

GENERAL RENTAL TERMS AND CONDITIONS

In these conditions the term car hire means the lessor and the term renter means the lessee.

1. CAR USAGE

- a) The renter is obliged to take care of the car as well as a careful person takes care of his/her own car and to observe special carefulness and cautiousness while driving. The renter agrees to use the car only in the manner it is normally intended for.
- b) The renter agrees to drive the car himself/herself. He/she is not allowed to hand over the car to other persons nor for their use without such permission being explicitly noted by the car hire in the rental agreement. The renter (driver) shall possess a valid driving licence and have at least one year's driving experience. Further he/she shall fulfil the age requirements of the car hire. The renter is obliged to inform the person to whom he/she hands over the car within the scope of this agreement, about the contents of this agreement.
- c) Usage of the car for illegal purposes, towing, competitions or training for these, educational driving, and driving on ice outside officially marked ice roads is prohibited.
- d) Whenever the car, even momentarily, is left parked, it necessarily is to be locked.
- e) As the car hire hands over the car to the renter and checks the condition of the car, the renter should confirm that all defects are marked for sake of avoiding possible disputes regarding the time of appearance of damages.
- f) Motor heating must be used during cold season.

2. RESPONSIBILITY FOR THE CAR AND ITS EQUIPMENT DURING THE RENTAL PERIOD

2.1 Basic retention of the renter per accident

The renter is, up to the upper retention limit specified in the agreement:

- a) Obligated to compensate during the rental period occurred damages to the car or to its accessories
- b) Obligated to compensate parts and accessories which have disappeared from the car during the rental period
- c) Obligated to pay the daily fee defined in this agreement or stated in the price list for the lay days caused by the accident, however for a maximum of 30 days. The lay days begin at the date of the accident.

2.2 Reducing/eliminating the retention of the renter

The renter can reduce or eliminate his/her retention by paying a special retention reduction/elimination fee. However, the retention reduction/elimination fee does not cover damages due to the following or similar reasons: excessive loading upholstery damages caused by tobacco smoking or gashing driving with empty tires snow damages if indicated by signs (dropping of snow from roofs) driving in too narrow premises considering the dimensions of the car driving on road or in areas which are not intended for car driving

2.3 Liability of the renter

The renter is obliged to compensate the entire damages to the car hire providing the damages caused to the car or the car hire are intentional by the renter, caused by an act of negligence, caused during usage of the car under influence of alcohol or other narcotic agents, for criminal purposes, or caused due to the renter not complying with the conditions in this agreement.

2.4 Releasing of the renter from his/her indemnification liabilities

The renter is released from the above mentioned indemnification responsibilities providing that the car hire is fully indemnified for its damages, for example through the opposite sides traffic insurance.

2.5 Other payment liabilities

The renter is obliged to pay the parking and overload penalty fees and all other costs which have been induced by usage of the car during the rental period. By signing a rental contract, agrees the customer to allow the rental company to charge the costs mentioned before or the liability in case of accident, from bank or credit card. Rental company is responsible to inform customer about the charges and prove the necessity of charges.

3. PAYMENT OF THE RENT

- a) At the beginning of the rental period the car hire collects a reasonable deposition according to the prevailing price list, or a sum corresponding to the estimated rent as well as an open credit card imprint, based on which the car hire is entitled to invoice all the undisputed fees specified by this agreement, however, complying with the rules of the credit card company.
- b) Upon expiration of the rental period the renter agrees to pay the rental based on this agreement and calculated according to the principles of this agreement.
- c) Other forms of payment may be noted in the rental agreement by the car hire. If the person or corporation specified as renter does not pay the rental sum, the persons who signed the agreement are responsible for the payment of the rental sum.

4. LIABILITIES OF THE CAR HIRE

The car hire is obliged to hand over the car to the renter in working order and complying with applicable laws, at the time and place agreed when the reservation was made. Further the car hire is obliged give the renter sufficient guidance and instructions about the usage of the car. In case the renter will not get a car for use as agreed a contract can be annulled by the renter.

5. MILEAGE INDICATOR

- a) The distance driven is measured with the mileage indicator belonging to each vehicle. If the renter has damaged the mileage indicator or its seal, he/she is obliged to pay the rent corresponding to the mileage estimated by the car hire.
- b) The renter is obliged without delay to inform the car hire about possible malfunction of the mileage indicator.

6. FUEL AND MAINTENANCE

The renter pays for the fuel needed. The car hire is to inform the renter the correct quality of fuel to be used in the car. The renter is liable for damages caused by usage of incorrect quality of fuel. During the rental period the renter is responsible for taking care of normal car maintenance, such as e.g. the engine oil quantity, the radiator, break and battery fluids, the tire pressures, etc.

7. ACTIONS OF THE RENTER IN CASES OF MALFUNCTION, DAMAGE AND THEFT

- a) The renter shall immediately inform the car hire about malfunctions appearing in the car or about damages to the car as well as about theft. The police and car hire shall immediately be informed about theft. Subsequently the car hire shall inform the renter about the actions to be taken because of the incident. However, without informing the car hire the renter is entitled to have the car repaired for a maximum value of 50 euros, provided it is necessary for continued driving. In such cases the renter shall acquire a report from the repair company detailing the performed repair actions and the payment.
- b) In traffic accident cases the renter is always obliged immediately to submit a damage report to the police and the car hire by filling the accident report form available in the car. A damage report to the car hire has to include a copy of a report given by the police, also, when guilt is uncertain or in cases of personal injury, drunk driving or when a deer or other animal is involved in the accident, the police and car hire must be informed without delay.
- c) If the renter neglects the above mentioned notifications, he/she is liable towards the car hire for possible damage caused by this negligence.

8. LIABILITY OF THE CAR HIRE FOR DEFECTS IN THE CAR

If a technical fault appears the car during the rental period, the renter can demand it to be fixed. The agreement cannot be cancelled if the car hire has the car repaired or replaces the car within a reasonable time period. The renter can demand indemnification for the damages caused by the fault, but regarding only the part of the trip that was not carried out because of the fault.

9. RETURNING OF THE CAR UPON THE EXPIRATION OF THE AGREED RENTAL PERIOD

- a) The car is to be returned to the agreed place upon expiration of the agreed rental period. Alterations of either the place or the date are to be agreed with the car hire with sufficient notice. The rental period according to the agreement expires when the car has been returned to the car hire or an agent approved by the car hire. Rental company is allowed to charge the cost of an extra day, if the rental period is surpassed more than one hour.
- b) If the car has not been returned upon the expiration of the rental period and no continuation of the rental period has been agreed with the car hire, the police will be informed.
- c) If the renter neglects his/her liabilities according to item a), the car hire is entitled to charge a reasonable indemnification for the economical losses caused by the negligence.

10. RETURNING OF THE CAR BEFORE THE EXPIRATION OF THE AGREED RENTAL PERIOD

If the renter returns the car before the expiration of the agreed rental period, the rental sum is determined according to the price list, and based on the actual usage period. Provided the car has been rented on special conditions, the rent is determined according to the normal price list.

11. TERMINATION OF THE AGREEMENT

The car hire is entitled to terminate this agreement provided it appears that the renter violates this agreement or according to the estimation of the car hire that the renter is unable to appropriately handle the car.

If usage of the car is discontinued due to accident or theft, the agreement is terminated upon both the police and the car hire having received appropriate notification hereof.

When the car hire terminates the rental agreement, the renter is obliged immediately to return the car to the car hire.

12. CROSSING THE FINNISH BORDER

Crossing the Finnish borders with the car is prohibited without a written permission by the car hire. The car hire decides about the possible granting of the permission on a case by case basis at its discretion.

13. CONFLICTS RELATED TO THE AGREEMENT

Conflicts are attempted to be solved through negotiations between the two parties. If the conflict is subjected to court judgement, legal action is to be taken in the district court at the domicile of the car rental company.