GENERAL TERMS AND CONDITIONS

for the rental of motor vehicles
of Slovline s. r. o.
effective as of 4 November 2026

A. GENERAL PART

1 BASIC PROVISIONS

1.1 These General Terms and Conditions (hereinafter the "GTC") form part of every reservation (including a Binding Reservation) and every Vehicle Rental Agreement concluded by Slovline s. r. o., with its registered office at Parková 75/7, 930 13 Horné Mýto, Company ID No.: 50621254, Tax ID No.: 2120402405, VAT ID No.: SK2120402405, registered in the Commercial Register of the District Court Trnava, Section Sro, File No. 39949/T (hereinafter the "Lessor"). The GTC also apply to the Customer Account, to participation in the Referral Programme, including Credit (Art. 7.8), and to the purchase and application of a Gift Voucher (Art. 7.9), even if the Customer, the Purchaser or the Recipient has not made any reservation.

1.2 The GTC govern the mutual rights and obligations of the contracting parties arising from or in connection with a reservation, the Vehicle Rental Agreement, the Customer Account, the Referral Programme and the purchase and application of a Gift Voucher. In the event of any discrepancy between the GTC and the Agreement, the provisions of the Agreement shall prevail.

1.3 The GTC are prepared in accordance with the applicable laws of the Slovak Republic, in particular Act No. 513/1991 Coll., the Commercial Code, and Act No. 40/1964 Coll., the Civil Code. If the Lessee is a Consumer, the relationship is also governed by the provisions of the Civil Code on consumer contracts (§ 52 et seq.) and by Act No. 108/2024 Coll. on Consumer Protection and on Amendments to Certain Acts.

1.4 The GTC are available for inspection at the Lessor's branch and published on the Lessor's website. The Lessee expresses consent to the GTC and the Schedule of Fees and Penalties before submitting the reservation; in the case of a reservation made via the website, by expressly accepting them. In the case of a reservation created by the Lessor on the basis of an order placed in person, by telephone or by e-mail, the Lessor shall send the GTC to the Lessee on a durable medium (as a rule, as an attachment to the e-mail confirming the reservation or to the Payment Request), and the Lessee expresses consent to them by paying the Reservation Payment. By signing the Agreement, the Lessee confirms that they have familiarised themselves with the GTC and agree with them. When creating a Customer Account by registering on the website or by completing a Customer Account prepared for the Customer by the Lessor, the Customer expresses consent to the GTC by expressly accepting them. A Customer who did not expressly accept the GTC when the Customer Account was created (in particular if the Customer Account was created before this consent was introduced or was set up for the Customer by the Lessor) expresses consent to Art. 7.8 by using their Referral Code or Referral Link or by applying Credit.

1.5 Business hours: Mon – Fri 9:00 – 17:00 | Tel.: +421 948 202 210 | E-mail: collection@slovline.com | Web: https://collection.slovline.com | Assistance line (24/7): +421 948 202 210

2 DEFINITIONS

Term	Meaning
Lessor	Slovline s. r. o. – the lessor of the vehicles;
Lessee / Customer	a natural or legal person who concludes the Agreement with the Lessor; for the purposes of the Customer Account and the Referral Programme, also a person who has a Customer Account;
Consumer	a natural person who, in connection with the Agreement or the reservation, is not acting within the scope of their business activity or profession;
Legal Entity	for the purposes of the GTC, also a natural person – entrepreneur within the meaning of § 2 of the Commercial Code;
Agreement	the written Vehicle Rental Agreement concluded between the Lessor and the Lessee;
Subject of the Agreement / Vehicle	the passenger motor vehicle specified in the Agreement, including Accessories;
Accessories	all parts and equipment inseparably connected with the Vehicle at handover (key, documents, mandatory equipment, spare wheel, etc.);
Protocol	the handover and return document confirming the condition of the Vehicle; forms part of the Agreement;
Schedule of Fees and Penalties	an integral part of the Agreement containing the amounts of fees, sanctions and contractual penalties; published at https://collection.slovline.com/en/fee-schedule;
Deposit	a refundable monetary security to cover the Lessee's obligations towards the Lessor, which the Lessee lodges, as a rule, upon collection of the Vehicle by payment card or in cash (Art. 7.5.1); it is not a payment of rent (Art. 7.5.6);
Excessive Use	a situation where the Lessee: (i) exceeded the agreed mileage limit; (ii) soiled the Vehicle beyond the usual extent; (iii) transported animals without consent; (iv) wore down the brakes/discs beyond the usual extent; (v) drove with a defect, bulge, or drift; (vi) otherwise excessively wore down the Vehicle;
Business Day	any day other than Saturday, Sunday, public holidays and days of rest in the Slovak Republic;
Uncovered Risk	claims of the Lessor against the Lessee for compensation of financial performance exceeding the paid Deposit;
Authorised Person	a natural person acting on behalf of the Lessee on the basis of a power of attorney with an officially certified signature.
Guarantor	a natural person who, by assuming a guarantee obligation in the Agreement, guarantees the monetary obligations of the Lessee – a legal entity – towards the Lessor arising from the Agreement.
Premium Category	mid-size and upper-class vehicles (e.g. BMW 5, comparable models); the specific vehicle classification is stated in the Agreement.
Luxury Category	luxury-class vehicles (e.g. Mercedes-Benz GLS, BMW X7, comparable models); the specific vehicle classification is stated in the Agreement.
Binding Reservation	a reservation of a Vehicle confirmed by the Lessor under Art. 4.2.1;

Term	Meaning
Reservation Price	the total price of the rental including ordered additional services (e.g. delivery, an additional driver, extras such as a child car seat) and VAT, where applicable, after application of discounts, discount vouchers and Credit (Art. 7.8), as stated in the reservation confirmation and in the Payment Request; a Gift Voucher does not reduce the Reservation Price (Art. 7.9.1);
Reservation Payment	payment of 100% of the Reservation Price in advance under Art. 4.2.10, including with a Gift Voucher (Art. 7.9.10); it is a payment of the rent in advance (an advance payment), which is settled in the final invoice (Art. 7.6.5); it is not the Deposit;
Payment Request	the Lessor's request for payment of the Reservation Payment, containing the amount, the Lessor's account number (IBAN), the variable symbol of the reservation and a PAY by square QR code, or a link for payment by card; it is not a tax document;
Invoice for Payment Received	the tax document which the Lessor issues after receiving the Reservation Payment (Art. 7.6.5);
NO-SHOW	failure of the Lessee to appear for collection of the Vehicle (at the branch or at the agreed delivery location) within 60 minutes of the agreed collection time or, where applicable, of the substitute collection time confirmed by the Lessor (Art. 4.2.2);
Long-term Rental	a rental for a period longer than 31 days, agreed on the basis of an individual offer from the Lessor (Art. 4.2.12);
Customer Account	the Customer's user account on the Lessor's website, in which the Customer can see their reservations, documents and Credit and finds their Referral Code;
Referral Programme	the Lessor's programme in which a Customer recommends the Lessor's services to other persons, the Referred Customer receives a discount and the Referrer receives Credit for a rental of the Referred Customer that has taken place (Art. 7.8);
Referral Code / Referral Link	a unique code assigned to the Customer in the Customer Account and the web link containing that code (Art. 7.8.2);
Referrer	a Customer whose Referral Code or Referral Link was used in another person's reservation and to whom that reservation was attributed (Art. 7.8.3);
Referred Customer	a person whose reservation was attributed to a Referrer under Art. 7.8.3;
Credit	an amount kept in the Customer Account by which the Customer may reduce the rental price of their own reservation (Art. 7.8.6); it is neither money nor a means of payment and is not paid out, except in the cases under Art. 7.8.9;
Gift Voucher	a single-purpose voucher issued by the Lessor in electronic form, which can be used, up to its balance, to pay the Reservation Payment (Art. 7.9); it is not a discount, a discount voucher or Credit;
Gift Voucher Code	the unique code in the format SLG-XXXX-XXXX-XXXX-XXXX stated on the Gift Voucher (in Art. 7.9 also the "Code"); anyone who knows it may apply the Gift Voucher (Art. 7.9.5);
Purchaser	the person who ordered the Gift Voucher on the Lessor's website (Art. 7.9.2);
Recipient	the person to whom the Purchaser gave the Gift Voucher or to whom the Lessor delivered it at the Purchaser's request (Art. 7.9.4).

3 REPRESENTATION AND PROOF OF IDENTITY

3.1 Acting of a legal entity

3.1.1 A legal entity acts through its statutory body or through an Authorised Person on the basis of a power of attorney with an officially certified signature of the grantor. A Lessee that is a legal entity shall submit upon conclusion of the Agreement: an extract from the Commercial Register or trade licence (not older than 3 months) and a power of attorney for the driver, if the driver is not the statutory representative. The Agreement on behalf of a Lessee that is a legal entity is signed by the statutory body or the Authorised Person together with the Guarantor. The handover/return Protocol is signed exclusively by the driver named in the Agreement (Art. 5.1.2); the Guarantor acknowledges and agrees that a Protocol so signed, including photographic documentation, constitutes binding evidence against the Guarantor of the condition of the Vehicle regardless of the Guarantor's personal absence at the handover or return of the Vehicle.

3.2 Proof and verification of identity

3.2.1 The Lessor is entitled to request proof of identity at every transaction. A natural person proves their identity with a valid identity card or passport; a legal entity with a valid identity document of the person acting on its behalf.

3.2.2 Before the Vehicle is handed over and before the Agreement is signed, the Lessor verifies the identity of a Lessee who is a natural person, in the case of a Lessee that is a legal entity the identity of the Guarantor, and the identity of every driver named in the Agreement; for every person who drives the Vehicle, the Lessor also verifies their driving licence and its validity. Verification is carried out (a) electronically through the DIDIT verification service, either in advance (as a rule on the device of the person being verified) or at the handover of the Vehicle, or (b) by inspecting the original identity document and driving licence at the handover of the Vehicle. Electronic verification in advance also includes face verification (a liveness check and a comparison of the face with the photograph in the document); anyone who does not complete it is verified at the handover of the Vehicle. If a person was already verified for an earlier rental and their documents are still valid, the Lessor may use that verification. Apart from electronic verification under (a), the Lessor does not make photocopies, scans or photographs of identity documents or driving licences; images of the documents and of the face taken during electronic verification are kept only by DIDIT as the Lessor's processor and are not transferred to the Lessor's system. When verifying under (b), the Lessor records, in addition to the data given in the reservation, only the type and number of the identity document, the driving licence number (for a person who drives the Vehicle), the validity of the documents and the date of birth, together with a record of who carried out the verification and when and, where applicable, the reason for it. For electronic verification, the Lessor's system keeps the result of the verification, including the results of the individual checks, and the data read from the documents, without images of the documents or of the face, to the extent set out in the Privacy Policy. The document data of the persons verified under this paragraph are stated in the Agreement. For a wedding rental with the Lessor's employee chauffeur (Art. 6.9.4), verification under this paragraph is not required.

3.2.3 The Lessor is entitled to refuse to hand over the Vehicle if the Lessee fails to submit the required documents, or if there is reasonable suspicion that they are under the influence of alcohol or other intoxicating substances.

3.3 Photographic documentation

3.3.1 Photographic documentation of the condition of the Vehicle is made at every handover and return (at least 6 photographs: 4 corners, front, rear + detail of any damage). The photographs form an annex to the Protocol and constitute binding evidence of the condition of the Vehicle.

3.3.2 The Lessor is entitled to make photographic records of the Vehicle at any time during the rental period, in particular in the event of suspected breach of the GTC or threat of damage.

B. SPECIAL PART

4 SUBJECT OF THE AGREEMENT AND RESERVATION

4.1 Subject of the Agreement

4.1.1 The Lessor grants the Lessee, for a fee, the temporary use of a passenger motor vehicle (the Subject of the Agreement) for the agreed period. The Lessee undertakes to use the Vehicle in accordance with the Agreement and the GTC and to pay the agreed fee for its use.

4.1.2 Without the Lessor's prior written consent, the Lessee is not entitled to sublet, lend, donate, sell or otherwise transfer the Vehicle to a third party. In the event of a breach of this obligation, the Lessor reserves the right to charge a contractual penalty according to the Schedule of Fees and Penalties and to withdraw from the Agreement.

4.1.3 Another person may drive the Vehicle only with the Lessor's prior written consent. This service is subject to a fee according to the Schedule of Fees and Penalties.

4.1.4 The Agreement becomes effective upon fulfilment of all of the following conditions: (a) signature of the Agreement by both contracting parties, (b) payment in full of the agreed rent (as a rule, in the form of the Reservation Payment under Art. 4.2.10), unless a later due date has been agreed under Art. 4.1.5, and (c) lodging of the Deposit upon collection of the Vehicle (Art. 7.5.1), if a Deposit is required. Until these conditions are met, the Agreement is not effective and the Vehicle shall not be handed over to the Lessee.

4.1.5 The rent, including ordered additional services, is payable in advance in the form of the Reservation Payment under Art. 4.2.10 and 7.6.1, unless otherwise agreed (in particular for a walk-in reservation, for a Long-term Rental under Art. 4.2.12, or where a later due date has been individually agreed); the Lessor shall issue a document for the payment under Art. 7.6.5.

4.2 Reservation

4.2.1 A reservation may be made in person at the branch, by telephone (+421 948 202 210), by e-mail (collection@slovline.com) or via the website (https://collection.slovline.com). The reservation becomes binding upon its written confirmation by the Lessor. Upon confirmation of the reservation, a contractual relationship (Binding Reservation) arises between the Lessor and the Lessee, under which the Lessor is obliged to have the Vehicle according to the reservation ready for the Lessee at the agreed time and place and to let it to the Lessee under the conditions stated in the reservation confirmation, the Agreement and these GTC, and the Lessee shall pay the Reservation Payment within the period under Art. 4.2.10; if the Lessee fails to pay it within this period, the reservation is cancelled under Art. 4.2.10. These GTC apply to the Binding Reservation. In the case of a reservation created by the Lessor on the basis of an order placed in person, by telephone or by e-mail, the Lessor shall send the Lessee the reservation confirmation together with these GTC (Art. 1.4).

4.2.2 The Lessor reserves the right to hold the Vehicle for a maximum of 60 minutes from the agreed collection time. If the Lessee fails to appear for collection of the Vehicle (at the branch or at the agreed delivery location) within 60 minutes of the agreed collection time (NO-SHOW), the Lessor is entitled to withdraw from (cancel) the Binding Reservation; in the case of a Binding Reservation for which the Reservation Payment has been paid in full or in part, the Lessor is entitled to cancellation compensation in the amount under Art. 4.2.3(c), but not more than €2,000 and not more than the amount paid, and the provisions of Art. 4.2.3 and 4.2.11 apply mutatis mutandis. If the Lessee notifies the Lessor of a delay before the agreed collection time and the Lessor confirms a substitute collection time, the substitute time is deemed to be the agreed collection time. A notice from the Lessee that they will not appear to collect the Vehicle constitutes a cancellation of the reservation under Art. 4.2.3. The same procedure as for a NO-SHOW applies if the Lessor refuses to hand over the Vehicle because the Lessee has not submitted the documents under Art. 3.2 and 6.1, the driver does not meet the conditions under Art. 6.1.1, the Lessee or the driver is manifestly under the influence of alcohol or another addictive substance, or the Lessee has not lodged the Deposit in the amount and by the method of which they were informed in the reservation confirmation, although a Deposit was required (Art. 4.1.4 and 7.5.1).

4.2.3 Cancellation of the reservation: The Lessee is entitled to withdraw from (cancel) the Binding Reservation at any time before collection of the Vehicle; this is a contractually agreed right of withdrawal within the meaning of § 48(1) of the Civil Code (if the Lessee is an entrepreneur, within the meaning of § 344 et seq. of the Commercial Code). The Lessee shall notify the Lessor of the cancellation by e-mail to collection@slovline.com or via the contact form on the website (including via the "Cancel booking" link in the Customer Account); an unpaid reservation with the status "on request" may also be cancelled directly in the Customer Account. In the case of notice by telephone, the time of the call is decisive, provided that the Lessee confirms it by e-mail without delay, no later than within 24 hours. The Lessor shall confirm receipt of the cancellation to the Lessee by e-mail, stating the time of cancellation. The periods under this point are calculated from the moment the cancellation notice is sent until the agreed collection time of the Vehicle. The withdrawal takes effect at the moment the cancellation notice is sent. Pursuant to § 48(2) of the Civil Code (if the Lessee is an entrepreneur, also pursuant to § 351(1) of the Commercial Code), the contracting parties have agreed that the withdrawal does not have retroactive effect and that it does not extinguish the Lessor's claim to the cancellation compensation, the Lessee's claim to a refund of the Reservation Payment or of its balance, or the provisions on their set-off. Upon cancellation of a Binding Reservation for which the Reservation Payment has been paid in full or in part, the Lessor is entitled to flat-rate compensation for the damage, in particular the loss of profit, that it incurs because the rental does not take place (hereinafter the "cancellation compensation"), in the following amount:

- (a) 7 days (168 hours) or more before the agreed collection time of the Vehicle: no cancellation compensation is charged, and the Reservation Payment is refunded in full;
- (b) less than 7 days but 48 hours or more before the agreed collection time of the Vehicle: cancellation compensation of 50% of the Reservation Price excluding VAT (i.e. of the amount after deduction of VAT);
- (c) less than 48 hours before the agreed collection time of the Vehicle or after it, or a NO-SHOW (Art. 4.2.2): cancellation compensation of 100% of the Reservation Price excluding VAT.

The cancellation compensation under points (b) and (c) shall in no case exceed €2,000. If the Reservation Payment has been paid only in part, the cancellation compensation shall also not exceed the amount paid. The price of additional services that will not be provided as a result of the cancellation and whose provision would cause the Lessor costs (in particular delivery and collection of the Vehicle, and the chauffeur service) is not included in the basis for calculating the cancellation compensation.

The cancellation compensation is not a price for the rental or for the reservation of the Vehicle. The amount of the cancellation compensation under points (b) and (c) is final; the Lessee is not obliged to pay any further amounts in addition to it, including on account of tax. Upon cancellation of a paid Binding Reservation, the Lessor shall correct the Invoice for Payment Received by means of a corrective document (credit note), set off its claim to the cancellation compensation against the Lessee's claim to a refund of the Reservation Payment, and refund the remaining amount to the Lessee under Art. 4.2.11. The Lessor shall notify the Lessee by e-mail of the amount of the cancellation compensation and of the amount refunded.

Example: for a Reservation Price of €1,230 (€1,000 excluding VAT + €230 VAT) and cancellation 3 days before the agreed collection time of the Vehicle, the cancellation compensation amounts to €500 and the Lessor refunds €730 to the Lessee; for cancellation 24 hours before the agreed collection time of the Vehicle or in the case of a NO-SHOW, the cancellation compensation amounts to €1,000 and the Lessor refunds €230 to the Lessee. For a Reservation Price of €3,690 (€3,000 excluding VAT + €690 VAT) and cancellation 24 hours before the agreed collection time of the Vehicle, the cancellation compensation amounts to €2,000 (cap) and the Lessor refunds €1,690 to the Lessee.

No cancellation compensation is charged and the Reservation Payment, if paid, is refunded in full (Art. 4.2.11) if (i) the Lessee cancels the reservation before it is confirmed by the Lessor (Art. 4.2.7 and 4.2.9; the Reservation Payment is not paid before confirmation), (ii) the Lessee cancels a reservation that has not yet been paid before the expiry of the payment period under Art. 4.2.10, (iii) the Lessee cancels the reservation under Art. 4.2.4, (iv) the Lessee cancels the reservation within 24 hours of sending it, even if the Reservation Payment has already been paid, provided that at the time of cancellation at least 48 hours remain until the agreed collection time, or (v) the reservation is cancelled or rejected by the Lessor (Art. 4.2.6 and 4.2.9). The Lessor may, in an individual case, reduce or waive the cancellation compensation.

4.2.4 If the reserved category is not available, the Lessor shall offer the Lessee an alternative vehicle closest to the specified parameters. A Lessee who does not agree with the change has the right to cancel the reservation, and the Lessor shall refund the paid Reservation Payment to the Lessee in full (Art. 4.2.11); the Lessee is not obliged to pay any cancellation compensation.

4.2.5 For drivers younger than 21 years, the Lessor reserves the right to charge a young driver surcharge according to the applicable Schedule of Fees and Penalties. The driver's age is verified upon collection of the Vehicle.

4.2.6 The Lessor is entitled to cancel the reservation no later than 24 hours before the agreed collection time of the Vehicle, without giving any reason. In such a case, the Lessor shall refund the paid Reservation Payment to the Lessee in full (Art. 4.2.11), and the Lessee is not obliged to pay any cancellation compensation or other consideration.

4.2.7 A vehicle reservation made by the Lessee through the Lessor's reservation system has the status "on request" and is not a Binding Reservation until confirmed by the Lessor.

4.2.8 The Lessor is obliged to confirm or reject the reservation no later than within 24 hours of it being made. The Lessor shall send the Payment Request to the Lessee together with the confirmation of the reservation (including an automatic confirmation); if the Reservation Price or the price of any ordered additional service still needs to be determined (e.g. in the case of a request for a price quotation), the Lessor shall send it without delay after the price has been determined. Until the Lessor confirms the reservation, the Reservation Payment cannot be paid and the period for its payment under Art. 4.2.10 does not run. If the Lessor rejects the reservation, the Lessee is not obliged to pay the Reservation Payment or any cancellation compensation (Art. 4.2.9).

4.2.9 If the Lessor fails to confirm the reservation within the period referred to in the preceding point, it is entitled to reject the reservation without giving a reason, and the Lessee is entitled to cancel it free of charge until it is confirmed. If the Lessor rejects the reservation (including within the period referred to in the preceding point) or if the Lessee cancels it under the preceding sentence, neither contracting party is entitled to cancellation compensation or any other consideration; the Lessor shall refund in full under Art. 4.2.11 any payment it has nevertheless received for such a reservation.

4.2.10 Unless otherwise agreed (Art. 4.1.5), the Lessee shall pay the Reservation Payment no later than within 24 hours of the confirmation of the reservation by the Lessor (in the case of automatic confirmation, of its submission); if the Lessor sends the Payment Request later (a reservation created by the Lessor on the basis of an order placed in person, by telephone or by e-mail, subsequent determination of the price under Art. 4.2.8, or cancellation of an agreed later due date), the period runs from the sending of the Payment Request. If the payment period would expire only after the agreed collection time of the Vehicle (e.g. for a reservation confirmed less than 24 hours before it), the Reservation Payment must be paid no later than before the handover of the Vehicle (upon collection, also by payment card). The Reservation Payment may be paid by the methods under Art. 7.6.1. The payment is made on time if, in the case of payment by transfer, it is credited to the Lessor's account no later than on the day on which the period expires and, in the case of payment by card, it is successfully completed via the payment gateway within the period. Before the period expires, the Lessor shall send the Lessee a reminder; failure to deliver the reminder does not affect the running of the period. If the Lessee has not yet paid anything, they may extend the period once by 24 hours via the link in the reminder or in the Customer Account; the Lessor is entitled to extend the period in an individual case in another manner as well. If the Reservation Payment is not paid, even in part, within the period, the reservation is cancelled automatically and neither contracting party is entitled to cancellation compensation or any other consideration. If the Reservation Payment has been paid only in part within the period, the reservation is not cancelled automatically and the Lessee is obliged to pay the balance at the Lessor's request, no later than before the handover of the Vehicle. If the Reservation Payment was credited to the Lessor's account on time, the reservation is not deemed cancelled for non-payment; if the Lessor's system has already cancelled it, the Lessor shall reinstate it at the Lessee's request, and if the Vehicle is no longer available, the procedure under Art. 4.2.4 applies and the payment is refunded to the Lessee in full. The Lessor shall refund a payment received after the cancellation of the reservation under Art. 4.2.11, unless the contracting parties agree to reinstate the reservation.

4.2.11 If, under these GTC, the Reservation Payment or part of it is to be refunded to the Lessee, the Lessor shall refund it without undue delay, no later than within 5 Business Days of the date of cancellation or rejection of the reservation or, if the payment was received only after that date, of the date of its receipt. The Lessor shall refund the payment by the same method by which it was made, unless the contracting parties agree otherwise: a card payment to the payment card from which it was made (for an online payment via the payment gateway); a payment by transfer to the bank account from which it was sent; a cash payment in cash at the branch or by transfer to a bank account designated by the Lessee. If a refund to the payment card is not possible, the Lessor shall refund the amount to a bank account designated by the Lessee. If an Invoice for Payment Received was issued for the payment, the Lessor shall issue a corrective document (credit note) to it. The Lessor returns a payment made with a Gift Voucher to the Gift Voucher (Art. 7.9.11). The period is met if the Lessor initiates the refund within it; the time it takes for the funds to be credited depends on the Lessee's bank or payment card issuer.

4.2.12 A rental of no more than 31 days can be reserved via the website. A Long-term Rental cannot be reserved as a regular reservation; the Lessee may send the Lessor a non-binding request for a Long-term Rental (using the enquiry form displayed on the website when a rental longer than 31 days is selected, by e-mail or by telephone), and the Lessor shall submit an individual offer to the Lessee. The conditions of a Long-term Rental (in particular the rent, its due dates, the amount of the Deposit and the cancellation conditions) shall be agreed by the contracting parties in the Agreement; unless otherwise agreed, the rent is payable under Art. 7.6.2 and 7.6.3, and Art. 4.2.3 applies mutatis mutandis to cancellation.

4.2.13 A Lessee who is a Consumer acknowledges that they do not have the right to withdraw, without giving a reason within 14 days, from a Binding Reservation or an Agreement concluded at a distance or off the Lessor's business premises (e.g. upon delivery of the Vehicle to the Lessee's address), because it concerns car rental services which the Lessor is to provide at a precisely agreed time or within a precisely agreed period (§ 19(1)(l) of Act No. 108/2024 Coll. on Consumer Protection and on Amendments to Certain Acts). This also applies to the chauffeur service under Art. 6.9 provided at a precisely agreed time; if it concerns the carriage of persons, the provisions of the said Act on withdrawal from a contract concluded at a distance or off-premises do not apply to it (§ 14(6)(m) of that Act). This is without prejudice to the Lessee's right to cancel the reservation under the conditions of Art. 4.2.3.

5 COLLECTION AND RETURN OF THE VEHICLE

5.1 Collection of the Vehicle

5.1.1 The Lessor hands over and the Lessee collects the Vehicle at the time and place agreed in the Agreement. Upon collection, the following is jointly inspected:

- the Vehicle's fitness for normal use;
- visible damage to the exterior and interior;
- the presence of mandatory equipment, Accessories and documents;
- the fuel level and windscreen washer fluid level;
- the odometer reading;
- the condition of the tyres.

5.1.2 The findings are recorded in the Protocol, which is signed by both parties. The Protocol may be signed on behalf of the Lessee exclusively by the physically present person named as the driver in the Agreement. The Lessee is obliged to raise any objections to the condition of the Vehicle no later than at collection. By signing the Protocol, the Lessee confirms collection of the Vehicle in the recorded condition.

5.1.3 Photographic documentation at collection is mandatory and forms an annex to the Protocol. The Lessee is entitled to request a copy of the Protocol, including the photographic documentation.

5.2 Return of the Vehicle

5.2.1 The Lessee is obliged to return the Vehicle at the end of the rental period at the place agreed in the Agreement, in a condition corresponding to its condition at collection, allowing for normal wear and tear.

5.2.2 One day of rental represents 24 hours from the agreed start of the rental. The Lessor tolerates a delay in return of up to 59 minutes without an additional charge. For a delay exceeding 59 minutes, a further full day of rental is charged at the applicable rate.

5.2.3 The Lessee is obliged to return the Vehicle:

- with a full tank of the correct type of fuel;
- with the complete Accessories, mandatory equipment and technical documentation;
- without excessive soiling of the interior;
- with the key to the Vehicle;
- at the place agreed in the Agreement.

5.2.4 Return of the Vehicle at a place other than agreed in the Agreement is possible only with the Lessor's prior written approval. Return of the Vehicle at the Lessor's Bratislava branch is subject to a fee according to the Schedule of Fees and Penalties. Without prior approval, the Lessee is not entitled to return the Vehicle at a different branch.

5.2.5 The Lessor and the Lessee shall jointly draw up a Protocol on the condition of the Vehicle upon its return; it may be signed on behalf of the Lessee exclusively by the physically present person named as the driver in the Agreement. The Lessor reserves the right to detect hidden damage within 72 hours of the return of the Vehicle. The Lessor shall inform the Lessee of any damage found without delay. Hidden damage is understood to mean, in particular, damage that cannot be detected by a static visual inspection of the Vehicle at handover, including: damage to shock absorbers, axles, steering, the braking system, the gearbox, the clutch, the chassis and its components; damage that only becomes apparent while driving or during diagnostics at a service centre; cosmetic damage hidden under trims, sill covers, wheel arches or other hard-to-see parts of the bodywork; damage caused by driving over a pothole, kerb or other obstacle.

5.2.6 If the Lessee refuses to sign the Protocol upon return, the Lessor shall carry out an inspection of the Vehicle independently and document its condition. The Lessee is obliged to pay for all damage found.

5.2.7 The Lessee's signature on the Protocol upon return of the Vehicle confirms exclusively the condition of the Vehicle as recorded in the Protocol at the time it was drawn up. Signing the Protocol does not constitute a settlement of the rent, the Deposit or any other obligations under the Agreement, and does not constitute the Lessee's consent to the final amount of any claims of the Lessor. The settlement is carried out separately in accordance with Art. 7.5.4 and 7.5.5.

5.3 Return outside business hours

5.3.1 Return of the Vehicle outside business hours is possible only by prior arrangement. The Lessee shall hand over the key in the agreed manner (e.g. into a key box) and remains responsible for the condition of the Vehicle until it is physically collected and inspected by an authorised employee of the Lessor on the next Business Day. The Lessor recommends that the Lessee photograph the condition of the Vehicle and send the photographs by e-mail to collection@slovline.com.

6 RENTAL CONDITIONS AND OBLIGATIONS OF THE LESSEE

6.1 Rental conditions – driver

6.1.1 The Vehicle may be driven exclusively by the Lessee or another person with the Lessor's prior written consent who meets the following conditions:

Natural person:

- minimum age of 21 years (drivers aged 18 to 20 may rent the Vehicle with a young driver surcharge according to the Schedule of Fees and Penalties, and only for selected vehicle categories);
- a valid category B driving licence held for at least 2 years; in the event of loss and issuance of a replacement document, the date of first issuance of the relevant category of driving licence is taken into account – the Lessee is obliged to submit confirmation from the traffic police department;

- a valid driving licence for the entire rental period; if the driving licence loses validity during the rental, the Lessee is obliged to inform the Lessor without delay and to refrain from driving the Vehicle;
- for drivers over 65 years of age: a valid medical fitness certificate for driving motor vehicles.

Legal entity / entrepreneur:

- an extract from the Commercial Register or trade licence (not older than 3 months);
- a power of attorney for the driver, if not the statutory representative;
- a valid driving licence and identity document of the driver meeting the conditions applicable to a natural person.

6.2 Mandatory equipment and technical condition

6.2.1 The Lessor guarantees that, at handover, the Vehicle meets the requirements of the applicable laws of the Slovak Republic, including the requirements for mandatory equipment and seasonal tyres (November–March: winter tyres).

6.2.2 If the laws of the state into which the Lessee is travelling require equipment beyond the requirements applicable in the Slovak Republic (e.g. a reflective vest, first-aid kit, other safety items), the Lessee is obliged to obtain such equipment at their own expense.

6.2.3 The Lessee is obliged to observe the maximum permitted number of persons carried and the maximum load weight according to the Vehicle's registration certificate. Exceeding these limits constitutes a breach of the GTC and grounds for liability for damage.

6.3 Obligations during the rental

6.3.1 The Lessee undertakes to:

- use the Vehicle exclusively for the purpose it normally serves, in a manner appropriate to its nature;
- comply with all applicable traffic regulations of the Slovak Republic and of the countries in which the Vehicle is used;
- properly lock and secure the Vehicle whenever leaving it – activate the alarm, lock all doors;
- observe the maximum permitted speed of 180 km/h when driving the Vehicle – exceeding it results in the loss of CDW cover, full liability for damage, and a penalty according to the Schedule of Fees and Penalties; speed is monitored via GPS;
- not use the Vehicle in races, speed trials or other competitions;
- not drive the Vehicle under the influence of alcohol, narcotic or psychotropic substances;
- maintain a blood alcohol level of 0.0‰ – any measured value constitutes a breach of the GTC;
- not tamper with the odometer, electronic systems or the plastic plate under the Vehicle's registration plate;
- not use the Vehicle for the paid carriage of persons, including Uber, Bolt or other ride-sharing platforms;
- not use the Vehicle to transport dangerous, flammable, toxic or radioactive substances;
- not use the Vehicle to tow trailers without the Lessor's written consent;
- not use the Vehicle off-road, on unpaved roads or on racetracks without the Lessor's written consent;
- inform the Lessor without delay of any defect, breakdown or damage event;
- upon the Lessor's request, immediately disclose the current parking location of the Vehicle;
- inform the Lessor without delay of any change to contact details (e-mail, telephone); delivery to the original address is deemed valid until the Lessor receives written notice of the change;
- not allow the Vehicle to be driven by any person other than the Lessee or an authorised additional driver named in the Agreement; in the event of a breach of this obligation, the Lessor is entitled to terminate the Agreement immediately, to deny the Lessee further use of the Vehicle, and to repossess the Vehicle at the Lessee's expense under Art. 9.10 of the GTC; the rent already paid is not refunded.

6.3.2 All of the Lessor's Vehicles may be equipped with GPS technology for locating and tracking movement. By signing the Agreement, the Lessee acknowledges and agrees to this fact.

6.3.3 A breach of the prohibition on allowing an unauthorised person to use the Vehicle has the following consequences: (i) the Lessor is entitled to terminate the Agreement immediately without any right of the Lessee to a refund of rent paid for unused days; (ii) the Lessor has the right to repossess the Vehicle at the Lessee's expense under Art. 9.10 of the GTC (€3/km there and back); (iii) the Lessee will be charged a contractual penalty according to the Schedule of Fees and Penalties; (iv) the Lessee loses entitlement to CDW cover for the entire rental and is liable for all damage in full. If the breach is discovered only after the end of the rental, the measures under points (iii) and (iv) shall apply.

6.3.4 During use of the Vehicle, the Lessee must not deactivate the ESP, ABS or any other traction/stability control system, and must not use a sport/racing (Sport+/Track/Race/Drift) driving mode, if available in the Vehicle, except on a closed circuit and exclusively with the Lessor's prior written consent. A breach of this obligation shall be deemed a material breach of the Agreement, and the Lessee shall be liable in full for any damage caused by such a breach, regardless of the amount of the deductible or the Deposit.

6.4 Smoking ban and transport of animals

6.4.1 Smoking inside the Vehicle is strictly prohibited, including electronic cigarettes. In the event of a breach of this prohibition, including cigarette odour, the Lessor is entitled to charge a cleaning fee according to the Schedule of Fees and Penalties.

6.4.2 Transporting animals in the Vehicle is prohibited without the Lessor's prior written consent (by e-mail or another written means). Transport is permitted exclusively in a carrier box. A cleaning fee according to the Schedule of Fees and Penalties is charged for soiling of the interior caused by an animal.

6.5 Fuel

6.5.1 The type of fuel prescribed by the manufacturer is stated in the Agreement and marked in the fuelling area (fuel cap or the area behind it). The Lessee is obliged to refuel exclusively with the prescribed type of fuel.

6.5.2 In the event of refuelling with the wrong fuel, the Lessee shall bear the full costs associated with the repair including towing costs, fuel system cleaning and engine repair.

6.5.3 The Lessee is obliged to return the Vehicle with the same or a higher fuel level than that recorded in the Protocol at collection. In the event of insufficient refuelling, the Lessor is entitled to charge the fuel costs together with an administrative fee according to the Schedule of Fees and Penalties.

6.6 Territory of use and crossing borders

6.6.1 The Vehicle is intended for operation within the territory of the Slovak Republic. Travel abroad is possible only with the Lessor's prior consent.

6.6.2 The Lessee is obliged to notify the Lessor of an intention to travel abroad at least 24 hours in advance, by telephone or e-mail. The Lessor shall confirm or refuse consent. Without the Lessor's confirmation, the Lessee is not entitled to travel abroad with the Vehicle. Travel abroad with the Lessor's consent is subject to a cross-border fee according to the country group (Art. 6.6.5) as set out in the Schedule of Fees and Penalties, and the Deposit increases by 50 %.

6.6.3 Travel outside the countries of the European Union is prohibited. An exception is Switzerland, for which the requirement of prior consent under point 6.6.2 applies.

6.6.4 In the event of unauthorised travel abroad without the Lessor's consent, the Lessor is entitled to: (i) restrict or block the operation of the Vehicle via GPS technology; (ii) refuse to allow the Lessee to continue driving and repossess the Vehicle wherever it is located; (iii) charge all costs associated with repossessing the Vehicle, including transport, towing and administrative fees. All such costs shall be borne by the Lessee in full.

6.6.5 The following penalty is charged for unauthorised travel abroad without the Lessor's prior consent:

Country of unauthorised travel	Penalty
CZ, AT, PL, HU	according to the Schedule of Fees and Penalties
DE, IT, HR, SI, RO	according to the Schedule of Fees and Penalties
other EU countries and Switzerland (e.g. PT, ES, FR, BE, NL, SE, FI, DK, LT, LV)	according to the Schedule of Fees and Penalties
non-EU countries except Switzerland — travel is prohibited (e.g. NO, GB, RS, UA)	according to the Schedule of Fees and Penalties + repossession of the Vehicle

6.6.6 The Slovak highway vignette is included in the rental price. Payment of toll charges, road fees or other charges abroad is exclusively the Lessee's responsibility.

6.7 Traffic offences and administrative delicts

6.7.1 The Lessee is liable for all traffic offences, fines and administrative sanctions imposed by public authorities in connection with the use of the Vehicle during the rental period, even if delivered to the Lessor after the end of the rental, but no later than 36 months from termination of the Agreement.

6.7.2 The Lessor is entitled to provide the Lessee's identification details to the relevant public authorities and to charge an administrative fee for handling each traffic offence according to the Schedule of Fees and Penalties.

6.7.3 If the Lessor receives a fine or other sanction relating to the Lessee's use of the Vehicle, the Lessor shall forward it to the Lessee without delay by e-mail to the address stated in the Agreement. The Lessee is obliged to pay the amount of the fine to the Lessor within 7 days of receiving the e-mail, together with an administrative fee according to the Schedule of Fees and Penalties.

6.8 Service and maintenance

6.8.1 The Lessee is obliged to inform the Lessor without delay and to bring the Vehicle to the nearest authorised service centre if any of the following occurs: the service warning light or another warning symbol on the dashboard comes on; unusual noise, vibration or smell of smoke; the service interval (mileage or time-based) is reached; a mandatory technical/emissions inspection (STK/EK) is due; any defect endangering the safety of driving; or at the Lessor's request. Repairs to the Vehicle may be carried out exclusively by the Lessor or an authorised service centre designated by the Lessor.

6.8.2 Without the Lessor's prior written consent, the Lessee is not entitled to carry out any modifications, conversions or technical interventions on the Vehicle, including the installation of GPS devices, cameras or other electronics.

6.9 Chauffeur service

6.9.1 The Lessor may, based on a separate arrangement, provide the Lessee with a chauffeur service performed by an employee of the Lessor. The conditions, price and scope of this service are agreed separately.

6.9.2 The driver – an employee of the Lessor – acts within the Lessor's instructions. The Lessor is liable for damage caused through the fault of the driver – employee of the Lessor. The Lessee is liable for damage arising as a result of their instructions or improper conduct towards the driver.

6.9.3 The Lessee may not request the driver – an employee of the Lessor – to act in a manner contrary to applicable law or the Lessor's internal regulations.

6.9.4 The provisions of Art. 4.2 on the reservation, the Reservation Payment, its cancellation and NO-SHOW apply mutatis mutandis to an order for the chauffeur service (including a wedding rental with a chauffeur); the agreed start of the service is deemed to be the agreed collection time of the Vehicle. No Deposit is required for the chauffeur service unless otherwise agreed (Art. 7.5.1).

7 PRICE, DEPOSIT AND PAYMENT TERMS

7.1 Rent and rates

7.1.1 The Lessee is obliged to pay the rent agreed in the Agreement. One day of rental represents 24 hours from the agreed start of the rental.

7.1.2 The rent includes: basic damage cover (CDW), statutory third-party liability insurance (PZP), the Slovak highway vignette, and the agreed mileage limit (or unlimited mileage, according to the Agreement).

7.1.3 The rent does not include: fuel, tolls and highway charges abroad, parking fees, traffic fines or other costs incurred during the rental.

7.1.4 The agreed daily mileage limit is multiplied by the number of rental days and forms the total mileage limit for the entire rental period. The Lessee may use the mileage as they wish during the rental – they are not bound by the daily limit. Excess mileage is calculated as the difference between the actual mileage driven and the total limit. A rate stated in the Agreement and the Schedule of Fees and Penalties is charged for each kilometre over the limit.

7.1.5 Change of rent and conditions: The Lessor is entitled to unilaterally change the amount of the rent or the rental conditions during the term of the Agreement for any reason (including, without limitation: a change in legislation, insurance terms, operating costs or market conditions). The Lessor shall inform the Lessee of the change by e-mail to the address stated in the Agreement at least 7 days in advance. The Lessor is not obliged to send notice of a change to customers without an active contractual relationship. A change under this point does not apply to a Binding Reservation before the start of the rental or to the rent for the agreed rental period that has already been paid in the form of the Reservation Payment.

7.1.6 If the Lessee does not agree with the change, they are entitled to terminate the Agreement and return the Vehicle within 48 hours of receiving the notice. If the Vehicle is not returned within this period, the Lessee is deemed to agree with the change. In the event of early return for this reason, the Lessor shall settle the rent proportionally for the days actually used and refund the unused portion.

7.2 Extension of the rental

7.2.1 Extension of the rental is possible only with the Lessor's prior consent, given by telephone or e-mail. Without the Lessor's consent, the Lessee is not entitled to keep the Vehicle longer than agreed in the Agreement.

7.2.2 Rate applicable to an extension:

- notice given at least 24 hours before the end of the rental: the same daily rate as in the Agreement;
- notice given less than 24 hours before the end of the rental: the daily rate increased by a surcharge according to the Schedule of Fees and Penalties;
- without prior notice (the Vehicle is not returned on time): in addition to the rate, standing charges according to Art. 7.4 apply.

7.2.3 An extension of the rental approved under Art. 7.2.1 or any other change to the scope of the rental (e.g. adding an additional driver or an additional service) shall be recorded by the contracting parties in an addendum to the Agreement. The Lessor shall invoice the price under the addendum by a separate invoice with its own variable symbol, which the Lessee shall pay by bank transfer or by payment card within the due date stated in the invoice, unless otherwise agreed in the addendum.

7.3 Early return by the Lessee

7.3.1 If the Lessee returns the Vehicle before the end of the agreed rental period on their own decision, they are not entitled to a refund of rent for the unused days. An exception applies in the case of force majeure under Art. 14 of these GTC.

7.4 Standing charges

7.4.1 If the Lessee does not return the Vehicle at the agreed time and the Vehicle is unavailable (e.g. due to a traffic accident, breakdown or refusal to return it), the Lessor is entitled to charge standing charges in the amount set out in the Schedule of Fees and Penalties for each day of delay commenced, in addition to any claim for damages.

7.5 Deposit

7.5.1 Unless the Lessor has waived the Deposit, the Lessee is obliged to lodge the Deposit in the amount stated in the reservation confirmation and in the Agreement upon collection of the Vehicle, by payment card (by payment or, where the Lessor allows it, by blocking the amount on the card) or in cash (in cash to the extent permitted by the legislation on restricting cash payments); the Deposit is not paid in advance by bank transfer. The Lessor shall inform the Lessee of the amount of the Deposit and the accepted methods of lodging it in the reservation confirmation. The Vehicle shall not be handed over to the Lessee unless the Deposit has been lodged (Art. 4.1.4). No Deposit is required for the chauffeur service under Art. 6.9 (e.g. a wedding rental with a chauffeur), unless otherwise agreed. If the contracting parties agree during the rental to top up or increase the Deposit (e.g. upon extension of the rental), the Lessee may also pay it by bank transfer to the Lessor's account IBAN: SK39 0900 0000 0051 2812 6625, variable symbol: the variable symbol of the reservation.

7.5.2 The amount of the Deposit is determined for each Vehicle (according to its category) and by whether the Lessee has permanent residence, registered office or place of business within the territory of the Slovak Republic, or outside it. For a Lessee without permanent residence/registered office in the Slovak Republic, the Deposit may be higher, which is justified by the objectively higher risk and difficulty of cross-border recovery of any damages. The amount of the Deposit is stated with the Vehicle on the website, in the reservation confirmation and in the Agreement. The Lessor may, in an individual case, reduce or waive the Deposit.

7.5.3 The Deposit serves to cover: damage to the Vehicle; costs arising from a breach of the GTC; arrears of rent; fines, fees and other claims of the Lessor against the Lessee.

7.5.4 The Lessor shall refund the unused portion of the Deposit within 15 Business Days of the return of the Vehicle and settlement of all claims. If, upon inspection of the returned Vehicle, damage is suspected or confirmed, the period for refunding the Deposit is extended until all of the Lessor's claims have been fully quantified and settled. The Lessor shall inform the Lessee of the use of the Deposit.

7.5.5 By signing the Agreement, the Lessee acknowledges and agrees that, upon return of the Vehicle, the Lessor acquires the right to unilaterally quantify and set off against the Deposit any claims arising from the Agreement or the GTC, including damage to the Vehicle, contractual penalties, fees and claims under Art. 6.7 (traffic offences) and Art. 9 (damage, loss and theft of the Vehicle), even if such facts come to light only after the Protocol on the return of the Vehicle has been signed. No separate consent or signature of the Lessee is required for such settlement; the legal basis is this Agreement and the GTC. The Lessor shall carry out the settlement no later than 15 Business Days from the return of the Vehicle, except for claims under Art. 5.2.5 (hidden damage), Art. 6.7.1 (traffic offences) and Art. 9.3.4 (standing charges), for which the extended periods specified therein shall apply.

7.5.6 The Deposit is a refundable monetary security; it is neither a payment of rent nor an advance payment on rent, and it is not subject to VAT. If the Lessor uses the Deposit or part of it to settle a claim under Art. 7.5.3 and 7.5.5, that part is deemed to be payment of the relevant claim and a document is issued according to the nature of the claim (for a claim subject to VAT, e.g. a fee under the Schedule of Fees and Penalties, including VAT). After the Deposit has been lodged, the Lessee automatically receives by e-mail a confirmation of receipt of the Deposit and, after the Deposit or its unused portion has been returned, a confirmation of return of the Deposit. The Deposit is returned within the period under Art. 7.5.4 by the same method by which it was lodged: a Deposit lodged by card to the same payment card (in the case of a blocked amount, by releasing the block); a Deposit lodged in cash in cash upon return of the Vehicle or by bank transfer to the account designated by the Lessee; a Deposit topped up by transfer to the bank account from which it was sent.

7.6 Payment terms

7.6.1 Unless otherwise agreed (Art. 4.1.5), for a short-term rental (for the purposes of these GTC, a rental of up to 31 days), the rent including ordered additional services and VAT is payable in advance as the Reservation Payment within the period under Art. 4.2.10. Payment is made by bank transfer to the Lessor's account IBAN: SK39 0900 0000 0051 2812 6625 with the variable symbol stated in the Payment Request (including by scanning the PAY by square QR code in the Payment Request), or by payment card online via the payment gateway, if this option is available for the reservation. For a walk-in reservation (made on the day of collecting the Vehicle), for a reservation whose payment period under Art. 4.2.10 would expire only after the agreed collection time of the Vehicle, or if the Lessor permits it in an individual case, the rent may also be paid upon collection of the Vehicle by payment card or in cash (in cash to the extent permitted by the legislation on restricting cash payments). In the case of payment by transfer, the date the amount is credited to the Lessor's account is decisive (Art. 4.2.10); a payment without the correct variable symbol may not be matched in time. The Reservation Payment or part of it can also be paid with a Gift Voucher (Art. 7.9).

7.6.2 For a Long-term Rental (over 31 days) agreed on the basis of an individual offer (Art. 4.2.12), the rent is invoiced by calendar month, with a pro-rata amount for an incomplete month. The rent for the first month, including ordered additional services, is payable before collection of the Vehicle; the rent for each subsequent calendar month is payable in advance, no later than on the first day of the relevant month, on the basis of an invoice issued as of that day, unless the Agreement provides otherwise.

7.6.3 If the Lessee fails to pay the rent for the relevant month by the due date under Art. 7.6.2, the Lessor is entitled to demand the return of the Vehicle. The Lessee is obliged to bring and hand over the Vehicle to the Lessor no later than 3 Business Days from the due date. If the Lessee fails to hand over the Vehicle, the Lessor is entitled to repossess the Vehicle under Art. 9.10.

7.6.4 In the event of late payment, the Lessor is entitled to charge contractual default interest of 0.05% of the amount owed for each day of delay, as well as a fee for issuing a reminder according to the Schedule of Fees and Penalties.

7.6.5 Upon receipt of the Reservation Payment, the Lessor shall issue an Invoice for Payment Received (a tax document) stating VAT (where applicable) as of the date the payment was received; the Payment Request is not a tax document. Instead of the Invoice for Payment Received, the Lessor may send a Lessee who is not an entrepreneur a confirmation of payment received. After the Agreement is signed, the Lessor shall issue the final invoice for the rental, in which the paid Reservation Payment including VAT is deducted (settled) from the total price; if the scope of the rental and the price have not changed, the Lessee pays nothing further on the basis of the final invoice. If the price for the rental under the Agreement is lower than the paid Reservation Payment, the Lessor shall refund the difference under Art. 4.2.11 and issue a corrective document; if it is higher, the Lessee shall pay the difference no later than upon collection of the Vehicle. Fees and other claims under the Agreement, the GTC and the Schedule of Fees and Penalties arising during the rental or upon its end shall be invoiced by the Lessor separately. For payment with a Gift Voucher, Art. 7.9.10 applies.

7.6.6 The Lessee agrees that the Lessor may issue invoices, corrective documents (credit notes), Payment Requests and payment confirmations to the Lessee in electronic form and deliver them to the e-mail address stated in the reservation or in the Agreement, or make them available in the Customer Account; this is without prejudice to the Lessor's obligations under special legislation on electronic invoicing.

7.7 Additional fees

7.7.1 The following fees and sanctions are charged according to the Schedule of Fees and Penalties:

- delivery/collection of the Vehicle (within the branch city and outside the city);
- collection or return of the Vehicle outside business hours;
- child car seat, booster seat and other accessories (daily rate with a maximum cap);
- administrative fee for handling a traffic offence;
- insufficient refuelling – fuel costs + administrative fee;
- refuelling with the wrong fuel – full repair costs;
- loss of Accessories (key, seat, registration plate, mandatory equipment, cargo cover, other);

- excessive soiling of the interior or exterior;
- smoking, including electronic cigarettes and odour;
- unauthorised crossing of borders (see Art. 6.6.5).

7.8 Referral Programme and Credit

7.8.1 The Referral Programme is intended for Customers who have a Customer Account. Participation is voluntary and free of charge; the Customer acts in their own name and not as an agent or intermediary of the Lessor, and participation does not create an employment or any similar relationship. Promotion of the Lessor in the course of business (e.g. on a website, in paid advertising or in an influencer cooperation) is governed by a separate written partnership agreement concluded with the Lessor; a Customer with whom such an agreement has been concluded does not take part in the Referral Programme and their reward is governed by that agreement, but this Article continues to apply to any Credit remaining in their Customer Account.

7.8.2 In the "Recommend us" section of the Customer Account, each Customer finds their Referral Code and Referral Link, the amount of the discount for a Referred Customer (Art. 7.8.4) and the amount of their own reward (Art. 7.8.5). The Customer may send or give them to persons to whom they recommend the Lessor's services. The Referral Code is tied to the Customer Account and cannot be transferred to another person. The Lessor is entitled to change the Referral Code for operational or security reasons; the valid code and link are always available in the Customer Account. If the Referral Code has been deactivated (Art. 7.8.11), the Customer Account states that it is deactivated instead of showing the code and link.

7.8.3 A reservation is attributed to the Referrer if the Referred Customer (a) opens the Referral Link and makes a reservation on the website from the same browser within 90 days, or (b) enters the Referral Code in the discount code field when making a reservation on the website. The Lessor attributes a reservation created by the Lessor on the basis of an order placed in person, by telephone or by e-mail to the Referrer if the Referred Customer states the Referral Code when placing the order. When the Referral Link is opened, a cookie "sl_aff" containing the Referral Code is stored in the browser for 90 days; it is used solely to attribute the reservation and to apply the discount under Art. 7.8.4. If a visitor opens the links of several Referrers, the link opened last applies; a Referral Code entered in the reservation takes precedence over a link. If the Referred Customer applies a voucher instead of the Referral Code when making the reservation, the reservation is attributed to the Referrer whose link they opened, but the discount under Art. 7.8.4 is not granted. Neither a suspended or invalid Referral Code nor the booking Customer's own Referral Code is attributed to a reservation (Art. 7.8.10).

7.8.4 The Referred Customer receives a discount on the rental price in the amount stated for the Referral Code (as a rule, as a percentage); the amount of the discount is shown in the price summary before the reservation is submitted. For the purposes of this Article, the rental price means the price for the rental of the Vehicle itself according to the price list after any promotional discount, excluding additional services (e.g. delivery, an additional driver), fees, damages and the Deposit. The discount is granted for every reservation which the Referred Customer makes on the website with the Referral Code and whose price is determined according to the price list; it is not granted for a request for a price quotation, for a vehicle priced on request or for a reservation created by the Lessor. The discount from the Referral Code cannot be combined with a discount voucher (only one discount code can be entered in a reservation); it can be combined with a Gift Voucher (Art. 7.9.8).

7.8.5 For each reservation of a Referred Customer that has been attributed to the Referrer and in which the rental has taken place and the Vehicle has been returned, the Lessor adds Credit to the Referrer's Customer Account equal to the percentage that applied to the Referral Code when the reservation was attributed to the Referrer (Art. 7.8.3) and that was stated at that time in the "Recommend us" section of the Referrer's Customer Account, calculated from the rental price under the Referred Customer's reservation after deduction of discounts, vouchers and Credit applied by the Referred Customer. The entitlement to the reward arises upon return of the Vehicle; the Credit is added automatically and the Referrer is notified by e-mail. A later change of the percentage does not apply to a reservation that has already been attributed to the Referrer. No reward arises for a reservation that has been cancelled (including cancellation under Art. 4.2.2, 4.2.3 and 4.2.10) or rejected, for a test reservation of the Lessor or for a reservation that was not attributed to the Referrer under Art. 7.8.3. The Referrer receives the reward for every such reservation of a Referred

Customer, not only for the first one. The Referred Customer's personal data are not made available to the Referrer; in the Credit history, the Referrer only sees the number of the reservation for which the Credit was added.

7.8.6 Credit may be applied only by the Customer who holds the Customer Account, and only to the rental price (Art. 7.8.4) of their own reservation linked to their Customer Account. Credit is applied only if the Customer so chooses: when making a reservation on the website by ticking the "Use my credit" box, later in the reservation details in the Customer Account as long as the rental has not started and the rent for the reservation has not been paid, or through the Lessor. Under the same conditions, the Customer may cancel the application of Credit. Credit is applied up to its balance and up to the rental price; any unused balance remains in the Customer Account. Credit cannot be used to pay for additional services, the Deposit, fees and penalties under the Schedule of Fees and Penalties, damages or the price under an amendment to the Agreement (Art. 7.2.3). Credit can be combined with the discount under Art. 7.8.4 and with a voucher and is applied after them. Applied Credit reduces the Reservation Price and thus also the Reservation Payment. Once the invoice for the rental has been issued, Credit can no longer be applied to the reservation, nor can its application be cancelled; this does not affect its return under Art. 7.8.7.

7.8.7 If a reservation to which Credit has been applied is cancelled or rejected before the handover of the Vehicle (in particular by cancellation under Art. 4.2.3, in the case of a NO-SHOW under Art. 4.2.2, by automatic cancellation under Art. 4.2.10 or by cancellation or rejection by the Lessor), the applied Credit is automatically returned in full to the Customer Account. The cancellation compensation is calculated from the Reservation Price after application of the Credit. Credit applied to a rental that has taken place (the Vehicle was handed over) is not returned in the case of early return of the Vehicle by the Lessee's own decision (Art. 7.3.1). However, where rent for unused days is refunded to the Lessee or not charged (in particular under Art. 9.5.8 and Art. 14), the Lessor shall also return to the Customer Account the proportionate part of the applied Credit attributable to those days.

7.8.8 A Customer who creates a Customer Account themselves by registering on the website receives welcome Credit after completing the registration, if the Lessor offers it at that time; the Lessor informs the Customer of its amount after the registration is completed, and the Customer can see it in the Customer Account. Welcome Credit is granted at most once per e-mail address and is not granted if that address has already received a welcome voucher for subscribing to the newsletter. Art. 7.8.6, 7.8.7 and 7.8.9 apply to welcome Credit and to Credit added by the Lessor for another reason (e.g. returned or compensation Credit). Vouchers (e.g. a welcome voucher for subscribing to the newsletter or a thank-you voucher after a rental) are not Credit and are governed by the conditions stated for them; a Gift Voucher is neither Credit nor a discount voucher and is governed by Art. 7.9.

7.8.9 Credit has no limited validity. Credit is neither money nor a means of payment; it is not paid out in cash, cannot be exchanged for cash, cannot be transferred to another person or to another Customer Account and bears no interest. The exception is the transition of a Customer to a partnership under a separate agreement (Art. 7.8.1) under which the reward is paid out in money: only Credit obtained as a referral reward under Art. 7.8.5 is transferred to the partnership and paid out under that agreement; welcome Credit and other Credit are not transferred and remain available to the Customer under Art. 7.8.6. Credit lapses without compensation upon deletion of the Customer Account (e.g. at the Customer's request for erasure of personal data) and upon termination of the Referral Programme under Art. 7.8.13. However, Credit that the Lessor added for the Customer instead of a monetary performance to which the Customer was entitled (in particular when settling a complaint under Art. 15) does not lapse upon deletion of the Customer Account or termination of the Referral Programme; in such a case, the Lessor shall pay its unused balance out to the Customer in money upon request.

7.8.10 In the Referral Programme, it is prohibited in particular:

- (a) to refer oneself, i.e. to use one's own Referral Code or Referral Link for one's own reservation, including under another e-mail address, through another Customer Account or through another person (e.g. a close person) who makes the reservation for the benefit of the Referrer, in particular where the Vehicle is used by the Referrer or the rent is in fact paid by the Referrer; the Lessor's system does not attribute a reservation made under the Referrer's own Customer Account or own e-mail address to the Referrer;

- (b) to create several Customer Accounts or Customer Accounts with fictitious or third-party data;
- (c) to make fictitious reservations or reservations made solely for the purpose of obtaining a discount or a reward;
- (d) to exchange Referral Codes with other persons for the purpose of obtaining rewards for each other without a genuine recommendation;
- (e) to publish the Referral Code or Referral Link on discount coupon and code websites, on price comparison sites or in similar public lists;
- (f) to distribute the Referral Code or Referral Link by unsolicited messages (spam) by e-mail, SMS, in discussion forums or on social networks;
- (g) to state false or misleading information about the Lessor, its prices, insurance, Deposit or conditions, or to act as if the Customer were acting on behalf of the Lessor;
- (h) to promote the Referral Code or Referral Link by paid advertising in search engines or on social networks targeting the name "Slovline", "Slovline Collection" or confusingly similar variants.

7.8.11 If the Customer breaches Art. 7.8.10, the Lessor is entitled (a) not to grant the reward for the reservation concerned, (b) to deduct Credit obtained by the breach from the Customer Account, up to its balance, (c) to deactivate the Referral Code and (d) to exclude the Customer from the Referral Programme. If a Customer (a Referrer or a Referred Customer) obtained the discount under Art. 7.8.4 or Credit by fraudulent conduct, the Lessor is entitled to demand payment of the unjustly obtained discount, including the value of unjustly obtained Credit that has already been applied. The Lessor shall notify the Customer by e-mail of the measure taken and the reason for it. No contractual penalty is charged to a Customer who is a Consumer for a breach of Art. 7.8.10; this does not affect the Lessor's right to compensation for damage. A Customer who disagrees with the measure may file a complaint under Art. 15; this does not affect their rights under Art. 16.9.

7.8.12 Credit, the discount under Art. 7.8.4 and the reward under Art. 7.8.5 are always expressed in euros including VAT. The discount and applied Credit reduce the rental price including VAT stated in the document issued by the Lessor for the reservation; the tax base and the VAT at the rate applicable to the rental are reduced in the same proportion.

7.8.13 The Lessor is entitled to change the conditions of the Referral Programme, in particular the amount of the discount and of the reward; the current amount of the discount and of the reward is stated in the Customer Account. A change does not affect Credit that has already been added or the reward for reservations attributed to the Referrer before the change took effect (Art. 7.8.5). The Lessor is entitled to terminate the Referral Programme; it shall announce the termination on the website and by e-mail to Customers who have Credit remaining in their Customer Account. From the date of termination, new reservations are no longer attributed to Referrers; for reservations attributed before termination, the entitlement to the reward arises under Art. 7.8.5. Credit may be applied to reservations made within 3 months of the date of termination of the Referral Programme; after this period, unused Credit lapses without compensation, except for Credit under the last sentence of Art. 7.8.9. Otherwise, Art. 16.2 applies to changes to this Article.

7.9 Gift Voucher

7.9.1 A Gift Voucher is a single-purpose voucher under § 9a of Act No. 222/2004 Coll. on Value Added Tax, which the Lessor issues in electronic form (PDF) and accepts as payment for the rental of a Vehicle under these GTC, up to its balance. A Gift Voucher has a number, a value in euros including VAT, a last day of validity and a Gift Voucher Code. It is not a discount, a discount voucher or Credit (Art. 7.8) and does not reduce the Reservation Price; applying it pays the Reservation Payment (Art. 7.9.10).

7.9.2 A Gift Voucher can be purchased only on the Lessor's website, with a value from €50 to €2,000 in whole euros; it is not sold at the branch, by telephone or for cash. The price of a Gift Voucher equals its value and includes VAT at the standard rate. In the order, the Purchaser states their name and surname, e-mail and billing address and, when purchasing for a company, also the business name and the company's identification details (for a Slovak company, the Company ID No. and the Tax ID No.) and, where applicable, the VAT ID No. The Purchaser may only state a Slovak VAT ID No. (SK and 10 digits); a Gift Voucher cannot be purchased with a VAT ID No. assigned by a state other than the Slovak Republic. Before submitting the order,

the Purchaser expresses consent to these GTC; by submitting the order with the "Order with obligation to pay" button, the Purchaser concludes a contract with the Lessor for the purchase of the Gift Voucher. For security reasons, the Lessor may limit the number and total value of orders of one Purchaser per day.

7.9.3 The Purchaser pays the price within 7 days of the date of the order by bank transfer to the Lessor's account with the variable symbol of the order (including by scanning the PAY by square QR code) or, where the website offers it with the order, by payment card online through a payment gateway; the Purchaser receives the payment details on the website immediately after submitting the order and also by e-mail, and the Lessor sends a reminder before the period expires. A Gift Voucher cannot be paid for in cash. The Lessor issues the Gift Voucher after the price has been credited to its account or, for a card payment, after the payment gateway has confirmed the payment; the Lessor may verify a card payment of a higher value before issuing the Gift Voucher; if the Lessor does not accept a card payment on verification, it cancels the order, does not issue the Gift Voucher, informs the Purchaser by e-mail and refunds the price paid without undue delay, no later than within 14 days, to the payment card from which it was made. If the price is not paid within the period, the order lapses and the Lessor informs the Purchaser by e-mail; a payment that was sent and is credited only later is accepted by the Lessor, which then issues the Gift Voucher. After receiving the payment, the Lessor issues to the Purchaser an invoice (a tax document) with VAT as of the date the payment was received and delivers it by e-mail.

7.9.4 The Lessor delivers the Gift Voucher (a PDF with the Gift Voucher Code) by e-mail, as chosen by the Purchaser, to the Purchaser or to the Recipient, either immediately after it is issued or on the day the Purchaser chooses in the order (no more than 90 days from the date of the order; if the price has not yet been credited on that day, immediately after the Gift Voucher is issued). When the Gift Voucher is delivered to the Recipient, the Purchaser receives an e-mail notice that it has been sent (without the Code). Once the Gift Voucher is issued, the Purchaser can also download it on the order page linked in the e-mails about the order. The recipient's name, the giver's name and the dedication that the Purchaser enters in the order are printed on the Gift Voucher. The Purchaser is responsible for the correctness of the Recipient's e-mail address; until the Gift Voucher has been delivered, the Lessor sends it to another address of the Recipient at the Purchaser's request.

7.9.5 A Gift Voucher is a bearer voucher: anyone who knows its Code may apply it, and the Lessor does not verify whether that person is the Purchaser or the Recipient. The Purchaser and the Recipient must protect the Code against misuse. If the Code is lost or is suspected to have leaked, the Lessor replaces the Code at the request of the Purchaser or the Recipient: the original Gift Voucher becomes invalid and its unused balance, with the same validity, is transferred to a new Gift Voucher with a new number and a new Code, which the Lessor sends by e-mail to the address to which the original Gift Voucher was delivered, or to the Purchaser. The Lessor is not liable for value that someone applied with the original Code before it was replaced. The balance, validity and status of a Gift Voucher can be checked on the Lessor's website by entering the Code; no details of the Purchaser or the Recipient are displayed.

7.9.6 A Gift Voucher is valid for 12 months from the date of issue; its last day of validity is stated on it. The Gift Voucher must be applied (Art. 7.9.9) no later than on its last day of validity; the rental itself may start later. 30 days before the end of validity, the Lessor sends an e-mail reminder if an unused balance remains on the Gift Voucher, as a rule to the address to which it was delivered; failure to deliver the reminder does not affect the end of validity. At the request of the Purchaser or the Recipient made no later than 3 months after the end of validity, the Lessor extends the validity once by 3 months from its original end. Any balance not applied by the end of validity lapses; it is restored if the validity is extended. Value returned to a Gift Voucher under Art. 7.9.11 can still be applied for at least 30 days from the date of its return, even if the validity would otherwise end earlier.

7.9.7 A Gift Voucher can be used to pay the Reservation Payment, i.e. the rent including ordered additional services and fees that form part of the Reservation Price (e.g. delivery, or collection and return outside business hours). A Gift Voucher cannot be used to pay the Deposit, fees, sanctions, contractual penalties and damages arising during or after the rental, the price under an amendment to the Agreement invoiced separately (Art. 7.2.3), the rent for a Long-term Rental invoiced by calendar months (Art. 7.6.2), or a rental which the Lessor invoices under the reverse-charge mechanism (in particular to a Lessee – legal entity with a VAT ID No. from another EU Member State) or otherwise without Slovak VAT.

7.9.8 A Gift Voucher can also be used in part; the unused balance remains on it for further reservations during its validity. The available balance of the Gift Voucher is used, but no more than the part of the Reservation Payment that has not yet been paid. No more than 3 Gift Vouchers can be applied to one reservation. A Gift Voucher can be combined with one discount code (a discount voucher or a Referral Code, Art. 7.8.4) and with Credit (Art. 7.8.6): the discount is applied first, then Credit, and the Gift Voucher pays only the resulting Reservation Payment.

7.9.9 A Gift Voucher is applied by whoever knows its Code: when making a reservation on the website by entering the Code in the "Gift voucher" field (not in the discount code field), later in the reservation details in the Customer Account, or through the Lessor, but only while the reservation is "on request" or confirmed, the Vehicle has not yet been handed over and the final invoice for the rental has not been issued. For a request for a price quotation, it can be applied only after the price has been determined and the reservation confirmed; for a reservation whose price is still to be determined (Art. 4.2.8), only after the price has been determined. For a reservation that is "on request" (Art. 4.2.7), the value of the Gift Voucher is only reserved and its available balance is reduced by the reserved amount; upon confirmation of the reservation, the reserved value pays the Reservation Payment (even if the Gift Voucher's validity has ended in the meantime), and if the Lessor rejects the reservation or the Lessee cancels it before confirmation, the reserved value is released. For a confirmed reservation, the Gift Voucher pays the Reservation Payment immediately. At the Lessee's request, the Lessor may cancel the application of a Gift Voucher and return the value to the Gift Voucher as long as the Vehicle has not been handed over and the final invoice for the rental has not been issued.

7.9.10 Payment with a Gift Voucher is payment of the Reservation Payment or part of it. The Lessor has already stated the VAT on it in the invoice issued when the Gift Voucher was sold and therefore does not issue an Invoice for Payment Received (Art. 7.6.5) for it; the final invoice for the rental states the full price and deducts the part paid with the Gift Voucher, including VAT, with a reference to the invoice for the sale of the Gift Voucher. The Lessee pays the rest of the Reservation Payment not covered by the Gift Voucher by a method under Art. 7.6.1. By way of derogation from Art. 4.2.10, payment made only with a Gift Voucher is not considered payment of part of the Reservation Payment: if the Gift Voucher does not cover the whole Reservation Payment and the Lessee does not pay any of the rest within the period under Art. 4.2.10, the reservation is cancelled automatically and the applied value is returned to the Gift Voucher (Art. 7.9.11); the Lessee may extend the period as for a reservation for which nothing has been paid yet.

7.9.11 If a reservation to which a Gift Voucher was applied is cancelled or rejected before the Vehicle is handed over (including automatic cancellation under Art. 4.2.10 and cancellation by the Lessor), the applied value is not refunded in money but returned in full to the Gift Voucher from which it was applied (after a replacement of the Code, to the new Gift Voucher). If the Lessor is entitled to compensation for cancellation (Art. 4.2.3) or in the case of a NO-SHOW (Art. 4.2.2), it sets it off first against the value paid with the Gift Voucher and only the remainder against the money paid; the money paid is refunded under Art. 4.2.11 and the remaining value is returned to the Gift Voucher. The Lessor corrects the part of the Gift Voucher's value that it retains as compensation for cancellation by a corrective document (credit note) to the invoice for the sale of the Gift Voucher, which it delivers to the Purchaser. If, before the final invoice for the rental is issued, the Reservation Price is reduced below the amount paid, the overpayment is returned first to the Gift Voucher and only the remainder under Art. 4.2.11. If, after the final invoice for the rental has been issued or after the Vehicle has been handed over, part of the rent paid is being returned to the Lessee (in particular on termination of the Agreement with a pro-rata refund of the rent for unused days under Art. 9.5.8 or 14, on repossession of the Vehicle and in the final settlement under Art. 9.10 and 10.3.1, for days without a replacement vehicle under Art. 9.5.8, or on any other reduction of the rent), the Lessor returns the amount first to the Gift Voucher, up to the value paid with it (where several Gift Vouchers were used, first to the one used for the most recent payment), and only refunds the remainder under Art. 4.2.11 or sets it off under Art. 10.3.1; it issues a corrective document (credit note) to the final invoice for the rental only for that remainder and informs the Lessee of the return to the Gift Voucher by e-mail. Otherwise, value applied to a rental that has taken place (the Vehicle was handed over) is not returned to the Gift Voucher.

7.9.12 The Purchaser (whether a consumer or an entrepreneur) may withdraw from the contract for the purchase of a Gift Voucher without giving any reason within 14 days of the day on which it was concluded (Art. 7.9.2), provided that the Gift Voucher has not been applied, even in part, and its value has not been reserved for a reservation (Art. 7.9.9), even if the applied or reserved value was later returned to the Gift Voucher or

released. If the last day of the period falls on a Saturday, Sunday or public holiday, the last day of the period is the next Business Day; the period is met if the Purchaser sends the withdrawal no later than on its last day. The Purchaser withdraws via the "Withdraw from contract" link in the e-mail confirming the order or the payment, or on the order page, and by confirming with the "Confirm withdrawal" button, or by any unequivocal statement sent by e-mail to collection@slovline.com stating the order number; the Purchaser may also use the model withdrawal form under Act No. 108/2024 Coll., but is not obliged to. The Lessor shall confirm receipt of the withdrawal to the Purchaser without undue delay by an e-mail stating when the withdrawal was received. Upon withdrawal, the Gift Voucher is cancelled and cannot be applied, even if the Purchaser has already given it away or it has been delivered to the Recipient; an unpaid order is cancelled and the Purchaser pays nothing; a payment that the Purchaser has meanwhile sent is refunded by the Lessor by the same method no later than within 14 days of the day on which it was credited. The Lessor shall refund the price paid to the Purchaser in full without undue delay, no later than within 14 days of the day on which the withdrawal was received, by the same method by which it was paid (a payment by transfer to the bank account from which it was sent; a card payment to the payment card from which it was made), unless agreed otherwise with the Purchaser; the Purchaser incurs no fees as a result. The Lessor shall issue a corrective document (credit note) to the invoice for the sale of the Gift Voucher. After the withdrawal period has expired, or once the Gift Voucher has been applied (even in part), a Gift Voucher cannot be returned or exchanged for money; neither its unused nor its lapsed balance is paid out, and it bears no interest. Value is returned to a Gift Voucher only under Art. 7.9.9 and 7.9.11.

7.9.13 The Lessor is entitled to block a Gift Voucher if it reasonably suspects that its Code has been obtained by an unauthorised person or that the Gift Voucher was purchased, obtained or is being applied fraudulently or in breach of these GTC. A blocked Gift Voucher cannot be applied, and its value reserved for an unconfirmed reservation is released upon confirmation of the reservation; once the reason no longer applies, the Lessor unblocks the Gift Voucher. The Lessor may temporarily restrict repeated entry of invalid Codes.

7.9.14 The Lessor processes the personal data of the Purchaser and the Recipient in accordance with the Privacy Policy (IS 10 Gift vouchers). Ending the sale of Gift Vouchers does not affect Gift Vouchers already issued.

8 INSURANCE AND DAMAGE COVER

8.1 Statutory third-party liability insurance (PZP)

8.1.1 Every Vehicle is covered by statutory third-party liability insurance for damage caused by the operation of a motor vehicle (PZP) in accordance with applicable Slovak legislation. The cost of PZP is included in the rent. PZP cover is valid within the territory of the EU.

8.2 Collision insurance – CDW (basic cover)

8.2.1 Basic collision insurance (CDW – Collision Damage Waiver) is included in the rental price and reduces the Lessee's financial liability for damage to the Vehicle to the amount of the deductible stated in the Agreement and the Schedule of Fees and Penalties.

8.2.2 CDW cover does not apply to:

- damage caused by a breach of the Agreement or the GTC;
- damage caused by driving the Vehicle under the influence of alcohol or other intoxicating substances;
- damage arising from driving off-road or on unpaved roads without consent;
- damage resulting from intentional conduct or gross negligence;
- theft of the Vehicle, if the Lessee fails to hand over the key to the Vehicle;
- vandalism;
- damage to the interior of the Vehicle (damage to seats, dashboard, upholstery, etc.);
- damage caused by smoking;
- damage arising from the Vehicle being driven by an unauthorised person.

8.2.3 CDW also covers damage to glass, tyres and wheel rims that arose in direct connection with a collision and is covered by the Lessor's comprehensive insurance. CDW does not cover isolated punctures or normal tyre wear.

9 DAMAGE, LOSS AND THEFT OF THE VEHICLE

9.1 Obligations in the event of a damage incident

9.1.1 In the event of a traffic accident, the Lessee is obliged to:

- call the police without delay (mandatory if the damage exceeds €3,990 or if personal injury occurred);
- complete a European Accident Statement;
- contact the Lessor's assistance line without delay by telephone: +421 948 202 210 and subsequently report the damage by e-mail;
- not leave the scene of the accident before the police arrive and the statutory obligations are fulfilled;
- not accept liability for damage caused by third parties before the investigation is concluded;
- notify the Lessor of the damage in writing no later than within 24 hours.

9.1.2 The Lessee is obliged to contact the Lessor's assistance line (+421 948 202 210) in the event of any emergency situation. If, in an emergency situation, the Lessee fails to call the assistance line and instead uses the Lessor's regular contact number, the Lessor is not liable for assistance not provided outside business hours.

9.1.3 In the event of theft of the Vehicle, the Lessee is obliged to: inform the Lessor without delay, who shall file a criminal complaint with the police as the owner of the Vehicle; hand over the key to the Vehicle to the Lessor; and provide full cooperation during the investigation.

9.2 Collision with wildlife

9.2.1 A collision of the Vehicle with wildlife is considered a special insured event. The Lessee is obliged to: call the police without delay and request confirmation of the incident; contact the Lessor's assistance line; secure photographic documentation of the scene and the damage to the Vehicle. Without a police record, the insurer may refuse the claim.

9.3 Extent of the Lessee's liability

9.3.1 The amount of damages, deductibles and penalties varies according to the Vehicle category. Vehicles in the Luxury category are subject to higher rates than vehicles in the Premium category. Specific amounts are set out in the Schedule of Fees and Penalties.

9.3.2 A flat administrative fee according to the Schedule of Fees and Penalties is charged for every damage incident that requires reporting to the insurer, an inspection, transport of the Vehicle to a service centre, or administrative action by the Lessor.

9.3.3 The Lessee shall pay the deductible and damages according to the following table:

- Minor damage – Vehicle roadworthy, no service required: a fixed penalty according to the Schedule of Fees and Penalties (varies by Vehicle category);
- Major damage / collision – Vehicle requires service: deductible + standing charges according to the Schedule (70% of the daily rate × days in service, evidenced by a service invoice) + administrative fee;
- Collision – Vehicle roadworthy, no service required: a fixed penalty according to the Schedule of Fees and Penalties + administrative fee;
- Interior damage – no service required: a fixed penalty according to the Schedule of Fees and Penalties;
- Interior damage – service required: cost of parts and repair + standing charges according to the Schedule (× days in service, evidenced by an invoice);
- Windscreen (crack requiring replacement): deductible + standing charges according to the Schedule + administrative fee;

- Tyre (mandatory replacement): cost of both tyres on the relevant axle + standing charges;
- Loss of key: cost of a replacement key according to the service centre's calculation + repossession of the Vehicle at the rate stated in the Schedule of Fees and Penalties (there and back) + standing charges;
- Repossession of the Vehicle (unauthorised travel abroad, non-payment, breach of the GTC): a per-kilometre rate according to the Schedule of Fees and Penalties (there and back) + all related costs.

9.3.4 Standing charges are calculated based on the number of days the Vehicle spends in service, evidenced by a service invoice, or based on a professional estimate of the service time for the specific damage. The Lessor is entitled to claim standing charges at any time within 3 years of the damage occurring.

9.3.5 In the following cases, the Lessee is liable for damage in full (100%) regardless of the insurance package taken out:

- intentionally caused damage;
- driving under the influence of alcohol or other intoxicating substances;
- theft of the Vehicle due to the Lessee's negligence;
- refusal of a breathalyser test;
- leaving the scene of an accident;
- the Vehicle being driven by an unauthorised person;
- use of the Vehicle in an unauthorised territory without consent.

9.3.6 If it follows from the European Accident Statement or a police report that the Lessee is not at fault for the traffic accident, the Lessee shall not pay the deductible, standing charges or the administrative fee under this Article. The Lessee undertakes to provide the Lessor with cooperation and to assign to the Lessor the claim for damages, including standing charges and the administrative fee, against the responsible third party or its motor third-party liability insurer.

9.4 Puncture and tyre damage

9.4.1 The Lessee is liable for any tyre damage occurring during the rental, regardless of cause. The sole exception is a tyre condition recorded as unsatisfactory in the Protocol at collection of the Vehicle. Tyre condition is recorded in the Protocol at collection.

9.4.2 In the event of a puncture, the Lessee is obliged to contact the Lessor's assistance line (+421 948 202 210) without delay and follow its instructions. The costs of replacement, repair or towing of the Vehicle resulting from a puncture are borne by the Lessee.

9.5 Replacement vehicle

9.5.1 In the event of a technical defect of the Vehicle or damage to the Vehicle resulting from a traffic accident (regardless of whether it was caused by the Lessee, another road user, or an unknown party), the Lessor shall make reasonable efforts to provide a replacement vehicle of a comparable category, generally within 24 to 48 hours of the Lessee reporting the event. This period is indicative, and exceeding it does not in itself give rise to a claim for damages by the Lessee. The Lessor shall not be liable if a replacement vehicle cannot be provided due to its unavailability, distance from the current location of the Lessor's vehicles, or hours outside business operation.

9.5.2 If the event under point 9.5.1 was not caused by the Lessee, the Lessee shall not pay any costs associated with the provision or use of the replacement vehicle. The costs are borne by the Lessor, who shall claim them under the liability insurance (PZP) of the party at fault, if that party is identified and insured; if the party at fault cannot be identified or is not insured, the costs are covered by the Lessor's own comprehensive insurance (KASKO).

9.5.3 If the event under point 9.5.1 was caused by the Lessee, the Lessee shall pay the cost of delivering the replacement vehicle according to the Schedule of Fees and Penalties and is obliged to pay the rent for both Vehicles concurrently and separately – rent for the original Vehicle (standing charges during the repair period) and rent for the replacement Vehicle.

9.5.4 If the Lessee is provided with a replacement vehicle of a lower category than the originally agreed category of the original Vehicle, the rent for the days it is provided shall be reduced by the difference between the daily rate of the originally agreed category and the daily rate of the replacement vehicle. The replacement vehicle is subject to the same GTC and Schedule of Fees and Penalties as the original Vehicle; any damage to the replacement vehicle is charged in the same way as damage to the original Vehicle.

9.5.5 Until the fault for the event under point 9.5.1 has been demonstrably determined (in particular on the basis of a police report or a European Accident Statement), the Lessor is entitled to require the Lessee to lodge a security deposit in an amount corresponding to the possible costs under point 9.5.3. Once it has been demonstrably determined that the event was not caused by the Lessee, the Lessor shall promptly refund the security deposit.

9.5.6 The Lessee is obliged to promptly obtain a police report or a European Accident Statement, exchange identification and insurance details with the other parties involved in the accident, and promptly provide this documentation to the Lessor. If the Lessee fails to fulfil this obligation, the event shall, for the purposes of these GTC, be deemed to have been caused by the Lessee.

9.5.7 In the event of a puncture, no replacement vehicle is provided. The Lessor shall arrange assistance (replacement or towing) at the Lessee's expense.

9.5.8 If the Vehicle suffers a total loss that was not caused by the Lessee, the Lessor shall, depending on its current capacity, choose either (a) to terminate the Agreement with a pro-rata refund of the rent for unused rental days, or (b) to provide a replacement vehicle. For long-term rentals, the Lessor undertakes to provide a replacement vehicle as soon as possible, even if this takes longer than 24 hours; no rent shall be charged for any day on which the Lessee has no vehicle available.

9.6 Towing of the Vehicle

9.6.1 If the Vehicle is towed by a public authority (police, municipal police) or a third party as a result of an act or omission of the Lessee, the Lessee shall bear all costs of towing, storage and related administrative fees.

9.7 Loss of Accessories

9.7.1 The Lessee is obliged to compensate the Lessor in full for the loss or destruction of any part of the Accessories according to the Schedule of Fees and Penalties. Chargeable items include, in particular: the Vehicle key; technical documentation and documents; the vehicle registration plate (EČV); the spare wheel or puncture repair kit; mandatory equipment (first-aid kit, warning triangle, reflective vest); floor mats; the cargo cover; the child car seat; the Air Balance cartridge (Mercedes-Benz).

9.8 Tyres – replacement of the entire axle

9.8.1 In the event of a mandatory tyre replacement due to damage, the Lessee is obliged to pay the cost of replacing both tyres on the relevant axle. This is due to the safety regulation requiring identical tyres on one axle (same type, manufacturer and degree of wear). The costs include the price of both tyres and fitting.

9.9 Vandalism

9.9.1 The Lessee is responsible for the condition of the Vehicle throughout the rental period. If the Vehicle is damaged by a third party during the rental (vandalism, scratching, etc.), the Lessee is liable for the damage to the extent of the applicable deductible under the insurance package taken out.

9.10 Right to repossess the Vehicle

9.10.1 The Lessor is entitled, even without the Lessee's prior consent and through an Authorised Person, to physically repossess the Vehicle wherever it is located, if the Lessee breaches the GTC or the Agreement, or if there is a risk of damage to the Vehicle. The Lessee is obliged to provide the Lessor or the Authorised Person with full cooperation in repossessing the Vehicle.

9.11 Classification of damage and standing charges

9.11.1 The Lessor is entitled to assess the nature of any detected damage to the Vehicle. If the damage prevents the Vehicle from being properly roadworthy, the Lessor shall handle the matter as an insurance claim. If the damage is of a cosmetic nature that does not limit the roadworthiness of the Vehicle, the Lessor is entitled to resolve the matter outside of an insurance claim.

9.11.2 For the purposes of this Article, damage to the Vehicle is classified by severity as: (a) minor damage, (b) medium damage — both handled outside of an insurance claim at the rate set out in the Schedule of Fees and Penalties, and (c) major damage — handled as an insurance claim.

9.11.3 Separate damage means any damage identified on a different part/component of the Vehicle; individual instances of damage are assessed and charged separately, even if they arose from the same incident.

9.11.4 Where damage is handled as an insurance claim, the Lessee is obliged to pay: (a) the deductible in the amount determined by the Lessor's relevant insurance policy, (b) an administrative fee for handling the insurance claim according to the Schedule of Fees and Penalties, and (c) standing charges under the following point.

9.11.5 If more than one separate insurance claim arises during a single rental, the items under the preceding point shall apply separately to each insurance claim.

9.11.6 Standing charges accrue from the day the insurance claim is reported to the relevant insurer until the day the Lessor collects the repaired Vehicle from the service centre, including any waiting time for the next available appointment to bring the Vehicle in for service.

9.11.7 The days referred to in the preceding point must be evidenced (confirmation from the insurer of the report, confirmation from the service centre of the collection/hand-over date); standing charges are not charged for days during which the delay was demonstrably caused by the Lessor.

9.11.8 Standing charges apply exclusively to damage handled as an insurance claim; no standing charges are charged for minor or medium damage.

9.11.9 If the Vehicle suffers a total loss or is stolen due to the fault of the Lessee or as a result of a breach of the Lessee's obligations under the Agreement or these GTC, the Lessee shall be liable for the damage in full, regardless of the amount of the deductible or the Deposit.

9.11.10 The provisions of point 9.11.4 on payment of the deductible, administrative fee and standing charges apply if the damage was caused by the Lessee, or if the party at fault for the damage cannot be identified or is not insured. If the damage was demonstrably caused by a third party with an identified and insured vehicle, the costs are handled under point 9.5.2, and point 9.11.4 does not apply to the Lessee.

9.11.11 In the event of a total loss of the Vehicle not caused by the Lessee, the procedure under point 9.5.8 applies.

10 TERMINATION OF THE AGREEMENT

10.1 Ordinary termination

10.1.1 The Agreement is ordinarily terminated upon expiry of the term stated in the Agreement, following the return of the Vehicle. Ordinary termination does not extinguish any outstanding financial obligations of the Lessee towards the Lessor.

10.2 Early termination – Lessor's right

10.2.1 The Lessor is entitled to withdraw from the Agreement if:

- the Lessee is more than 7 days late in paying the fee or part thereof;
- the Lessee has breached the prohibition on subletting (Art. 4.1.2);
- enforcement proceedings, bankruptcy or restructuring have been filed against the Lessee's assets;
- the Lessee uses the Vehicle in a manner causing damage or a threat of damage;
- the Lessee provided false information when concluding the Agreement;

- the Lessee was connected with criminal activity;
- the Lessee – a natural person – has died, or the Lessee – a legal entity – has ceased to exist without a legal successor.

10.2.2 In the event of the Lessee's death, their heirs are obliged to inform the Lessor without delay and to return the Vehicle no later than 3 days from the occurrence of this fact.

10.2.3 If the Lessor decides to sell the Vehicle during the rental relationship, the Lessor is entitled to exchange it for a vehicle of the same or higher category. The Lessee is obliged to accept the exchange of the Vehicle and to sign a new Agreement. A change of Vehicle shall not be considered a breach of the Agreement by the Lessor.

10.3 Final settlement

10.3.1 After termination of the Agreement, the Lessor shall carry out a final financial settlement. If the result is an overpayment, the Lessor shall pay it to the Lessee within 30 days. If the result is an underpayment, the Lessee shall pay it within 7 days of receiving the final settlement.

C. FINAL PART

11 INFLATION CLAUSE

11.1 The Lessor is entitled, once (1x) per year, to unilaterally increase the fee for the use of the Subject of the Agreement by the rate of inflation for the preceding calendar year, as officially declared by the Statistical Office of the Slovak Republic.

11.2 The increase in the fee takes effect on the first day of one of the calendar quarters (1 January, 1 April, 1 July, 1 October). The Lessor is obliged to notify the Lessee of the change by e-mail at least 30 days before its effective date, stating the rate of inflation according to the Statistical Office of the Slovak Republic and the new rent.

11.3 This provision does not apply to one-off short-term rentals (up to 31 days), unless the contracting parties expressly agree otherwise.

12 PROTECTION OF PERSONAL DATA

12.1 The Lessor processes the Lessee's personal data within the meaning of EU Regulation 2016/679 (GDPR) and Act No. 18/2018 Coll. Details of the processing are available in the Privacy Policy at https://collection.slovline.com.

12.2 Legal basis for processing: performance of the Agreement (Art. 6(1)(b) GDPR), performance of statutory obligations (point (c)), and the Lessor's legitimate interest – protection of property (point (f)).

12.3 Identity and the driving licence are verified in accordance with Art. 3.2.2. Apart from electronic verification through the DIDIT service, the Lessor does not make photocopies, scans or photographs of identity documents or driving licences and does not keep images of documents or of the face; images from electronic verification (photographs of the documents and, depending on the type of verification, a photograph of the face and the record of the liveness check) are kept only by DIDIT as the Lessor's processor. Details are set out in the Privacy Policy. Photographic documentation of the condition of the Vehicle at collection and return forms part of the documentation relating to the Agreement.

12.4 Retention period: for the duration of the rental + 3 years (limitation period) + 10 years for accounting records. The Lessee has the right to access, rectify, erase and port their data. Contact: collection@slovline.com.

12.5 Personal data is processed for the purpose of sending commercial offers only on the basis of separate consent, which may be withdrawn at any time.

13 LESSEE'S LIABILITY AND DAMAGES

13.1 The Lessee is liable for damage caused to the Lessor by a breach of any obligation arising from the Agreement, the GTC or applicable law, unless the Lessee proves that the breach was caused by circumstances excluding liability.

13.2 The Lessee undertakes to compensate the Lessor in full for any damage incurred within 7 days of a written request.

13.3 Payment of a contractual penalty does not affect the Lessor's right to compensation for damage exceeding the amount of the penalty.

13.4 The Lessor is not liable for the property of the Lessee or third parties left in the Vehicle during the provision of services.

14 FORCE MAJEURE

14.1 Force majeure means circumstances independent of the will of the contracting parties that could not be foreseen or averted, in particular: natural disasters (flood, earthquake, fire), a state of war, a terrorist attack, a state-ordered quarantine or other measure restricting freedom of movement, or an infrastructure failure.

14.2 A contracting party affected by force majeure is obliged to inform the other party of this fact without delay, by e-mail or telephone, and to prove the existence of the force majeure event.

14.3 For the duration of the force majeure event, the obligations of the affected party are suspended. No rent is charged for the days during which the Lessee demonstrably could not use or return the Vehicle due to force majeure.

14.4 If the force majeure event lasts longer than 14 days, either contracting party is entitled to terminate the Agreement in writing without any right to a contractual penalty. The rent shall be settled proportionally for the days actually used.

14.5 Force majeure does not relieve the Lessee of liability for damage to the Vehicle caused by their act or omission prior to the onset of the force majeure event.

15 COMPLAINTS

15.1 The Lessee is entitled to file a complaint in writing (by e-mail or post) at the Lessor's contact address. The complaint must contain a description of the matter complained of and any relevant evidence.

15.2 The Lessor is obliged to handle the complaint within 30 days of its receipt. If the Lessor rejects the complaint or fails to respond to it within this period, the Lessee – a Consumer – has the right to contact the Lessor with a request for redress and subsequently to turn to an alternative dispute resolution body under Art. 16.9.

16 GENERAL AND FINAL PROVISIONS

16.1 By submitting the reservation, paying the Reservation Payment and signing the Agreement, the Lessee confirms that they have familiarised themselves with these GTC and the Schedule of Fees and Penalties available at https://collection.slovline.com and at the Lessor's branch, understood them, and agree with them. The Customer confirms the same by accepting the GTC when creating the Customer Account (Art. 1.4).

16.2 The Lessor is entitled to amend these GTC at any time. Changes take effect on the date of publication at https://collection.slovline.com. The Lessor shall inform the Lessee of any change to the GTC affecting an ongoing contractual relationship by e-mail to the address stated in the Agreement at least 7 days in advance. The Lessor is not obliged to send notice of a change to the GTC to customers without an active agreement. A change to the GTC does not apply to an already concluded Binding Reservation or to a paid Reservation Payment without the Lessee's express consent.

16.3 If the Lessee does not agree with a change to the GTC, they are entitled to terminate the Agreement and return the Vehicle within 48 hours of receiving the notice. If the Vehicle is not returned within this period, the Lessee is deemed to agree with the change.

16.4 Documents and notices are delivered in person, by post or electronically. An e-mail message is deemed delivered on the day it is sent to the other party's e-mail address stated in the Agreement.

16.5 These GTC are governed by the laws of the Slovak Republic. Matters not regulated by them shall be governed by the relevant provisions of Act No. 513/1991 Coll., the Commercial Code, or Act No. 40/1964 Coll., the Civil Code, as applicable.

16.6 If any provision of the GTC becomes invalid or unenforceable, this shall not affect the validity of the remaining provisions. An invalid provision shall be replaced by a valid one with the closest possible legal meaning.

16.7 Any amendments to the Agreement are possible only in writing, signed by both contracting parties, unless expressly stated otherwise.

16.8 The Lessor is entitled to assign claims, rights and obligations arising from the GTC and the Agreement to a third party and is obliged to inform the Lessee thereof in writing.

16.9 Alternative resolution of consumer disputes (ADR)

16.9.1 In the event of a dispute arising from a consumer contract, the parties may use alternative dispute resolution (ADR) under Act No. 391/2015 Coll.

16.9.2 The Consumer has the right to contact the Lessor with a request for redress (by e-mail to collection@slovline.com) if they are not satisfied with the manner in which the Lessor handled their complaint or if they believe that the Lessor has violated their rights. If the Lessor responds to the request for redress by rejecting it or fails to respond to it within 30 days of the date it was sent, the Consumer has the right to file a petition to initiate alternative dispute resolution with an ADR body. ADR before the Slovak Trade Inspection is free of charge (§ 22(1) of Act No. 391/2015 Coll.); an authorised legal entity may charge a fee for initiating ADR of no more than €5 including VAT (§ 22(2) of that Act).

16.9.3 The body for alternative resolution of consumer disputes is the Slovak Trade Inspection (Slovenská obchodná inšpekcia, https://www.soi.sk); the Consumer may also turn to another authorised legal entity entered in the list of ADR bodies under point 16.9.4. This does not affect the possibility of bringing the matter before a court.

16.9.4 List of ADR bodies: https://www.mhsr.sk/obchod/ochrana-spotrebitela/alternativne-riesenie-spotrebitelskych-sporov-1

16.10 In the event of any conflict between the Slovak version and a foreign-language version of the GTC, the Slovak version shall prevail.

These GTC become valid and effective on the date of their publication at https://collection.slovline.com, i.e. on 4 November 2026, and apply to reservations made after their publication. Reservations made before the publication of these GTC are governed by the GTC in the version to which the Lessee consented when making the reservation; the provisions of Art. 4.2.1 to 4.2.11, 7.5.1, 7.5.6 and 7.6.1 of this version apply to them only if they are more favourable to the Lessee (e.g. a payment period running only from the confirmation of the reservation) or if the Lessee expressly consents to their application. Otherwise, the payment period and the automatic cancellation of the reservation under Art. 4.2.10 apply to them only with the Lessee's express consent. Credit added before the publication of these GTC remains available to the Customer and is governed by Art. 7.8; a Customer who created a Customer Account before the publication of these GTC expresses consent to Art. 7.8 under Art. 1.4. Art. 7.8.7 (return of Credit upon cancellation of a reservation) also applies to reservations made before the publication of these GTC. For reservations made before the publication of these GTC, Art. 3.2.2 and 12.3 of this version apply instead of the provisions of earlier versions of the GTC on making a photocopy or scan of the identity document and driving licence.

By submitting the reservation, paying the Reservation Payment, signing the Agreement or accepting the GTC when creating a Customer Account, you agree to the General Terms and Conditions of Slovline s. r. o.