

RENTAL TERMS AND CONDITIONS FOR PRIVATE CUSTOMERS

These Rental Terms and Conditions for Private Customers apply to the rental of vehicles. The Renter accepts these terms and conditions and undertakes to comply with them. Herein, "Rental Company" shall refer to the rental company Veho Oy Ab, Tietotie 9, FI-01530 Vantaa, business ID: 0115761-6, and "Renter" shall refer to the party renting the vehicle.

These terms and conditions are valid from 1 May 2024.

In Finland, all rentals are also subject to the general terms and conditions of the Finnish Car Rental Association (SAL), which can be found [here](#).

1. USE OF VEHICLE

- a) The Renter is required to take care of the vehicle as well as a careful person would take care of their own vehicle, to observe particular care when driving, to use the vehicle only in the way it is ordinarily intended to be used and to make the normal observations concerning tyre pressure and fluid levels, for example.
- b) Upon receipt of the vehicle, the Renter shall inspect it in order to observe any defects and damage that may already be present, and report any observations immediately to the Rental Company.
- c) The Renter agrees to drive the vehicle themselves and is not allowed to transfer the vehicle to or allow anyone else to drive it without a specific entry in the rental agreement that would allow such exception. When the Renter is a company, a person employed by said company may drive the vehicle.
- d) Using the vehicle for illegal purposes, towing, racing or practicing for a race as well as driving on ice is prohibited. The vehicle must be locked whenever parked, even for a short period of time.
- e) The Renter is always fully liable for parking control fees and fines, overload fees, fines, tolls, congestion fees and the consequences of traffic offences incurred during the lease period.

2. IMPORTANT DOCUMENTS

The Renter and all drivers must have a valid full driving licence showing at least one year's driving experience. In addition to the driver's licence, non-Finnish citizens must show a valid passport to prove their identity when picking up the car.

In addition, the following conditions apply depending on the country in which the driver's licence is issued.

- a) All European Union driving licences are accepted.
- b) Driving licences written in non-Roman letters (Arabic, Chinese, Japanese, Cyrillic, etc.) must be accompanied by an English-language international driving licence or an official translation of the original driving licence in Finnish, Swedish or English.
- c) Photocopies, digital driving licences, learner licences and licences subject to driving restrictions are not accepted.
- d) **AGE LIMITATIONS**
The general minimum age is 19 years and the driver must have held a driving licence for at least one year. The Rental Company reserves the right to increase the minimum age on a vehicle category-specific basis at its discretion.

3. PAYMENT TERMS

The Rental Company accepts all credit cards from internationally recognised credit card companies such as American Express, Mastercard and Visa. The Rental Company does not accept cash payments or prepaid or electronic payment cards (such as Visa Electron, Maestro Card, Debit Online cards, V Pay or Revolut) in Finland. The Rental Company accepts Visa Debit, Mastercard Debit and AirPlus as payment methods.

The Renter must be the owner of the payment card used for the rental. The confirmed payment card must be valid for at least two months after the time of rental and must be presented when picking up the vehicle. Any additional costs arising from the car rental will be charged to this payment card. Online payment must be enabled for the Renter's payment card.

The solvency of all Renters will be checked without exception. Disruptions in the Renter's or additional drivers' solvency or credit records may constitute grounds for the Rental Company to decline the rental.

The Rental Company reserves all rights to change the advance confirmation amounts or second credit card requirements and to decline the car hand over without prior notice.

Payment

The amount corresponding to the estimated total rent is charged directly from the payment card before the start of the rental. The primary driver (Renter & payer) and the payment card are confirmed during the reservation phase and no changes can be made later. The payment card used for payment must be with you when picking up the car. All selected additional products and any additional costs arising from the car rental will be charged to this payment card. If the vehicle is not picked up, is picked up late or returned too early, no refunds will be paid for the prepaid rental period.

Changing the reservation

Prepaid reservations can be changed up to 24 hours before the start of the rental (subject to availability). Rental-related payments will not be refunded; if the change leads to a lower rental price, the difference will not be refunded. Any changes to the prepaid reservation may affect the rental price. It is not possible to change a prepaid reservation to payable upon pick-up.

Cancellation

The reservation can be cancelled 7 days before the start of the rental period. If you cancel your rental, the advance payment will be refunded apart from the cancellation fee. The cancellation fee equals the rental price (including accessories and other fees) for a maximum of one (1) rental day. Cancellations shall be made by phone to the Rental Company office.



No-show

If the reserved car is not picked up or if the reservation is not cancelled before the agreed pick-up time, the prepaid portion of the rent will be withheld in full.

4. GENERAL TERMS AND CONDITIONS OF INSURANCE AND DEDUCTIBLES

If the rental car is driven on routes other than public roads, the Renter shall be fully responsible for all costs, regardless of any additional cover chosen. In the event of damage or need for roadside assistance, the driver must always submit a damage report to the Rental Company, unless otherwise instructed by the Rental Company. Crimes affecting the vehicle, traffic accidents, personal injury and animal damage must always be reported immediately to the police (emergency number: 112). The Rental Company has the right to request and the driver has the obligation to provide the Rental Company with information relevant to the claim and test results (e.g. alcohol or drug test) that are not provided to the Rental Company directly by the authorities. If no damage report has been completed and submitted to the Rental Company, or if the requested information and test results relevant to the damage case have not been submitted to the Rental Company, the Renter shall be held fully liable for all costs of the damage or roadside assistance, regardless of any additional cover selected. In addition to the above Renter's the agreement shall not be applicable, and Renter shall undertake full liability if Renter has breached the terms and conditions of the Agreement.

Third party liability insurance (motor vehicle insurance)

The rented vehicle's insurance includes third party insurance, i.e. unlimited cover for personal injury. The maximum compensation for material damage is EUR 3.3 million.

The insurance does not cover the use of the vehicle for the transport of dangerous goods or outside public roads. In particular, the insurance included in the rental agreement does not cover cases where an unauthorised driver (a person who is not registered as a driver in the rental agreement) has used the car or the driver of the car does not have the right to drive.

Damage and roadside assistance fees

If the return inspection reveals damage to the rental car that has not been listed in the rental agreement, the repair costs will be charged to the payment card used for the advance confirmation, applying the customer's deductible for damage and according to the repair cost estimates (including any downtime).

If roadside assistance services described under Trip Continuation Cover are involved and trip continuation cover has not been chosen for the rental agreement, all roadside assistance costs will be charged in full to the payment card used for the advance confirmation.

5. CROSSING STATE BORDERS AND AREA LIMITATIONS

You are allowed to drive the rental car to the following countries: Finland, Sweden, Estonia, Latvia and Lithuania.

A written export permit provided by the Rental Company must always be requested when crossing borders to another country. A paper registration document issued by the Rental Company upon request is mandatory when crossing borders to countries other than Sweden, Norway or Denmark. A paper registration document is also mandatory if the car is used in Sweden, Norway or Denmark for a long period (more than 30 days).

Also see "Cross Border Fee".

Studdless winter tyres required outside the Nordic and Baltic countries in winter must be requested in advance, and the Renter is responsible for all costs related to the replacement of the tyre set.

When travelling from Finland to the Baltic countries and Poland with a rented car, the Renter's deductible is increased to 20% of the value of the rental car, regardless of the selected insurance cover products.

Exporting a rental car to Russia and Belarus is prohibited without exception. The Rental Company's vehicles registered for licenced use may not be exported to other countries. Also see "Licenced Use of Rental Cars".

If the provisions concerning border crossing and area restrictions are breached, all insurance policies and guarantees automatically lapse, and the Renter is fully responsible for all fees and costs related to the rental.

Cross Border Fee

If you intend to drive the rental car to a country other than Finland, Sweden, Estonia, Latvia, Lithuania, a handling fee of EUR 55.00 will be charged for arranging the required documents. The handling fee does not cover any road tolls in the foreign country; these are to be paid by the Renter and charged in arrears, if necessary, using the payment method used for the rental. Also see "Handling fee". Please contact the pick-up point if you intend to drive outside the rental country and your rental period will begin on the intended crossing of border will take place in less than 4 days.

6. ADDITIONAL PRODUCTS AND SERVICES

Reservations of accessories are not binding and they are subject to availability.

Additional drivers

Additional drivers can be added to the rental for an extra fee and only if their valid driving licences have actually been shown to the Rental Company's personnel.

Child seats

The Road Traffic Act requires that children under 135 cm in height use a child safety device. Child seats for 61-105 cm and backrest booster seats for 100-150 cm are guaranteed accessories when booked for rental.

Please note that the guardian or driver of the car is responsible for ensuring that children under 15 years of age travel using properly installed and required safety devices.

Refuelling and essential fluids

All rental cars are handed over with a full fuel tank and full levels of essential fluids, and since fuel is usually not included in the rental price, rental cars must be returned with a full tank. The fuel used in the car is stated on the rental agreement and/or on the car's registration document and/or in the car's operating instructions. The Renter is fully responsible for the costs incurred due to using wrong fuel.

Essential fluids are included in the rental price, with the exception of windscreen washer fluid and AdBlue, which may need to be topped up during the rental period due to high usage or mileage.

If the rental car is returned with a lowered fuel level and you have not chosen to include prepaid fuel or a flexible refuelling service, a refuelling service fee of EUR 4.00 per litre of fuel will be charged to the Renter (minimum charge 3 litres = EUR 12.00).

Alternatively, upon reservation you can choose one full tank of prepaid fuel to be included in the rental at a competitive price compared to petrol stations, so that you do not have to worry about refuelling when returning the car. Any unused portions of prepaid fuel will not be refunded after the rental.

Alternatively, you can choose a flexible refuelling service and return the rental car without refuelling. In this case, we charge a service fee and the cost of the fuel at a competitive price in connection with the rent.

Charging of all-electric vehicles

The Rental Company records the charge level of all-electric cars upon departure and return. If the charge level of the all-electric vehicle is more than 70% upon departure, the Renter must return the vehicle with a charge level of at least 70%. If the charge level of the all-electric vehicle is less than 70% upon departure, the Renter must return the vehicle with a corresponding charge level.

Pet package

We have an allergy-free stock of vehicles, and therefore it is strictly forbidden to transport animals in rental cars without a pet package. Also see "Special cleaning and returning the rental car in an unusable condition".

The Rental Company offers the option of bringing pets into the rental car by reserving a pet package. The pet package includes cleaning and an ionisation treatment that cleans the car and removes allergens after the rental. Damages caused by the pet are customer's responsibility.

Please contact the pick-up point if you want to reserve a pet package for a rental beginning in less than 48 hours.

For holders of guide and service dog cards, the Rental Company offers the pet package free of charge for rentals during which the guided or assisted person and their guide or assistance dog travel in the car.

Ski box

A ski box is available for an additional charge. Only available for selected vehicle categories. Please contact the pick-up point if you want to reserve a ski box for a rental beginning in less than 48 hours.

Roof racks

Roof racks are available for an additional charge. Only available for selected vehicle categories. Please contact the pick-up point if you want to reserve roof racks for a rental beginning in less than 48 hours.

Towing hook

Towing hook If a car with a towing hook is reserved, we guarantee that one will be available. Only available for selected vehicle categories. Please contact the pick-up point if you want to reserve a car with a towing hook for a rental beginning in less than 48 hours.

Four-wheel drive

Four-wheel drive If a car with four-wheel drive is reserved, we guarantee that one will be available. Only available for selected vehicle categories. Please contact the pick-up point if you want to reserve a car with four-wheel drive for a rental beginning in less than 48 hours.

Licensed Use of Rental Cars

According to the Finnish Road Traffic Act, a car must not be used continuously for a purpose subject to a licence (e.g. passenger transport for a fee) if it is registered for rental use and used for other than short-term (less than 30 days) replacement car rental. For an additional charge, the Rental Company offers a registration service whereby the rental car's purpose of use is changed to one subject to a licence for the duration of the rental period. The price of the registration service is EUR 60 (incl. VAT.) per vehicle, and it includes changing the car's registered purpose of use to one subject to a licence, adding the Renter as the second possessor of the car for the rental period and changing the registered purpose of use back after the rental. The Rental Company's vehicles registered for licensed use may not be exported to other countries.

Please contact the pick-up point if you want to reserve registration for licensed use for a rental starting in less than 4 days.

7. OTHER FEES AND TAXES

Service outside regular opening hours

The rental car pickup outside of opening hours is possible for an additional fee and upon prior request. The car return to the office is also possible outside of opening hours.

Registration fee

The rent includes a registration fee.

Special cleaning and returning the rental car in an unusable condition

Smoking (including electronic cigarettes) and transporting animals in rental cars without a pet package is strictly prohibited.

If special cleaning (e.g. deodorisation, removal of animal allergens, cleaning of spilled liquids, etc.) must be carried out on the rental car after renting, the Renter will be charged a minimum fee of EUR 200.00.

Major special cleaning is charged according to the cleaning expense invoices.

Lost and found items and their return

Items left in the rental car are stored for 30 days and can be sent back at the Renter's request against accurate identification. The Renter is responsible for arranging and paying for the return transport of lost items, and the Renter will also be charged for a handling fee for the packaging of the item and handing it over for transport.

Handling fee

A handling fee of EUR 55.00 is charged together with any additional charges that may arise during or after the rental. Such charges include, for example: toll charges, costs of returning items left in the vehicle to the customer, parking fines incurred during the rental period and traffic fines that the Renter has not paid.

VAT

25,5%



