	130 km per day	0.3€ per 1 Kilómetro
Premium	250 km per day	3000 km per contract	100 km per day	0.5€ per 1 Kilómetro
Luxury	250 km per day	3000 km per contract	100 km per day	1.5€ per 1 Kilómetro
Luxury Elite	250 km per day	3000 km per contract	100 km per day	2.5€ per 1 Kilómetro

3) Mileage Policy for Tourism Vehicles with "SELECT" package:

MILEAGE POLICY FOR TOURIST VEHICLES
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WITH "SELECT" PACKAGE

Vehicles may only circulate within the Spanish Peninsula and Gibraltar.

VEHICLE CATEGORY	Contract from 1 to 12 days	Contract from 13 to 30 days	Contract 31 days or more	Price per additional kilometer
Economy	UNLIMITED	UNLIMITED	160 km per day	0.3€ per 1 Kilometer
Premium	UNLIMITED	UNLIMITED	100 km per day	0.5€ per 1 Kilómetro

4) Política del kilometraje de Turismos con paquete “PLUS” para alquileres de largas temporadas.

MILEAGE POLICY FOR TOURIST VEHICLES

WITH "PLUS" PACKAGE

Vehicles may only circulate within the Spanish Peninsula and Gibraltar.

VEHICLE CATEGORY	Mileage per day	Mileage per month	Price of 1 additional kilometer
Economy	160 km per day	4800km	0.3€ per 1 Kilometer
Premium	100 km per day	3000km	0.5€ per 1 Kilometer
Luxury	100 km per day	3000km	1.5€ per 1 Kilometer
Luxury Elite	100 km per day	3000km	2.5€ per 1 Kilometer

22.3. Purchase of Additional Kilometers: Customers have the option to purchase additional kilometers to increase the total allowed mileage during the rental period. The number of additional kilometers purchased will be added to the initially established limit. It is important to note that additional kilometers must be purchased before the start of the rental.

23. Vehicle Damage and Courtesy Damage

A. Vehicle Reception: At the time of vehicle delivery, the client will receive detailed information about the vehicle's condition via email, along with their rental contract and general conditions, including photographs of any existing imperfections. If the client detects discrepancies between the provided information and the actual condition of the vehicle (such

as unmarked damages or discrepancies in the fuel level), they must notify SOLO rent a car within 15 minutes after finalizing the reservation and before leaving the parking lot or the lessor's facilities.

B. Vehicle Return: At the time of return, SOLO rent a car agents will inspect the vehicle and prepare a report on its condition. If damages are detected that were not identified during delivery and are not covered by the liability exemptions of the contracted package, the coverage policy stipulated in that package will apply, except in cases of specific exclusions. The client will be directly responsible for all damages not covered by the contracted package, as well as for lost profits due to the downtime of the vehicle intended for commercial exploitation by SOLO rent a car.

If the customer has contracted the BASIC, COMFORT, PREMIUM, or PLUS packages, courtesy damage will not be considered for charges upon return of the vehicle, unless it is extremely visible, significant, and/or technical, affecting the commercial viability of the rented vehicle.

C. Courtesy Damage: **Courtesy damage** is considered to be damage that only affects the **bodywork** (doors, bumpers, hood, etc.) and is less than 1 cm in diameter, such as chips, scratches, scrapes, or dents.

Exclusions: This rule **does not apply** to windows, tires, or locks.

Multiple damages within an area of 10 cm², each less than 1 cm in diameter, **will not be considered** courtesy damages and, therefore, the customer will be responsible for them. A tool corresponding to the above measurements will be used to assess the damages.

D. Excess of Damages over the Deposit: If the costs for damages caused by the client exceed the amount of the deposit, SOLO rent a car reserves the right to claim the full amount of consequential damages and lost profits due to the vehicle's downtime. This includes withdrawing funds from the client's bank account used to pay the deposit. The client authorizes this action and will be responsible for any additional expenses and damages incurred.

24. Contractable Packages. Breakdown of Contractable Packages

This section contains tables listing the VEHICLE CATEGORY. Each VEHICLE CATEGORY is defined and described in Section 15 of the contract, "Definition of vehicle groups and categories," and will serve as the official reference for all vehicle groups included in that category.

Contractable Packages and Exclusions Policy:

BASIC: Included by default in all vehicles. This package complies with the provisions of the contractable packages table, which includes Compulsory Third-Party Liability Car Insurance.

PREMIUM:** This package must be purchased directly from SOLO rent a car. Under Premium, the customer will not be liable for the damages specified in the damage chart, unless the damages fall under the detailed exclusions.

Comparison of BASIC VS PREMIUM OR COMFORT packages

PARTICULAR CONDITIONS OF THE BASIC VS COMFRT OR PREMIUM PACKAGES					
CHARACTERISTICS	Description	BASIC*	COMFORT		SELECT **
			Luxury Luxury Elite	Economy Premium	
Franchise		Full according to group	Full according to group	Full according to group	Without franchise
Third Party Liability		Yes	Yes	Yes	Yes
Vehicle Theft		Yes	Yes	Yes	Yes
Vehicle Fire		Yes	Yes	Yes	Yes
Tires	Puncture	No	No	Yes	Yes
Car Body; Bonnet, Fenders, Doors, Trunk, Roof, Front Bumper, Rear Bumper.	Scratch	No	No	Yes	Yes
	Impact	No	No	Yes	Yes
Front windshield, rear window, glass	Chip/fracture	No	No	Yes	Yes
Rear view mirrors	Casing	No	No	Yes	Yes
	Glass/Mirror	No	No	Yes	Yes
Headlights (front/rear)	Scratch/Breakage	No	No	Yes	Yes
Free Towing	Less than 50km	No	Yes	Yes	Yes
Free 24h roadside assistance		No	Yes	Yes	Yes
Damage Management		No	No	Yes	Yes

DEPOSITS - BASIC VS COMFORT OR SELECT

VEHICLE CATEGORY	TOTAL DEPOSIT WITH BASIC* PACKAGE	TOTAL DEPOSIT WITH COMFORT PACKAGE	TOTAL DEPOSIT WITH PREMIUM PACKAGE
Economy	1,150 €	575 €	250 €
Premium	1,750 €	875 €	450 €
Luxury	4,500 €	2,250 €	Not available
Luxury Elite	6,500 €	3,250 €	Not available
Small Vans, Medium Vans	1,150 €	575 €	Not available
Large Vans	1,350 €	675 €	Not available
Medium Refrigerated Vans, Vans with Platforms	1,500 €	750 €	Not available

CANCELLATION POLICY - BASIC VS COMFORT OR PREMIUM

Description		BASIC*	COMFORT	PREMIUM **
Free cancellation:	48 hours before the start of the rental period	No	Yes	Yes
	No show	No	No	No

PASSENGER VEHICLE MILEAGE POLICY

Vehicles may only travel on the Spanish mainland and Gibraltar

WITH "BASIC" PACKAGE

VEHICLE CATEGORY	Contract from 1 to 12 days	Contract from 13 to 30 days	Contract 31 days or more	Price per additional kilometer
Economy	200 km per day	2400 km per contract	100 km per day	03€ per 1 Kilómetro
Premium	150 km per day	1800 km per contract	60 km per day	0.5€ per 1 Kilómetro
Luxury	150 km per day	1800 km per contract	60 km per day	1.5€ per 1 Kilómetro
Luxury Elite	150 km per day	1800 km per contract	60 km per day	2.5€ per 1 Kilómetro

WITH "SELECT" PACKAGE

VEHICLE CATEGORY	Contract from 1 to 12 days	Contract from 13 to 30 days	Contract 31 days or more	Price per additional kilometer
Economy	UNLIMITED	UNLIMITED	160 km per day	0.3€ per 1 Kilometer
Premium	UNLIMITED	UNLIMITED	100 km per day	0.5€ per 1 Kilómetro

WITH "COMFORT" PACKAGE

VEHICLE CATEGORY	Contract from 1 to 12 days	Contract from 13 to 30 days	Contract 31 days or more	Price per additional kilometer
Economy	300 km per day	3600 km per contract	130 km per day	0.3€ per 1 Kilometer
Premium	250 km per day	3000 km per contract	100 km per day	0.5€ per 1 Kilómetro
Luxury	250 km per day	3000 km per contract	100 km per day	1.5€ per 1 Kilómetro
Luxury Elite	250 km per day	3000 km per contract	100 km per day	2.5€ per 1 Kilómetro

INDUSTRIAL VAN MILEAGE POLICY

Vehicles may only travel on the Spanish mainland and Gibraltar

WITH "BASIC" PACKAGE

VEHICLE CATEGORY	Contract from 1 to 12 days	Contract from 13 to 30 days	Contract 31 days or more	Price per additional kilometer
Small Vans, Medium Vans, Large Vans, Medium Refrigerated Vans, Platform Vans	200 km per day	2400 km per contract	80 km per day	0.25€ per 1 Kilometer
WITH "COMFORT" PACKAGE				
VEHICLE CATEGORY	Contract from 1 to 12 days	Contract from 13 to 30 days	Contract 31 days or more	Price per additional kilometer
Small Vans, Medium Vans, Large Vans, Medium Refrigerated Vans, Platform Vans	400 km per day	4800 km per contract	160 km per day	0.25€ per 1 Kilometer

Comparison of BASIC vs PLUS packages for long-term contracts.

PARTICULAR CONDITIONS OF THE BASIC VS PLUS PACKAGES			
CHARACTERISTICS	Description	BASIC*	PLUS
Franchise		Full according to group	Reduced by 50%
Deposit amount	Economy	1,150 €	575 €
	Premium	1,750 €	875 €
	Luxury	4,500 €	2,250 €
	Luxury Elite	6,500 €	3,250 €
Third-party liability		Yes	Yes
Vehicle theft		Yes	Yes
Vehicle fire		Yes	Yes
Free towing (less than 50 km)		No	Yes
Free 24-hour roadside assistance		No	Yes
Damage management		No	No

MILEAGE POLICY FOR PASSENGER CARS

WITH “PLUS” PACKAGE

Vehicles may only travel on the Spanish mainland and Gibraltar

VEHICLE CATEGORY	Miles included per day	Miles included per month	Price per additional kilometer
Economy	160 km per day	4800km	0.3€ per 1 Kilometer
Premium	100 km per day	3000km	0.5€ per 1 Kilometer
Luxury	100 km per day	3000km	1.5€ per 1 Kilometer
Luxury Elite	100 km per day	3000km	2.5€ per 1 Kilometer

The packages available are Basic, Comfort, and Select for short-term rentals, as well as Basic and PLUS for long-term rentals.

The Basic package is available exclusively for online booking through the official SOLO rent a car website and may not be contracted directly at the office. All vehicles include the “Basic” package by default, which covers the mandatory civil liability insurance in accordance with applicable legislation.

The Comfort package constitutes an extended option that integrates additional benefits compared to the Basic package. This package may be contracted both online and directly at the office, subject to availability. The specific conditions regarding mileage, deposit, and excess shall depend on the vehicle category and will be reflected in the corresponding rental contract.

The Select package is an extended package that includes special mileage and deposit conditions, as well as a €0 excess for the categories in which it is available. This package shall be available exclusively for certain vehicle categories, subject to internal operational criteria and availability.

The Plus package is available exclusively for long-term rental contracts through SOLO rent a car. The availability of this package shall depend on the vehicle category. Under this package, the client shall not assume the costs expressly indicated in the chart applicable to long-term rentals, arising from damage caused to the vehicle during use in accordance with the contract.

The availability of each package shall depend on the vehicle category, the type of contract, and internal operational criteria.

The company reserves the right to limit, modify, or withdraw the availability of certain packages at any time for operational, commercial, or risk management reasons.

Important: All packages are subject to the exceptions detailed in the following table of this section, under the heading "EXCLUSIONS".

In cases of damage caused by the client without the intervention of third parties and without a police report or friendly accident report, the following cases could also be considered as negligence:

- The repair costs exceed the excess.
- There are multiple unrelated damages in different parts of the vehicle.

Exclusion List:

- **Damages resulting from direct non-compliance with the terms and conditions of the rental contract.**
- **Fire caused by negligence.**
- **Failure to deliver the original key along with a complete police report and/or friendly report within 24 hours of an accident.**
- **Damages occurred while the vehicle was driven by someone not included in the contract.**
- **Incorrect use of fuel and expenses related to resulting mechanical failures.**
- **Loss and replacement of keys.**
- **Damages to the interior of the vehicle and its accessories.**
- **Damages incurred after the contract expiration date.**
- **Damages resulting from driving under the influence of alcohol or drugs.**
- **Charges for tow service more than 50 km away.**
- **In case of abandonment of the vehicle.**
- **Damages caused to the vehicle by the installation of unauthorized equipment.**
- **Unauthorized repairs and the consequent modifications, breakages, and repairs.**
- **Damages caused to another vehicle, death or bodily injury to a person or property due to negligence or reckless driving.**
- **Damages caused to the underside of the vehicle and related mechanical damages.**
- **Damages resulting from fraudulent, dishonest, illegal, or criminal activities committed by the client or their additional drivers.**
- **If the insurance company decides that this is not an insurable case, it will be considered a breach or negligence, and therefore it will not be covered by any package from SOLO rent a car.**
- **Damages that arise during driving that severely infringes the traffic laws of the rental country.**

- **Damage caused outside the territorially authorized area.**
- **Carrying more passengers or weight in the vehicle than specified by the vehicle manufacturer or allowed by law.**
- **Damages caused to the vehicle when used to move, push, or tow other vehicles.**

Additional Exclusions:

- **Theft due to acts of vandalism, negligence, or if the keys or any device used to open or operate the vehicle have not been removed from it.**
- **Damages occurred while transporting pets/animals.**
- **Lack of diligence in the use and/or care of the vehicle, avoiding any situation that may cause damage to the Vehicle or to third parties.**

Note: SOLO rent a car is not responsible for bank commissions or fluctuations in exchange rates. Extraordinary cleaning fees and damages directly or indirectly derived from war, acts of terrorism, nuclear risks, or participation in an active war, are also excluded.

25. Early Termination of Vehicle Rental Contract

The parties may terminate the vehicle rental contract if there is a legal cause for doing so. The reasons for early termination of the contract are detailed below:

1. **Return of Payment Methods:** If any payment method provided by the customer is returned, the customer must make the payment immediately or comply with the payment conditions previously agreed with SOLO rent a car, otherwise, the contract may be terminated.
2. **Improper Use of the Vehicle:** If the customer uses the vehicle in a manner not suitable for its purpose or causes damage to it through fraud or gross negligence, including the lack of maintenance or required inspections.
3. **Violation of Driving Regulations:** This includes infractions such as exceeding the maximum permitted speed or driving under the influence of alcohol.
4. **Non-compliance with Contractual Provisions:** If the customer fails to comply with any of the provisions of the current vehicle rental contract, its General Conditions, or the particular conditions subscribed.
5. **Exceeding the Allowed Driving Territory:** If the customer drives the vehicle outside the permitted territory, i.e., the peninsular territory of Spain and Gibraltar, without prior, written, and explicit authorization from the lessor.

In case of contract termination, the customer must immediately return the vehicle, keys, documentation, and accessories to the lessor.

SOLO rent a car will have the right to terminate the contract and retrieve the vehicle from its location, with all vehicle recovery costs and lost profits being the responsibility of the customer. Additionally, in the event of contractual termination, the lessor may claim for damages caused, including consequential damage (such as towing costs, expert assessments, legal costs, etc.) and lost profits due to the unavailability of the rented vehicle.

The daily amount of lost profits will be established based on the certificate on lost profits due to vehicle downtime issued by the National Business Federation of Rental Vehicles with and without Drivers (FENEVAL), by AECA, AESVA, or the corresponding expert or entity in the field.

The packages available are Basic, Comfort, and Premium for short-term rentals, as well as Basic and PLUS for rentals of 26 days or more.

26. Special conditions for long-term rentals

A long-term rental is **60 days or more** and is managed directly with SOLO rent a car, with special rates. If a rental starts as a short-term rental and is extended beyond 60 days, the conditions will only change if agreed in writing.

Duration and Extension: Extensions require the Lessor's express agreement and may be subject to rate adjustments based on vehicle category and market conditions.

The deposit is charged **once at the start** and can only be modified in the event of a vehicle replacement.

Mileage and Usage: Mileage is included according to the rate; excess mileage is charged; non-personal use may incur additional charges.

Commercial Use: It is prohibited to use the vehicle for taxi, ride-hailing, delivery, transport (except for commercial vans), or subletting.

Insurance and Security Deposit: Same as for short-term rentals; security deposit charged to a credit card.

Maintenance and Vehicle Changes: Service every 89 days or upon request; the vehicle can be changed if necessary.

Early termination of long-term contract

- **60 days or more:** can be terminated without penalty, but the current period is not refunded; the deposit is returned minus any damages or additional charges.
- **Less than 60 days:** short-term rates apply and the customer remains liable for damages or excess mileage.

Renewal: contracts last a maximum of 89 days; at the end of the contract, the vehicle, rate, or insurance may be renewed or adjusted, but always with the Lessor's agreement.

27. Exemption from Liability

The lessor SOLO rent a car will be exempt from all contractual liability, in accordance with the provisions of Article 1105 of the Civil Code, in the event that the vehicle rental cannot be carried out due to force majeure or causes beyond its control.

28. Contract Modifications

There are no agreements between the CLIENT and SOLO rent a car that are not reflected in writing in the rental contract or in these general conditions. Any modification to these documents must also be made in writing and signed by both parties. The parties will sign a rental contract (specific conditions) under the stipulations of this contract of General Rental Conditions.

29. Language

The CUSTOMER has access to these terms and conditions in Spanish and also has versions in different languages (Russian and English). In the event of discrepancies between the versions written in other languages (Russian and English), the version written in Spanish shall prevail and be the decisive one, and this shall be stated in the versions of the same written in other languages.

30. Customer Service

You can contact SOLO rent a car Customer Service at the following email address: support@sologroup.net. Additionally, at all our facilities, you will find official complaint forms available, and our staff will be pleased to provide them upon request.

31. Remote Vehicle Location System

It is hereby informed and consent is obtained from the client that some vehicles from SOLO rent a car may be equipped with a remote location system. This system allows for monitoring and controlling the vehicle's location, and it is particularly activated in cases where the vehicle exceeds the authorized geographical area, which will be considered a breach of contract.

1.Purposes of Data Processing: Vehicles from SOLO rent a car are equipped with "connected vehicle" technology that processes location and vehicle status data, including, but not limited to, the expiration date for the next inspection, vehicle locking, speed, sensor status, or the activation of safety systems such as airbags. These data are used exclusively to:

- Manage the vehicle rental process.
- Prevent crimes against property, such as non-return of the vehicle within the agreed period or its use outside the agreed area.
- Fleet maintenance and care.
- Compliance with the terms of the rental contract.
- Establish, verify, and investigate vehicle damage or accidents.

2.Legitimacy of Processing: The processing of these data is based on the legitimate interest of SOLO rent a car to protect its fleet and contractual rights, prevent, detect, or investigate unauthorized use of its vehicles and systems, and ensure compliance with laws and company policies. Furthermore, it is based on the specific consent provided by the CLIENT when signing the vehicle rental contract.

3.Category of Data Recipients: In certain markets and for certain categories of vehicles, SOLO rent a car works with external geolocation service providers. To prevent, investigate, and/or avoid property crimes, data may be transferred to authorities, investigative bodies, regulators, police forces, public administrations, debt collection agencies, experts, assistance providers, lawyers, solicitors, insurance brokers, and insurers.

32. Data Processing in Case of Damages, Accidents, and Violations

32.1.Purposes of Processing: When you detect damages to our vehicles, if you or a third party cause damage to them, if traffic and vehicle circulation regulations are violated during your rental, or if you or a third party are involved in an accident with one of our vehicles, we will process your personal data, contact data, contractual data, financial data, and other relevant data for the following purposes:

- Receipt and examination of claims.
- Customer service in the event of an accident.
- Processing of damages.
- Handling of claims, including processing your information and that of third parties, such as the Police, the subsequent lessee, witnesses, among others. This processing also includes managing the mentioned data categories for the purpose of settling damages with insurers and insurance brokers. In relation to accidents and incidents, your personal, contact, and contractual data are also used to provide assistance through SOLO rent a car's roadside assistance and mobility guarantee services.

Your data is also processed to comply with legal obligations, such as notifications to investigative bodies, identification of drivers in traffic violations, among others. In the event that competent authorities suspect that you have committed an infraction or crime with one of

our vehicles, in addition to your stored personal data, data provided by the competent authorities will also be processed.

Furthermore, your personal, contact, financial, and contractual data, including those related to health, such as a medical report provided by the client as justification for early termination of the contract, will be processed for the purpose of securing and executing our claims against you, for example, in cases of non-payment or damage to our vehicles.

Our legitimate interest in processing your data for the purpose of damage settlement and executing our own claims against you lies in preventing damage to our company and ensuring the availability of undamaged vehicles for our customers. Additionally, based on contractual relationships with third parties, such as insurers, we are obligated to process your data to settle damages. Our legitimate interest in this context is to ensure the fulfillment of contracts.

32.2.Categories of Recipients of Your Data: If necessary, we disclose your data to the following recipients: authorities, investigative bodies, regulatory agencies, law enforcement agencies, public administrations, debt collection agencies, experts, assistance providers, lawyers and solicitors, insurance brokers, and insurers.

33. Use of the Navigation System (GPS)

During the rental period, the use of a navigation system (GPS) in the vehicle may result in the storage of navigation data within the device. Additional data may be stored in the rented vehicle when linking mobile phones or other electronic devices to the vehicle's system.

33.1. Customer Responsibility: If the CLIENT and/or driver does not wish for such data to remain in the rented vehicle after its return, it is their responsibility to ensure that these data are deleted before returning the vehicle. The data can be deleted by resetting the vehicle's navigation (GPS) and communication systems to their "factory settings."

33.2.Responsibility of SOLO rent a car: It is not the responsibility of SOLO rent a car to ensure the deletion of the mentioned data. After a period of 2 hours from the effective return of the vehicle to the LESSOR, the data related to the use of the navigation system will be deleted by default.

34. Data Privacy Policy

This legal text gives you details of how we collect and process your personal data through the use of our website www.solorentacar.com, including any information you may provide us through the website when you request information or contract a service, register for our newsletter or provide your contact details through the form provided for this purpose.

By providing us with the data, we inform you that our services are not possible for those who are prevented by law from giving consent, so by sending us the forms you guarantee that you have sufficient capacity to give consent. „SOLO MARBELLA, S.L.,,, is responsible for your data.

The person responsible for data processing:

Data Controller: SOLO MARBELLA, S.L.

Tax ID: C.I.F.: B-93089928

Registered Office: Nave 76, Polígono Industrial La Campana, Marbella, Málaga, CP 29660. –

Phone: +34 951 509 999 –

Email: support@sologroup.net –

Registry Details: Commercial Registry of Málaga, Volume 4825, Book 3733, Folio 62, Sheet MA-07336.

1.What Data Do We Collect

The General Data Protection Regulation (GDPR) defines personal data as any information relating to an identified or identifiable natural person. This does not include anonymous or aggregate data. On our website www.solorentacar.com, we may process certain types of personal data, which may include:

- Identity Data: first name and last name.
- Contact Data: email and address.
- Marketing and Communications Data: preferences for receiving marketing communications from us and preferred communication method.

We do not collect any data related to special categories of personal data (such as revealing your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, and information about your health, genetic or biometric data).

If you are asked to provide personal data by law or under the terms of a contract between us and you refuse to do so, we may not be able to fulfill that contract or provide the service, and you must inform us in advance.

2. How Do We Collect Your Data

The means we use to collect personal data include the form on our website www.solorentacar.com, through our contact email, by phone or postal mail, when:

- You request information about our products or services

- You contract our services or products
- Through technology or automated interactions: on our site we may automatically collect technical data about your equipment, browsing actions, and usage patterns. These data are collected through cookies or similar technologies. If you want more information, you can check our cookie policy published on the website.
- Through third parties:
- Google: analytical data or search data. Outside the European Union.

3. Purpose and Legitimacy for the Use of Your Data. The most common uses of your personal data are:

- For the formalization of a contract between SOLO rent a car and you.
- When you give your consent for the processing of your data
- When we need them to comply with a legal or regulatory obligation
- When it is necessary for our legitimate interest or that of a third party.

The User may withdraw the consent given at any time by sending an email to support@sologroup.net or by consulting the section on the exercise of rights below.

We may process some personal data for an additional legal reason, so if you need details, you can send an email to support@sologroup.net.

4. Purpose: We will only use your data for the purposes for which we collected them, unless we reasonably consider that we need to use them for another reason, notifying you in advance so that you are informed of the legal reason for its processing and provided that the purpose is compatible with the original purpose.

5.Retention Period: They will be retained for the necessary time to fulfill the purpose for which they were collected and to determine any potential liabilities that may arise from that purpose and the processing of the data. The provisions in the different regulations regarding the retention period will be applicable as it applies to this processing.

6. Your Data Protection Rights: How to Exercise These Rights?

Users may send a communication to the registered office of SOLO MARBELLA, S.L. or email address support@sologroup.net, including in both cases a photocopy of their ID card or similar identification document, to request the exercise of the following rights:

- Access to your personal data: you can ask SOLO rent a car if they are using your personal data.
- To request their rectification if they are incorrect, or to exercise the right to be forgotten regarding them.

- To request the limitation of processing, in which case they will only be retained by SOLO rent a car for the exercise or defense of claims.
- To object to their processing, SOLO rent a car will stop processing the data in the manner you indicate, unless for legitimate reasons or for the exercise or defense of possible claims, they must continue to be processed.
- To data portability: if you want your data to be treated in another way.

SOLO rent a car will facilitate the portability of your data to the new controller.

You can use the models provided by the administration or the competent authority. We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of the other rights mentioned above). This is a security measure to ensure that personal data are not disclosed to any person who does not have the right to receive them.

We handle all requests within the legally indicated period of one month. However, it may take us longer than a month if your request is particularly complex, or if you have made a series of requests previously. In this case, we will notify you and keep you updated.

The signing of the Contract, as expressly indicated by the Lessee, will be considered acceptance of the General and Specific Conditions specified in the contract, as well as authorization for the provisions in it.

7. Transfer of Personal Data. It is possible that, in the performance of our work, we may need the help of third parties who will only process the data to provide the contracted service:

- Service providers who provide systems administration and IT services.
- Professional advisors including lawyers, auditors, and insurers who provide banking, legal, insurance, and accounting consultancy services.

We only allow such processors to handle your data for specified purposes and in accordance with our instructions. However, you can request from us, in compliance with transparency, a list of who these companies are that provide us services by emailing support@sologroup.net.

8. Data Security. We have implemented appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorized way, altered, or disclosed. Additionally, we limit access to your personal data to those employees, agents, contractors, and other third parties who have a business need to know such data. They will only process your personal data according to our instructions and are subject to a duty of confidentiality.

We have implemented procedures to address any suspected personal data breach and will notify you and the Supervisory Authority in the event of a breach, as regulated by the GDPR in its articles 33 and 34, a security breach.

35. Jurisdiction

In the event of any discrepancy regarding any issue that arises between the parties in relation to this contract, such as matters relating to its execution, interpretation, fulfillment, or resolution, the parties express their intention to waive any other jurisdiction to which they may be entitled, preferring the jurisdiction of the Courts and Tribunals of Marbella.

36. The Client

The client has been fully informed of everything stipulated in the contract, which is written in clear and easily understandable language, with both parties agreeing to the content herein.

The signing of the contract by the lessee implies acceptance of the general and specific conditions established therein. With this signature, I, the undersigned client, accept the condition in which the vehicle has been delivered to me and all the contents of this contract, as well as agree to pay the total rental price.

I understand that I may incur additional costs mentioned above in the rental terms and accept responsibilities as the lessee of this vehicle during the course of this agreement concerning the conditions specified in the terms and conditions of the rental agreement. Should any of these conditions be incurred, and when payment is made with a bank card.

The client expressly authorizes and has read the provisions relating to data, as well as the corresponding policy, contained in this contract, showing agreement by signing.

I authorize SOLO MARBELLA SL. to charge and deduct all costs, including accident fees, charges, fines, or administrative processes related to my operation of a vehicle owned by SOLO MARBELLA SL. under **the terms of the rental contract.**

Client's signature