

GTC

Effective from 1 October 2026

These General Terms & Conditions (hereinafter referred to as GTC) contain the rights and obligations of the Lessor and the Lessee in relation to the rental of vehicles rented out by the Lessor and this document forms an integral part of the written electronic rental agreement (bearing biometric authentication) created within the CollectSign system.

I. General Information

1. Lessor

Name: AVALON Car(e) Services Korlátolt Felelősségű Társaság

Registered office and postal address: 1142 Budapest, Tengerszem utca 106.

Company Registration No.: Cg. 01-09-934363

Tax Registration No.: 10238811-2-42

Phone number of the customer service: + 36 1266 7748

E-mail: rent@avalon-care.hu

2. Lessee

Lessee shall mean the person or persons signing the agreement in the capacity of Lessee. In case of multiple renters, all renters shall be jointly and severally liable for the performance of all obligations set forth herein.

3. Rental vehicle

A vehicle handed over by the Lessor to the Lessee for the purpose of fulfilling the rental relationship, the identification data of which is contained in the individual rental agreement. By signing the rental agreement, the Lessee acknowledges and certifies the mileage upon pick-up, after inspecting it, specified in the individual rental agreement.

4. Agreement, related legal statements, complaint-handling

The person acting on behalf of the Lessor verifies the identity of the Lessee with the help of his/her identification documents and records or amends the personal data of the Lessee upon the conclusion of the agreement. The system of CollectSign prepares all documents necessary for the conclusion of the agreement which may be inspected by the Lessee on an electronic device (tablet), used for this purpose, using touchscreen technology. During this step, the Lessee may read all terms, conditions, and information on the tablet regarding the conclusion of the agreement.

Upon agreeing to the content and terms and conditions of the agreement on the tablet, the Lessee affixes his/her biometric signature to the electronic agreement via the screen of the tablet, which is recorded in the CollectSign system.

After the rental agreement is successfully signed by the customer, the person acting on behalf of the Lessor shall check the agreement, then shall affix his/her biometric signature to the electronic agreement.

The rental agreement, signed by the parties in accordance with the above, is sent to the Lessee via e-mail as a PDF document to the e-mail provided by the Lessee.

The rental agreement shall be regarded as a written electronic agreement bearing a biometric signature that is digitalized on the basis of the Lessee's handwritten signature. The agreement is concluded either in Hungarian or in English. The Lessor stores the agreement in its systems electronically.

Any and all statements affecting the rental agreement may only be made in writing. The Lessee shall acknowledge that the inclusion of any false information in the agreement shall entail the Lessee's full liability for damages.

Following the pick-up of the rental car, the Lessee shall directly contact the Lessor via the contact information specified in Section 1 in case of any questions, complaints.

The rental agreement shall be governed by the provisions of Act V of 2013 on the Civil Code of Hungary.

In case of any future disputes between the parties relating to the rental agreement, the parties submit to the jurisdiction of the courts of Hungary and the exclusive jurisdiction of the Central District Court of Buda. Matters not regulated by the rental agreement shall be governed by the provisions of the Civil Code of Hungary.

5. Conditions, discounts

The contractual terms specified in the individual rental agreement shall apply for a rental period of no more than 25–30 days; if the rental period exceeds this duration, individually determined terms shall apply in all cases. If the Lessee notifies the Lessor before the rental agreement expires that he/she wishes to extend the rental period, and this would cause the rental period to exceed the duration referred to in the preceding sentence, the Lessor shall be entitled to unilaterally modify the terms of the rental (fees and other conditions), of which it shall notify the Lessee in writing (by email). If the Lessee does not wish to renew the rental agreement on the amended terms, he/she must return the rental car to the Lessor at the original date of expiry of the rental agreement, thereby terminating the rental agreement without amendment.

Any special discounts provided by the Lessor in the rental agreement (e.g., price reductions, free replacement vehicles, flexibility in deadlines, etc.) are valid and enforceable by the Lessee only if the Lessee acts in good faith and cooperates. If, in the opinion of the Lessor, the Lessee's conduct deviates from cooperation, is threatening, contains unfounded threats of litigation, defamation or harassing communication, the Lessor shall be entitled to withdraw the given discounts with immediate effect and to perform the agreement in accordance with the default conditions applicable to the given service.

6. Reservation, acceptance of the GTC and conclusion of the rental agreement

The person initiating the reservation – for the purposes of this clause, the customer – may agree with the Lessor by telephone, email or another means of communication on the material terms of the reservation, including, in particular, the category of the rental vehicle, the planned start and end date and time of the rental, the rental fee and the optional services requested.

Following this consultation, the Lessor may send the customer an electronic payment link or a card-registration link. Before commencing the payment or card-registration transaction, these GTC shall be made available to the customer, and the customer shall be given the opportunity to review and expressly accept them.

The customer may complete the payment or card-registration transaction only after expressly accepting the GTC. Where a payment link is used, the reservation is created automatically upon successful payment; where a card-registration link is used, the reservation is created automatically upon successful registration of the payment card. The Lessor shall confirm the creation of the reservation by email.

By registering the payment card, the customer expressly authorises the Lessor, without requiring separate card approval, to charge the registered payment card or place a pre-authorisation hold on it for the pre-agreed rental fee, the security deposit, any cancellation or no-show fee payable under these GTC, the fees for previously disclosed optional services, and any other amounts that become due under the individual rental agreement or these GTC.

Creation of the reservation does not replace the individual rental agreement created in the CollectSign system upon handover of the rental vehicle and bearing the biometric signatures of the parties. Completion of the payment or card-registration transaction creates an agreement between the parties concerning the reservation, of which the GTC accepted at the time of reservation form an integral part. The individual agreement for the rental of the vehicle is concluded when it is signed by both parties in the CollectSign system.

II. Rules of using the rental vehicle, prohibited activities

1. The rental vehicle may only be driven by the Lessee and the person(s) specified in the agreement holding a valid driving license. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.
2. The Lessee shall use the rental vehicle and its components and accessories in compliance with their intended use and with utmost care and shall abide by all traffic and parking regulations in their entirety. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.
3. The Lessee is responsible for familiarising itself, before commencement of use, with all statutory, regulatory, personal and technical requirements applicable to the intended use of the rental vehicle and for complying with them throughout the rental period. The Lessee shall ensure that the Lessee and all drivers authorised under the agreement hold a valid driving licence, the appropriate driving licence category, qualifications, permits, cards and any other required documents necessary for the intended use.

In particular, the Lessee is responsible for determining whether, in view of the intended use, requirements relating to towing, the maximum permissible mass of the vehicle and vehicle combination, carriage of goods or passengers, driving and rest periods, use of a tachograph, driver cards, and any other permits or mandatory equipment apply.

If the intended use of the rental vehicle may require a special permit, driving entitlement, tachograph, technical equipment or any other special condition, the Lessee shall inform the Lessor in writing of the intended use before conclusion of the rental agreement. The rental vehicle may be used for such purpose only on the basis of the Lessor's prior written confirmation. The Lessor's confirmation constitutes only contractual authorisation for the use of the rental vehicle and does not certify the existence of the Lessee's or driver's personal entitlements, permits or qualifications. This provision shall not affect any statutory obligations of the Lessor that cannot legally be transferred. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.

4. The Lessee may only have the right to travel across the borders of Hungary if the parties specifically agreed upon this in the individual rental agreement. It is prohibited to travel to the territories of Macedonia, Bosnia and Herzegovina, Bulgaria, Ukraine, the Republic of Belarus, Latvia, Lithuania, Estonia, Moldova, and Russia with the rental vehicle. If the Lessee breaches this provision, he/she shall pay liquidated damages in the net amount of HUF 100000 to the Lessor, furthermore, he/she shall reimburse all costs to the Lessor that arise as a result of violating the agreement, and he/she shall compensate for all damages caused to the rental vehicle or suffered by the Lessor resulting from any reason.

5. The Lessee may only use the rental vehicle for any commercial, revenue-generating or service-provision activity – including, in particular, passenger or goods transport, taxi or chauffeur services, courier services, driving instruction, subletting, or making the vehicle available to another person for consideration – with the prior written consent of the Lessor. Use shall not qualify as commercial use under this clause where the Lessee or an authorised driver uses the rental vehicle for the Lessee's own business travel, commuting or other travel in the course of which no service is provided to a third party for consideration using the rental vehicle. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.

6. It is prohibited to tow other vehicles with the rental vehicle, except for towing a trailer with the Lessor's prior written permission and in compliance with the conditions set out in clause II.3 of these GTC. It is prohibited to enter or use the rental vehicle in motor sport events or to use it for testing purposes. It is not allowed to illegally cross the borders with the rental vehicle. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.

7. The Lessee shall, in all cases, lock the rental vehicle, use all equipment installed in the vehicle for property protection purposes and check their proper operational status. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.

8. Upon delivery of the rental vehicle, the Lessor shall hand over to the Lessee the key or keys required for its use and the vehicle registration certificate. The Lessee acknowledges receipt of these items by signing the individual rental agreement or the handover documentation. It is forbidden to leave the rental vehicle's ignition key, registration, rental agreement, as well as the navigation device in the rental vehicle. The Lessee shall safeguard the keys and registration, as well as other documents of the rental vehicle and shall protect them from damages and shall ensure that they are not lost under any circumstances. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.

9. Lessee shall fill the tank of the rental vehicle with fuel that complies with the prescribed type and quality. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.

10. Lessee shall continuously check the operational safety of the rental vehicle, in particular, the coolant level and the engine and gearbox oil levels, and top them up if necessary. Lessee shall make the rental vehicle available to the Lessor for maintenance for the period of such maintenance when the odometer reaches the mileage indicated on the label placed within the rental vehicle. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.

11. The Lessor may provide the Lessee with a replacement vehicle for the period of the obligatory maintenance works. The terms and conditions of the rental agreement shall apply as well without any changes if a replacement vehicle is provided.

12. If the Lessor has reasonable grounds to believe that the Lessee is using the rental car for illegal purposes, including but not limited to human trafficking, drug-related crimes, border violations or other activities giving rise to criminal proceedings, the Lessor shall be entitled to terminate the agreement with immediate effect, to take back the car by electronic means or with a spare key, and to inform the competent authorities.

III. Rental fees, security deposits, payment, and other financial terms

1. The rental fee is specified in the individual rental agreement concluded by and between the Lessor and the Lessee. The rental agreement also specifies any and all other charges and costs to be paid according to the parties' understanding.

2. The rental fee includes the use of the rental vehicle without a mileage limit or subject to the mileage limit specified in the individual rental agreement, the cost of compulsory motor third-party liability insurance, company car tax, the registration fee, the costs of financing and depreciation, and assistance services available 24 hours a day. A replacement vehicle may be provided under clauses II.11, VI.4 and VI.5 of these GTC, subject to vehicle availability and a separate agreement between the parties. The parties shall agree in advance on the category of the replacement vehicle, the place and time of its handover, and any additional fees. The rental fee does not in itself confer an unconditional entitlement to a replacement vehicle. The individual rental agreement contains the other material terms of the rental relationship. The rental fee does not include fees for additional drivers, fuel costs, parking fees, road tolls in Hungary or abroad, excess mileage charges, delivery and collection fees, or fees for handover and return outside business hours.

3. Lessee receives the rental vehicle with a full tank and motor oil. During the term of the rental, all costs associated with the intended use of the rental vehicle (e.g. costs of fuel, road tolls and parking costs) shall be borne by the Lessee.

4. Upon concluding the agreement and picking up the rental vehicle, Lessee shall pay a security deposit which serves as a coverage for potential damages caused by the Lessee to the Lessor. When paying by credit card, the amount of the security deposit will be blocked on the Lessee's bank account based on the Lessor's request submitted to the Lessor's acquiring bank upon the Lessee's consent. If the agreement is not performed or not properly performed, the Lessor is entitled to satisfy his claim (including the late payment fee, liquidated damages, and compensation) from the sum of the security deposit. Upon a breach of agreement, the Lessor may immediately use the security deposit and may seek satisfaction from the amount thereof without judicial channels. Should the legal relationship be maintained by the parties following the satisfaction of claims, the Lessee shall make up or replace the amount of the security deposit within 24 hours after the receipt of the Lessor's notice. If the amount of the security deposit is not replaced or made up, the Lessor is entitled to terminate the agreement with immediate effect.

5. Following the return of the rental vehicle, the Lessor shall provide a written accounting of the security deposit without undue delay and no later than within 30 calendar days. The accounting shall state the legal basis and amount of each claim applied against the security deposit and the supporting information.

If the final amount of a claim arising from the rental relationship cannot yet be determined, the Lessor may retain only the amount necessary to cover the reasonably anticipated claim. The Lessor shall notify the Lessee in writing of the reason for and amount of the retention and the expected date of the final accounting. The Lessor shall regularly review whether the retention remains justified and shall promptly initiate any release that has become warranted.

The Lessor shall initiate the refund or release of the hold on the portion of the security deposit not affected by a claim no later than within the period specified in the first paragraph. The Lessor shall account for the retained amount within 30 calendar days after the final amount of the claim becomes ascertainable and shall initiate the refund or release of any remaining amount.

No contractual interest shall accrue on the security deposit; this does not affect the statutory consequences of any delay by the Lessor in making a refund. The actual date on which a bank hold is released also depends on the payment service provider's procedures. The Lessor shall be responsible for properly initiating the release within the applicable time limit.

6. The Lessee shall pay the rental fee, the security deposit and any other costs on the basis of an invoice or payment request issued by the Lessor, or through a payment link sent by the Lessor, by the due date specified in the reservation or the individual rental agreement. Unless otherwise agreed, payment shall be due no later than the first day of the rental relationship.

The Lessor may also send an electronic link through which the Lessee may register a payment card. On the basis of the Lessee's express authorisation given during registration, a successfully registered payment card may be used to pay the amounts specified in Clause I.6 of these GTC and to place a pre-authorisation hold for the security deposit and other previously disclosed amounts. The amount and legal basis of any charge or pre-authorisation hold shall in all cases correspond to a payment obligation specified in the reservation, the individual rental agreement or these GTC.

7. If the Lessee is late in making a payment, the Lessee shall pay default interest on the unpaid amount for the duration of the delay. For a Lessee who is a consumer, the rate of default interest shall be governed by Section 6:48 of the Hungarian Civil Code; for contracts between businesses, Section 6:155 shall apply. The Lessor may claim proven loss resulting from the delay to the extent that it exceeds the default interest, provided that the statutory conditions are met. The same loss may not be recovered more than once.

8. Fees for optional services and additional charge items ordered by the Lessee or specified in the individual rental agreement in addition to the rental fee – including, in particular, the cost of a

motorway vignette, delivery and collection fees, fees for handover or return outside opening hours, fees for partial or full excess waiver, and fees for other damage-event coverage – shall not be refundable even if the Lessee returns the rental vehicle before the time specified in the individual rental agreement. The Lessee shall not be entitled to any pro rata reduction or partial refund of these fees.

9. Cancellation of the reservation, no-show and refunds

The customer may cancel the reservation free of charge at least 48 (forty-eight) hours before the rental start date and time specified in the reservation. If the reservation is cancelled within 48 hours before the rental start date and time, the customer shall pay a cancellation fee equal to one full day's rental fee specified in the reservation.

A reservation may be cancelled by an unambiguous written statement sent to rent@avalon-care.hu or through an electronic cancellation interface provided by the Lessor for this purpose. A cancellation communicated by telephone shall be deemed validly communicated only if the customer also sends it by email or the Lessor confirms it by email. The time of cancellation shall be the time at which the written statement is received by the Lessor.

If the customer fails to appear to collect the rental vehicle within 30 (thirty) minutes after the start date and time specified in the reservation, or, in the case of delivery, is unavailable at the agreed location for handover of the vehicle, and the parties have not agreed otherwise in writing, the customer shall be deemed a no-show. In the event of a no-show, the customer shall pay one full day's rental fee and, if delivery has already commenced, the full delivery fee.

Delivery shall be deemed to have commenced when the person carrying out the delivery leaves the Lessor's premises for the purpose of performing the delivery. The same rule applies to collection of the rental vehicle: if the person carrying out the collection has already left the Lessor's premises in order to collect the vehicle, the collection may no longer be cancelled free of charge and the full collection fee shall be payable.

Irrespective of the time of cancellation, the customer shall reimburse any costs that have already been actually and verifiably incurred for the performance of the reservation and that cannot be reversed or cancelled free of charge. Such costs include, in particular, the cost of a motorway vignette already purchased, the fee for delivery or collection that has already commenced, and the cost of an optional service ordered by the customer that has already been performed by the time of cancellation or ordered from a third party on a non-refundable basis.

Once the Lessee has taken possession of the rental vehicle, the reservation may no longer be cancelled. If the rental vehicle is returned before the contractually agreed time, the full daily rental fee shall be payable for each commenced 24-hour rental period, subject to the grace period for return specified in Clause IV.2 of these GTC. Any prepaid rental fee attributable to complete rental days that have not commenced may be refunded; however, the optional services and charge items specified in Clause III.8 shall remain non-refundable.

If the Lessor is unable to provide the rental vehicle originally reserved, the Lessor shall be entitled to provide a rental vehicle of the same or a higher category at the same rental fee. The customer shall accept a substitute rental vehicle of the same or a higher category; such substitution shall not in itself entitle the customer to cancel the reservation free of charge. If the Lessor can offer only a lower-category rental vehicle, the customer may either accept it on terms agreed between the parties or cancel the reservation free of charge. If the Lessor is unable to provide a suitable substitute rental vehicle, the customer may cancel the reservation free of charge.

The Lessor shall refund any amount refundable under this clause within 15 (fifteen) business days after the legal basis and amount of the refund have been determined. In the case of payment by card, the refund shall primarily be made to the card used for payment. For technical reasons or with the customer's express consent, the refund may also be made by bank transfer. Cash refunds are not available.

By registering the payment card and expressly accepting these GTC, the customer consents to the Lessor charging the registered payment card, without separate card approval, for any cancellation fee, no-show fee, delivery or collection fee for a service that has already commenced, and any costs that have already been actually incurred and cannot be reversed, where such amount is payable under this clause.

IV. Term of the rental, returning the rental vehicle

1. The minimum term of the rental shall be 24 hours.
2. Lessee shall return the rental vehicle to the Lessor at the time and date agreed upon in the individual rental agreement. In case of a delay with returning the vehicle that does not exceed 59 minutes, the Lessor does not charge additional charges, however, in case of a delay exceeding 59 minutes, an additional full day's rental fee is charged, which the Lessee is obliged to pay.
3. Lessee shall return the rental vehicle (with all of its equipment, accessories and documents) to the Lessor at a time agreed upon in the individual rental agreement, with a full tank of fuel, in a clean and impeccable condition at the Lessor's registered office or at another location agreed in advance with the Lessor and approved by the Lessor in writing. Return of the rental vehicle and closing of the rental relationship shall be deemed completed only when the Lessor has received the rental vehicle, all keys handed over to the Lessee, the vehicle registration certificate, and all other documents and accessories handed over with the rental vehicle, in full. If the Lessee does not hand over the rental vehicle to a representative of the Lessor authorised to accept it, but leaves it at any location, the rental vehicle shall not be deemed returned. The Lessee's duty to safeguard the rental vehicle and full liability for damages relating to it shall remain unchanged until the rental vehicle is actually taken over by a representative of the Lessor authorised to accept it. The Lessee's obligation to pay charges shall continue until then. If any key or document has been lost, the return obligation shall be deemed fulfilled only when the Lessee has reported the loss in writing, fully cooperated in all required official or other procedures, and reimbursed the Lessor for all costs and losses connected with replacement, cancellation, lock replacement or any other necessary measure. Should the Lessor agree to a drop-off location that is located outside the city limits of Budapest, the Lessor is entitled to charge a kilometre fee as stipulated by the individual rental agreement as a return shipping fee.
4. Returning and picking up the rental vehicle is only allowed between 08:00 a.m. and 05:00 p.m., except for cases where the parties have agreed otherwise in the individual rental agreement.

In this case, the Lessee shall pay the fee specified in the individual rental agreement for the handover or return of the rental vehicle outside opening hours. The amount of the fee may vary depending on the time of handover or return, in particular the time of day and whether it takes place on a business day, weekend or public holiday.
5. Lessee shall request the Lessor's consent to the extension of rental term 24 hours prior to the expiration of the rental in writing. The term of rental may only be extended if the extension is confirmed by the Lessor in writing, via e-mail or telefax. Lessee shall acknowledge that the Lessor is not obliged to extend the term of rental. In the absence of the written confirmation of the extension, the agreement shall terminate on the original date.
6. Using the rental vehicle after the expiration of the rental term without the Lessor's consent, or in case of immediate termination, the Lessee shall pay a usage fee at a rate double the rental fee to the Lessor from the date of the termination of the rental agreement until the date of actually returning the vehicle. If the Lessee fails to return the rental vehicle to the Lessor within 24 hours after the expiration of the rental term, the Lessee shall pay liquidated damages in the net amount of HUF 100000 in addition to the usage fee and he/she also shall reimburse all costs to the Lessor arising from the delay (e.g. searching for and shipping the car) and shall compensate for any and all damages caused to the rental vehicle.
7. The Lessor shall be entitled, at its own discretion or at the request of the rental vehicle's registered owner or fleet manager, to require the rental vehicle to be presented or returned at short notice. The Lessor shall notify the Lessee of this requirement, stating the reason. Within 12 hours of receipt of

the notice, or within any longer period specified by the Lessor in the notice, the Lessee shall appear with the rental vehicle, together with all keys, documents and accessories, at the premises specified by the Lessor in the notice. Failure to comply with this obligation shall constitute a material breach of contract, in which case the Lessor shall be entitled to terminate the rental agreement with immediate effect, and the Lessee shall compensate the Lessor for the full amount of damage caused by the breach.

7.

If any road toll, parking fee, surcharge, penalty or fine is imposed on the Lessor in connection with the rental vehicle, the Lessor shall be entitled, following notification thereof, to terminate the rental agreement with immediate effect, and to locate the rental car at the Lessee's costs and have it transported to the Lessor's registered office at the Lessee's costs.

V. Lessee's liability, coverage for damages

1. Obligatory third-party liability insurance

The rental vehicle has an obligatory third-party liability insurance. In case of accidents within the territory of Hungary, the Lessee or the person named in the agreement as driver shall always request onsite police action and shall provide the Lessor with the protocol thereof, as well as all resolutions made during the procedure, and the European accident report form filled in properly and completely and signed by the parties to the accident without undue delay. The accident report form must, in all cases, include the acceptance of liability of the party causing the accident. In case of accidents outside the territory of Hungary, the Lessee shall obtain the insurer's valid confirmation of coverage of the parties to the accident in addition to the above. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.

2. Lessee's rights and obligations in case of an accident or damage, coverage for damages

In case of an accident or any damages to the rental vehicle (e.g. theft, vandalism), the Lessee or the person named in the agreement as driver shall inform the Lessor and the police thereof immediately or within 24 hours the latest, and shall also have the names, home addresses and phone numbers of witnesses of and persons involved in the accident and/or damage recorded in a protocol. The Lessee or the person named in the agreement as driver shall not hand over any statement of damage to third parties instead of the Lessor, or shall not make any statements of confirmation on behalf of the Lessor; the required rescue measures and repair actions will, in every case, be initiated by the Lessor. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.

If the rental vehicle is immobilised, the Lessee or the person named in the agreement as driver shall have the rental vehicle transported to the nearest safe storage facility as instructed by the Lessor and shall arrange for the safeguarding of the rental vehicle prior to that. In the event of a breach of this clause, the Lessee shall be liable for compensation for all damages caused by the breach of this agreement.

If the damage is not caused by the Lessee wilfully, the Lessee, in case of breakage, shall be liable for damages up to the amount of the excess as specified in the rental agreement with the exceptions set forth by the rental agreement. If it is economically worthwhile to repair the vehicle, repair costs are established based on the quotation of the repair service chosen by the Lessor which is prepared on the basis of an AUDATEX system calculation. If, on the basis of the quotation, the expected repair costs exceed 65% of the vehicle's market value at the time of the damage and it is not economically worthwhile to repair the vehicle (total loss), the amount of the damage to the vehicle shall be established pursuant to the vehicle's year of manufacture as a difference between the market value listed by EUROTAX at the time of damage and the wreckage value. Wreckage value is established on the basis of the highest of at least three market purchase offers obtained by the Lessor for the salvage.

In case of damage caused intentionally, the Lessee shall cover the full extent of damages.

The Lessee shall always compensate in full for damage to the wheels, tyres, suspension, chassis, exterior mirrors and antennas, as well as non-accidental damage to the interior and luggage compartment of the rental vehicle, except for damage covered by the Glass Breakage and Pothole Damage Protection service, provided that the Lessee has purchased that service. The Lessee shall assume full liability for damages if the rental vehicle was driven under the influence of alcohol, narcotics, drugs or other mind-altering substances, if the rental vehicle was driven by someone else other than the person named in the agreement as driver, in case of damages occurring due to the decrease in level or the leakage of coolants or engine oil or if the damage occurred due to sporting or testing activities or when towing another vehicle. The Lessee shall assume full liability for damages if he/she fails to return the registration or the keys to the rental vehicle, or if the keys to the rental vehicle have been duplicated.

If the rental vehicle is stolen or carjacked (jointly referred to as theft), the Lessee shall reimburse the market value of the vehicle at the time of the damage as listed by EUROTAX pursuant to the vehicle's year of manufacture unless otherwise agreed upon by the parties in the rental agreement. If the parties agreed otherwise in the rental agreement in relation to theft, the Lessee shall be liable for damages up to the amount of the excess as specified in the rental agreement with the exceptions set forth by the rental agreement. Lessee shall acknowledge that the Lessor will have the keys to the vehicle inspected by an expert in case of theft.

If, in connection with any damage event, the insurer does not compensate the damage in whole or in part, the Lessee shall be liable for the uncompensated damage in accordance with the provisions of these General Terms and Conditions, the individual rental agreement and the applicable laws.

If the Lessee breaches any provision of the rental agreement, the parties' agreement limiting the Lessee's liability (partial or full excess waiver) may cease to apply, and the Lessee may be required to compensate for the damage in full. The excess waiver shall not apply to a particular damage event if the Lessee has breached an obligation and that breach is causally connected with the occurrence or extent of the damage.

The Lessee shall pay to the Lessor all penalties and fines imposed for traffic violations, parking fees, road tolls, surcharges, and the costs of any expert opinions required for any reason, together with a net administration fee of HUF 12700 payable on each occasion.

3. GPS tracking and liability

The Lessor equips every rental car with a GPS tracking device to monitor contractual use and ensure compliance with the rental conditions. By taking over the rental car, the Lessee acknowledges and agrees that the following events concerning the rental car will be monitored by the Lessor:

- Use on motorways: the Lessee must inform the Lessor at the time of taking over the rental car or at the latest before the start of the use on motorways that he/she intends to use the rental car on motorways. In this case, the Lessor shall be responsible for obtaining a valid motorway vignette. If the Lessee does not inform the Lessor in due time that he/she will use the rental car on the motorway, this constitutes a breach of agreement and the Lessor shall be entitled to charge the Lessee for the fees and surcharges incurred.
- Travel abroad: the Lessee must inform the Lessor in advance of his/her intention to use the vehicle abroad. The Lessor shall determine the conditions for use abroad and, where necessary, arrange for the procurement of the required documents, the use of relevant services and the taking out of any insurance that may be required. Failure to do so is considered a breach of agreement, in which case the Lessor shall not be liable for any damages incurred and the Lessee shall bear full liability.
- Speeding and improper use: when using a rental car, the Lessee must comply with the KRESZ (Hungarian Road Traffic Regulations). The Lessor shall be entitled to determine improper use (e.g. repeated or serious speeding) based on GPS data. Speeding or improper use constitutes a breach of agreement, in which case the Lessor shall be entitled to charge the Lessee a separate fee or terminate the agreement with immediate effect and repossess the rental car.

In the event of a breach of agreement as provided for in this clause, the Lessee shall pay the Lessor liquidated damages in the amount of EUR 100 per breach of agreement, and, furthermore, shall reimburse the Lessor for all costs incurred as a result of the breach of agreement, as well as for any damage to the rental car for any reason whatsoever or any damage incurred by the Lessor.

The data recorded by the GPS system may only be used for the above contractual purposes and will be treated confidentially by the Lessor in accordance with the applicable data protection legislation.

4. Documentation and accounting of damages

The Lessor uses a digital platform provided by a third party service provider (hereinafter referred to as "Digital Damage Assessment System") to track and document damage to rental cars, which records the condition of the rental car in the form of an electronic status sheet at the time of rental and return. The status sheet generated by the system includes the previous condition of the rental car and any damage that may have occurred since then.

The Lessee acknowledges that the data recorded by the Digital Damage Assessment System shall be the basis for the settlement of accounts between the parties. On the basis of the status sheet generated by the system, the Lessor shall be entitled to claim compensation from the Lessee for any damage caused to the rental car for which the Lessee is responsible. By taking over the rental car, the Lessee expressly accepts the use of this system and its status sheet as authentic documentation.

The Lessor reserves the right to replace the Digital Damage Assessment System at any time. Replacing the system shall not affect the validity of the settlement rules set out in this clause.

5. When taking over the rental car, the Lessee shall provide contact details—at least a telephone number and an e-mail address—at which the Lessor can reach the Lessee at short notice. If the Lessor is unable to contact the Lessee using the details provided, the Lessee shall bear all resulting costs.

VI. Malfunctions of the rental vehicle

1. In the event of any malfunction of the rental car, the Lessee shall notify the Lessor without delay. This obligation also applies to any malfunction of the odometer. If the Lessee fails to notify the Lessor, or if the odometer seal is damaged or the odometer mechanism is disabled or switched off in any way, the Lessee shall pay, as a contractual penalty, an amount equal to twice the rental fee for the entire rental period.

2. No repair or other intervention may be carried out on a malfunctioning rental car without the Lessor's consent. If the rental car becomes immobilised, the Lessee shall have it transported, in accordance with the Lessor's instructions, to the nearest secure storage location and shall safeguard it until it is transported. If the Lessee breaches this clause, the Lessee shall compensate the Lessor for the full amount of damage caused by the breach.

3. If the Lessor consents to the Lessee arranging the repair, the Lessee shall provide the Lessor with the invoice issued by a professional repair shop in the Lessor's name and to the Lessor's address, together with all replaced parts. If the Lessee fails to do so, the Lessor shall not reimburse the repair costs. The Lessee acknowledges that the Lessor shall bear the repair costs only where the malfunction occurred during the proper use of the rental car, provided that the Lessee has fully complied with all provisions of the rental agreement, and only to the extent required for road and operational safety. In the event of a malfunction of the rental car, the Lessor excludes liability for any direct or consequential damage or costs arising because, due to the malfunction, the Lessee missed a deadline, performed an act or made a statement late, or failed to perform an act or make a statement.

4. The Lessor undertakes to repair within 24 hours a rental car located in Hungary that has malfunctioned during proper use. If this is not possible, the Lessor may provide a replacement car within a further 24 hours.

5. The Lessor undertakes to reimburse the cost of transporting a rental car that has become inoperable outside Hungary during proper use to the professional repair shop nearest to the place of the malfunction. The Lessor may provide a replacement car for the duration of the repair.

VII. Privacy Policy

The Lessee or the person named in the agreement as an authorised driver accepts the Lessor's privacy notice concerning the processing of personal data. These GTC set out in particular the provisions of the privacy notice relating to car bookings and to the conclusion and performance of rental agreements, as well as the rules applicable to other processing activities arising in connection with these GTC.

1. Personal data provided upon the conclusion of an agreement

The purposes of data processing are: concluding and performing the rental agreement; identifying the customer; issuing invoices and complying with accounting obligations; and enforcing any claims arising from breach of agreement.

Legal basis for data processing:

- Lit. b) Paragraph (1) Article 6 of the GDPR for the purposes of concluding the rental agreement ("data processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract");
- Lit. b) Paragraph (1) Article 6 of the GDPR for the purposes of performing the agreement ("data processing is necessary for the performance of a contract to which the data subject is party");
- Lit. c) Paragraph (1) Article 6 of the GDPR for the purposes of issuing an invoice and fulfilling accounting requirements ("data processing is necessary for compliance with a legal obligation to which the controller is subject");
- Lit. f) Paragraph (1) Article 6 of the GDPR for the purposes of enforcing claims arising out of breaches of contract ("data processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party").

Personal data processed by the controller are the data subject's name, e-mail address, telephone number, home address, mother's birth name, place and date of birth, bank card number, driving licence number and expiry date, and identity card or passport number.

The data subjects are the Lessee and, if another person drives the rental car, the person named in the agreement as an authorised driver.

Data retention period:

- 2 months following the termination of the agreement for the purposes of concluding and performing the rental agreement;
- 8 years for the purposes of issuing the invoice and complying with accounting obligations;
- 5 years after the termination of the agreement (statute of limitations) for the purpose of enforcing claims arising from breach of agreement.

2. Personal data provided upon booking a car via the website

The purpose of data processing is to provide personalised service to data subjects and to enable car bookings in the controller's system through the website operated by the controller.

The legal basis for data processing for the purpose of concluding the rental agreement is Lit. b) Paragraph (1) Article 6 of the GDPR ("data processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract").

The personal data processed by the controller are the data subject's name, e-mail address and telephone number.

The data subject is the person making the booking.

Retention period: the controller retains the personal data provided until the rental agreement is concluded. If the booking does not result in the conclusion of a rental agreement, the controller retains the personal data for 30 days from the failure of the booking or from the last activity in an abandoned booking process, and then deletes them.

3. Data processing when using the GPS tracking system

The purpose of data processing is to monitor the proper use of rental cars, to verify compliance with contractual obligations (e.g., motorway use, travel abroad, speeding), and to pass on costs in the event of violations.

The legal bases for data processing are, first, point (b) of Article 6(1) of the GDPR ("data processing is necessary for the performance of a contract to which the data subject is party") and, second, the controller's legitimate interest in monitoring the proper use of the rental car and passing on costs, pursuant to point (f) of Article 6(1) of the GDPR.

The personal data processed by the controller are: identification data relating to the Lessee (e.g. name and rental identifier), identification data of the rental car, and location and movement data recorded by the GPS tracking system, in particular the vehicle's location, the time of data recording, the route travelled and speed data.

The data subjects are the Lessee and, if another person drives the rental car, the person named in the agreement as an authorised driver.

Retention period: the controller retains tracking data for a maximum of 30 days. If the data are required to investigate a suspected breach of agreement, enforce a claim or resolve a legal dispute, the controller retains only the data relating to the matter until the investigation, enforcement of the claim or legal dispute is finally concluded, but no longer than the expiry of the limitation period applicable to the relevant claim.

Data transfers and processors: the controller transfers data to authorities (e.g. the police or tax authorities) where required by law or pursuant to an official decision, and to insurers for claims settlement purposes on the basis of the controller's legitimate interests.

4. Data processing when using the Digital Damage Assessment System

The purpose of data processing is to document the condition of the rental car and any damage, to establish and settle the damage in accordance with the law, and to prevent and settle disputes.

The legal bases for data processing are, first, point (b) of Article 6(1) of the GDPR ("data processing is necessary for the performance of a contract to which the data subject is party") and, second, the controller's legitimate interest in documenting, lawfully establishing and settling damage, enforcing related claims, and preventing and resolving disputes, pursuant to point (f) of Article 6(1) of the GDPR.

The personal data processed by the controller are: identification data relating to the Lessee (e.g. name and rental identifier), identification data of the rental car, and data recorded in the status sheets and photographs documenting the condition of and damage to the rental car, including the time when the photographs were taken.

The data subjects are the Lessee and, if another person drives the rental car, the person named in the agreement as an authorised driver.

Retention period: the controller retains the status sheets, photographs and related data concerning damage for 5 years from the termination of the rental agreement. If a claim is enforced or a legal dispute is initiated in connection with the data within that period, the controller retains the relevant data until the proceedings or the legal dispute are finally concluded.

Data transfers and processors: the Digital Damage Assessment System is provided by an external service provider acting as a data processor on behalf of the controller. The controller ensures that the processor acts solely in accordance with its instructions and complies with the GDPR.

VIII. Final provisions

These GTC shall be effective from 1 October 2026 and apply to agreements concluded thereafter. Agreements may be concluded in Hungarian or English. The Lessor is entitled to amend these GTC. The Lessor shall publish the amended GTC on its website, and the amended GTC shall apply only to agreements concluded after publication. The amendment shall not affect agreements already concluded, unless its application is required by a mandatory provision of law. Matters not regulated by these GTC shall be governed by Hungarian law, and disputes shall be subject to the jurisdiction of the Hungarian courts.

SUMMARY OF COVERED DAMAGES

Effective from 1 October 2026

AVALON Car(e) Services Korlátolt Felelősségű Társaság hereby provides a clear summary of the damage coverage options available when renting a vehicle, their benefits, and the types of damage covered by each option.

Types of coverage for damages	What kind of damages are covered?	What kind of damages are not covered?
Third party liability insurance (in Hungarian: KGFB)	A compulsory insurance required by law that provides coverage for personal injury caused by the Lessee to third parties and for damage caused to third-party property. In the event of a damage event involving compulsory motor third-party liability insurance, the user shall cooperate during and after the damage event and provide all information and documents required for the settlement of the claim. If this obligation is breached, the Lessee shall be liable in accordance with these General Terms and Conditions, the individual rental agreement and the applicable laws.	The theft or attempted theft of the rental vehicle. Collision damage to the rental vehicle resulting from a damage event caused by the Lessee. The theft of personal belongings left in the vehicle. Injury to or death of the driver. Damage, breakdowns and costs resulting from misfuelling or the use of incorrect fuel.
Coverage for breakage and theft	In the event of collision or theft damage resulting from the Lessee's own fault, it provides coverage for damage to the rental vehicle, except for the amount of the excess. The amount of the excess payable per damage event in the event of collision or theft damage is always specified in the individual rental agreement. In the event of theft, the value of the vehicle shall be determined on the basis of its year of manufacture and its market value at the time of the damage event according to the EUROTAX valuation, unless otherwise agreed by the parties in the individual rental agreement.	It does not provide coverage for damage to the wheels, tyres, rims, suspension, chassis, exterior mirrors or antenna, or for non-accidental damage to the interior or luggage compartment of the rental vehicle. An exception applies to damage covered by the Protection in case of glass breakage and pothole damage service, provided that the Lessee has purchased that service. It does not provide coverage if the Lessee fails to take appropriate measures to protect the vehicle against theft, including, in particular, if the Lessee fails to lock it when not in use, leaves valuables in it, or fails to exercise due care when leaving the vehicle unattended. It does not provide coverage if the Lessee leaves the rental vehicle's key or documents in the vehicle and is therefore unable to hand them over to the Lessor following a theft.

Types of coverage for damages	What kind of damages are covered?	What kind of damages are not covered?
Collision Damage Waiver (CDW)	By selecting the partial excess waiver (CDW), part of the excess payable by the Lessee for each damage event is waived. The amount of the excess remaining payable per damage event for collision or theft damage when CDW is selected is always specified in the individual rental agreement. The remaining excess for collision damage may be waived in full by selecting SCDW, subject to its terms. The remaining excess for theft damage cannot be waived even when SCDW is selected.	Damage, breakdowns and costs resulting from misfuelling or the use of incorrect fuel.
Super Collision Damage Waiver (SCDW)	By selecting the full excess waiver (SCDW), the entire excess payable by the Lessee for collision damage is waived, reducing the Lessee's financial liability to zero, subject to the exceptions specified in the rental agreement. In the event of theft, the excess cannot be waived even when SCDW is selected. In the event of theft, the amount of the non-waivable excess payable per damage event is always specified in the individual rental agreement.	
Protection in case of glass breakage and pothole damage	It provides coverage, without an excess, for breakage damage to the rental vehicle's windscreen and for damage to the tyres, rims and suspension caused by driving into a pothole during normal use.	It does not provide coverage for damage to the mirrors, other breakable exterior parts or the antenna, for breakdowns resulting from the use of incorrect fuel, or for damage to the interior of the rental vehicle.