

Terms and Conditions of use and service

Legal information:

In accordance with the provisions of Article 6 III 1 ° of French Law No. 2004-575 of 21 June 2004, we inform you that:

- the present website is published by Getaround, a simplified joint-stock company with a capital of 1,231,662.50 euros euros, registered with the Paris Trade and Companies Register under number B 522 816 651, having its registered office at 35 rue Greneta, 75002 Paris (France) (hereinafter "Getaround");
- the director of the publication of the website is Simon Baldeyrou acting as President;
- the hosting company is Amazon Web Services, Inc - P.O. Box 81226 - Seattle, WA 98108-1226 - USA;
- this website was developed by Getaround.

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Thank you for using Getaround! We're so happy to have you as members of our community which helps bring fresh air to cities with convenient access to shared cars nearby.

Please read these terms and conditions of use and service (the "Terms") carefully. They contain important information regarding the Users' rights and obligations, as well as restrictions and exclusions. These Terms constitute the Parties' entire agreement regarding the Services at the time the User accesses and uses them, unless said otherwise in another agreement signed with Getaround. These Terms cancel and replace all previous versions.

These Terms constitute a legally binding agreement ("Agreement") between you and Getaround (as defined below) governing your access to and use of the Getaround website ("Website"), our mobile, tablet and other smart device applications (collectively, "App") and all associated services (collectively "Services"). The Website, App and Services together are hereinafter collectively referred to as the " Platform". Users acknowledge that they have received all necessary information and technical features prior to accessing and using the Services.

Getaround provides a business networking platform that matches Users looking for a Vehicle to rent with Users wishing to rent out their vehicle. Getaround is an intermediary and is in no manner a party to the rental transaction concluded between the Car Owners and the Renters. Getaround does not rent out Vehicles either by the Website, the App, the Services, or by any other means, and has no activity other than that of connecting Users to each other for the purpose of Vehicle rentals.

Getaround provides its Users with business networking tools. These tools enable members to upload content, communicate with other Users, and make informed decisions about renting out their vehicles, or renting the vehicle of another User. Getaround's collection and use of personal information in connection with the access to and use of the Platform is described in our [Privacy Policy](#).

The Rentals are governed by the present Terms and are completed by the Rental Agreements, as further described in the Terms. Only by complying with the Terms together with the Rental Agreement can Users benefit from the Services offered by Getaround.

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1. Definitions

« **Account** » refers to the section named “My Account” on the Website and App, and in which all Users must indicate some personal information to access and use the features of the Platform, such as listing or renting a Vehicle. It is the private area of the Website reserved for each User upon accepting the Terms ;

« **App** » refers to the Getaround application downloaded by the Users on their mobile phone (whether Android or iPhone) in order to use the Services;

« **Booking** » refers to the request for reservation of a Vehicle made by a Renter through the Website or the App ;

« **Car Owner** » refers to a legal or natural person wishing to rent out a Vehicle without a driver to a Renter via the Website or the App ;

« **Connect Device** » refers to the telematic device that Getaround can install in certain Vehicles listed on the Platform, which allows the Vehicle door locking and unlocking through a Smartphone, and registers information regarding certain events at check-in and check-out and during the Rental (including but not limited to mileage, fuel level, engine ignition changes...);

« **Excess** » refers to the agreed amount of money the Renter will pay in case of damage caused to the Vehicle. It is also often called « deductible ». The Renter can pay a given sum to reduce the Excess amount ;

« **Getaround** », « **we** », « **us** » or « **our** » refers to Getaround SAS, a simplified public corporation with a capital of 1,231,662.50 euros whose registered office is located at 35 Rue Greneta, 75002 Paris, France, listed with the Paris Trade and Companies Registry under number 522 816 651 ;

« **Insurance** » refers to the insurance covering the Rental of Vehicles between Car Owners and Renters. Insurance is provided by an insurance company selected by Getaround for the Users ;

« **Listing** » or « **List** » refers to the Car Owners’ advert on Getaround containing images of their Vehicle/s and relevant information of the Rental via the Website or the App ;

« **Platform** » refers collectively to the Website, the App and the Services;

« **Rental** » refers to the rental of a Vehicle made through the Platform;

« **Rental Agreement** » refers to the check-in check-out information, whether completed through the App or on a paper form generated when the Rental is confirmed (paid by the Renter);

« **Renter** » refers to an individual wishing to rent and be the main driver of a Vehicle for a short period;

« **Roadside Assistance** » refers to services to assist the Renter when the Vehicle has suffered a mechanical failure or damage during the Rental that makes the Vehicle incapable of being driven.

« **Services** » refers to all services made available to Users by Getaround when rightfully using the Website and/or the App ;

« **User** » refers to a natural or legal person, whether a Car Owner or a Renter, who has accepted the Terms and is registered on the Website or the App, to benefit from the Services;

« **Vehicle** » refers to a 4-wheel motor vehicle weighing less than 3.5 T, accommodating a maximum of 9 people, under 13 cubic metres in total volume and rented via the Platform. Motor homes are not accepted ;

« **Website** » refers to the websites enabling to access the Services, namely uk.getaround.com, fr.getaround.com, de.getaround.com, es.getaround.com, be.getaround.com, at.getaround.com or no.getaround.com;

Unless the contexts otherwise demands, words importing any gender shall be interpreted to mean any or all genders.

2. Access and eligibility of Users

2.1. Access and creation of Account

In order to access and use the Platform or register an Account, the User must be an individual or a duly organized, validly existing business, organization or other legal entity in good standing under the laws of the country where it is registered and able to enter into legally binding contracts.

Upon registering on the Website/App, the Users create a profile with their name and surname, choose a User name (corresponding to their email address) and a password associated with it (hereinafter referred together as the “**Login**”).

The Login is personal, confidential and non-transferable. If the User’s Login has been lost or disclosed, the User must promptly inform Getaround, who will then cancel and/or immediately update the Login.

Until Getaround has been notified of the loss or disclosure of Login details, or of the account having been accessed by a third party, the User shall be entirely liable for any use made of it. This is unless a security breach is attributable to Getaround, or in case of force majeure.

2.2 Eligibility conditions applicable to the Users

The Service is only accessible to and can only be used by registered Users on the Website or the App, providing such Users fulfill the following conditions. Both Car Owner and Renter must have accepted these Terms.

It is specified that Vehicles may not be rented on the Website between Users having a family relationship (parents, grandparents, children, siblings, grandchildren etc.) or living in the same household.

a) Conditions applicable to the Car Owners

- Must be at least 18 years old (21 years in the UK);
- Must be registered on the Website under their true identity and provide their true home address;
- Must provide a telephone number where they can be reached (prepaid SIM cards are not allowed);
- If the Car Owner is registered on the Platform as a private individual (“Private Car Owner”), he/she may not use the Service for professional or commercial purposes (In the UK, a private individual cannot list more than 2 Vehicles, and not more than 1 Vehicle in Austria.);
- If the Car Owner is registered on the Platform as a professional (because listed on a Trade and Company register as a vehicle rental company, hereafter “Professional Car Owner”), he/she must fill in all the information relating to his/her business on the Website or the App (company name, national/organization number¹, address, phone, etc.);
- Must have had no personal bankruptcy and no CCJs within the last 3 years in the UK;
- May not create several Getaround profiles or more than one Listing for the same Vehicle on the Website/App;
- May only offer Vehicles for rent that they own and will continue to own during the entire Rental period, except if they have a written authorisation from the owner of the Vehicle. Car Owners who rent out a Vehicle that they have through a leasing agreement shall make sure they are authorized by their leasing company to rent out the Vehicle, and Getaround will consider them as being the owner of such Vehicle;
- May only rent out Vehicles that are in compliance with laws and regulations, Vehicles must be regularly maintained and serviced according to the manufacturer’s recommendations, and have all the required safety equipment in the country of registration (such as summer and winter wheels and studded tyres in Norway, Sweden and Finland). All of the Vehicle’s equipment must, to the best of the Car Owner’s knowledge, be in good working order, including tyres, brakes, headlights, other lights, steering, and seat belts, with any tolling device removed when the car is rented on Getaround (except in Norway where the tolling device shouldn’t be removed).
- May only rent out Vehicles that are up-to-date with their technical inspection²; If a Vehicle is awaiting a follow-up inspection, the Getaround Service will not consider it to be up-to-date with its technical inspection, and it cannot be rented out via Getaround, even if it may be driven legally;
- May only rent out Vehicles with no malfunction that could affect expected and/or normal enjoyment when renting (e.g. broken air conditioning, blocked window);
- May only rent out Vehicles that have the mandatory annual insurance coverage in the country where the Vehicle is rented, with at least third-party insurance (see Article 9 below for more details);
- May only rent out Vehicles for which the Car Owner possesses at least two sets of door and ignition keys;
- Must provide true, accurate, complete and current information in their Listing;

¹ NIF in Spain, SIREN in France, UID-Nummer in Germany or Austria, RPR / RPM in Belgium, National Number in the UK, organization number in Norway

² *Contrôle technique* in France, *Contrôle technique* or *Autokeuring* in Belgium, *MOT* in the UK, *Hauptuntersuchung* in Germany, *§57a-Begutachtung* in Austria, *Inspección Técnica de Vehículos* in Spain, *“EU-kontroll”* in Norway

- Must not have been the subject of serious and/excessive complaints from other Users or Getaround.

b) Conditions applicable to the Renters

- For all categories of Vehicles, must not be more than 69 years old in the UK;
- Must be registered on the Website under their true identity and provide their true home address;
- Must provide a telephone number where they can be reached (prepaid SIM cards are not allowed);
- May not create multiple Account profiles on the Website;
- Must hold a driving license that is valid in the country where the Vehicle is rented, and have held it for at least the following number of uninterrupted years in countries other than Norway (considering that in case of discrepancy, these rules prevail over the minimum age mentioned above) and must not have had their driving license revoked within the past two years:
 - “Eco category: Renter must have more than 2 years of driving history in all countries
 - “Comfort” category: Renter must have more than 5 years of driving history in France (2 years in other countries)
 - “Premium” category: Renter must have more than 7 years of driving history in France (3 years in other countries)
- Must have a valid means of payment at the time of the Rental booking and until the end of the Rental;
- Must not have defaulted on any payments, or refused any payment, under their obligations pursuant to the Terms applicable upon a previous Rental;
- Must not have committed any road traffic offenses with a Vehicle rented through the Website, leading to more than two fines or one misdemeanor;
- Must not have been held liable for a road accident under civil or criminal law in the past two years;
- Must not have had their automobile insurance coverage denied or canceled within the past three years;
- Must not have been the subject of a complaint from other Users or Getaround regarding the User’s behavior (notified in the reviews publicly posted on the Platform, or in the private reviews sent between the Users at the end of a Rental, or in case of complaints sent by a User to Getaround);
- Must not be medically unfit to drive;
- Must be and remain the main driver of the Vehicle. Except for Vehicles registered in the UK (where secondary drivers are not allowed), secondary drivers are allowed so long as they meet the same conditions as the Renter (i.e. main driver) and will be subject to the same verification as the Renter with the exception of Bisnode credit check. Anyone not meeting these requirements will not be covered under the Insurance.
- If Renter has a foreign driving license, provide the additional documents listed in the Help Center at uk.getaround.com/help/articles/317a20676cc3.
- For Rentals of Vehicles equipped with the Connect Device, and all Rentals in Norway, must:
 - have a Smartphone with a data connection;
 - in the UK, also provide personal details to check license history with the DVLA (National Insurance Number, postcode, license number).

c) Cases of exclusion of a User from the Services

In particular, will be denied access to the Services the Users who:

- do not comply with the Terms;
- provide false information on their Account. In such case, Getaround may immediately suspend and/or restrict access to the Platform, without notice or compensation, and the insurance coverage provided for under Article 9 may be denied. The User agrees to provide all of the supporting documents required by Getaround upon the latter's request, and undertakes to regularly update their information;
- display inappropriate or disrespectful behavior towards other Users or Getaround Staff ;
- engage in criminal behavior on, or use in a fraudulent manner, the Website, the App or the Services;
- bypass the Website (i.e. try to make a Rental directly with the Car Owner without using the Platform);
- are in debt to Getaround.

In addition, non-Connect Vehicles who reach a mileage of 250 000 kilometers (150 000 miles in the UK), and/or are 16 years old according to the registration card for France, Spain, Germany, Austria, Norway and Belgium (12 years for the UK), will be excluded from the Listing on the Platform.

Getaround reserves the right to accept or refuse any registration on the Website/App at its sole discretion, and without justification, and to suspend and/or remove the Account of any User who does not comply with these Terms.

Getaround also reserves the right to refuse, withdraw, or restrict access to a Car Owner if he/she excessively cancels the Rental requests.

Finally, Getaround reserves the right to exclude from the Platform a Renter who is found liable (i.e. the damage is caused by the Renter himself/herself) of 2 accidents or more during the last 12 months.

Any breach of these obligations may lead to non-payment of outstanding amounts foreseen in Rentals, by way of compensation.

3. Vehicle Listings

3.1 General rules

To List a Vehicle, the Car Owners must fill in on the Website/App several information about the Vehicle, including its location, age, characteristics and availability, as well as its Rental Price.

The Car Owner can add specific rules and conditions for the Rental of their Vehicle(s), provided:

- they concern the minimum age and/or the number of years the Renter has had his/her license, and/or the prevention to smoke in the Vehicle and/or use it to carry animals and/or a maximum duration for the Rental. Car Owners can also reiterate conditions that are indicated in the present Terms;

- they do not consist in an unjustified discrimination or a condition contrary to an applicable law or to the present Terms.

Renters can only rent Vehicles in accordance with the information mentioned in the Listing. Users understand and accept that they cannot demand a different price than that stated in the Listing.

Car Owners acknowledge that they are fully responsible for the Listings they publish. Users acknowledge that they are fully responsible for their actions and oversights, and therefore declare and warrant that no Listings or Rentals of listed Vehicles violate any of the rules in force or agreements with third parties. Getaround cannot be held liable for the violation of any agreement made between the Car Owner and a third party, any breach of the Car Owner's obligations to third parties, or any violations of applicable laws, rules and regulations.

Getaround reserves the right to refuse, exclude temporarily or permanently any Vehicle that does not comply with the Terms.

3.2 Instant Booking

The Car Owner can specify in its Listing that the Vehicle benefits from the Instant Booking reservation system (except for Vehicles using the Connect Device, for which Instant Booking will be automatically activated). It enables the Renters to obtain immediate acceptance of their Rental request for a Vehicle without waiting for the Car Owner to consult the request and expressly accept it. Besides this specificity, the Car Owner remains bound by all obligations set in these Terms.

3.3 Eligibility conditions applicable to the Vehicles

To be listed on the Website/App, Vehicles must comply with all of the following conditions:

- weigh less than 3.5T;
- have a size/volume up to 13m³ (except in the UK);
- be left-hand wheeled (outside of the UK);
- for Vehicles equipped with the Connect Device, have a mileage of less than 150 000 kilometers (80 000 miles in the UK) at the creation of the Listing;
- for non-Connect Vehicles, have a mileage of less than 200 000 kilometers (130 000 miles in the UK) at the creation of the Listing;
- for Vehicles equipped with the Connect Device, be strictly less than 11 years old according to the registration card for France, Spain, Germany, Austria, Norway and Belgium (strictly less than 8 years for the UK);
- for non-Connect Vehicles, be strictly less than 15 years old according to the registration card for France, Spain, Germany, Austria, Norway and Belgium (strictly less than 10 years for the UK);
- have 4 wheels (two- or three-wheeled Vehicles are not allowed);
- be able to carry a maximum of 9 persons including the driver (buses are not allowed);
- be registered in the country where it is offered for rent and not be registered under a diplomatic or consular plate;
- have a current value below £40,000 in the UK / below €50,000 in other countries (except in Norway where no restriction is applied);
- have a final/permanent registration certificate (a provisional registration certificate does not allow to rent out the Vehicle on the Platform);
- be a passenger Vehicle (in France, the mention VP or CTTE must be on the registration card) or a light commercial vehicle (except in the UK);

- except in the UK, have an accident statement form in the Vehicle;
- Vehicles registered in France must have a fiscal power of less than 14 horsepowers and the total weight of their trailers must be less than 750kg;
- For Vehicles registered in the UK:
 - Be right-hand wheeled
 - Only vehicles below or equal ABI Group 36 are allowed
 - Minibuses and commercial vans are not allowed
 - Vehicle does not qualify, at any point, as an insurance write off under any category (A, B, C, D, N and S), meaning the cost to repair the Vehicle exceeds its remaining market value as established by an expert;
 - the Vehicle isn't under outstanding financing according to www.hpi.co.uk

In addition, the listing of Vehicles may be rejected for legitimate reasons due to their excessive insurance risk (e.g. significant engine horsepower).

Getaround reserves the right to accept or reject a Vehicle for technical reasons (Vehicle age, mileage, value or obvious decrepit state).

In all countries, Vehicles are divided into three categories (Economy, Comfort, Premium) depending on model and age (and horsepower as well in Norway). Most Vehicles belong to the Economy category, whilst the Comfort, Premium categories are reserved for high-end Vehicles. Different levels of access and Excess may apply depending on categories, which will be detailed under the description of the Vehicle during their Booking.

3.4 Listing ranking

Listings are ranked via an automated algorithm with the objective that Renters find the Vehicle corresponding to their needs in an optimal way. Each ranking will be different for each search carried out given several criteria: attractiveness of the listing (estimated via the number of Rentals made by the Vehicle and the number of times the Listing has appeared in the Renter's searches, proximity of the parking address, novelty of the listing, duration of the Rental selected by the Renter, the Car Owner's acceptance and cancellation rate and responsiveness in accepting Rentals).

This ranking system is independent of any contractual relationship between Getaround and Car Owners. In other words, a Car Owner cannot pay or modify the percentage of their commission in order to improve the ranking of their Listings.

4. Getaround Connect Service

Getaround offers to equip one or more of the Car Owner's Vehicles listed on the Website/App with the Connect Device.

The "Getaround Connect" Service offered by Getaround to Car Owners provides the installation of the Connect Device in the Vehicle, enabling the Car Owner to manage the check-in and check-out process of the Vehicles without having to physically meet the Renter.

The Getaround Connect Service provides the Renter:

- An interface to establish the Vehicle's condition upon check-in at the beginning of the Rental;
- An interface to unlock the Vehicle upon the start of the Rental;
- An interface to lock the Vehicle upon the end of the Rental;

- An interface to establish the Vehicle's condition upon check-out at the end of the Rental.

There is no minimum time commitment required from the Car Owner to have a Vehicle equipped with the Connect Device. The Connect Device does not bring additional responsibilities to Getaround (notably in terms of Identity Verification as detailed in Article 5 below).

The Getaround Connect service is integrated with and inseparable from the Website/App, and is further described in the following links:

For France and French-speaking Belgium: fr.getaround.com/connect-propietaire

For Germany: de.getaround.com/connect-autobesitzer

For Spain: es.getaround.com/connect-propietario

For Flemish-speaking Belgium: be.getaround.com/connect-eigenaar

For the UK and the English-speaking international version: uk.getaround.com/connect-owner

For Norway: no.getaround.com/connect-bileier

The monthly subscription costs charged to the Car Owners to have the Connect Device equipped in their Vehicle are the following (including VAT or other applicable taxes, if any):

	For Vehicles registered in the UK	For Vehicles registered in France, Germany, Spain, Austria and Belgium	For Vehicles registered in Norway
Monthly subscription for the first equipped Vehicle	£17	€19	190 kr
Monthly subscription for any additional equipped Vehicles	£17	€19	190 kr

The monthly subscription costs for the Connect Device are deducted from the Car Owner's Payout. If the Car Owner has not made any Rentals during one or several months, the subscription costs are carried over and applied to the first following month during which (a) Rental(s) is/are made. If the Car Owner Payout is less than the total subscription costs that are due by the Car Owner to Getaround, the subscription costs are deducted up to the amount of the Car Owner Payout and the remaining subscription costs due are carried over again.

To cover months during which the Car Owner might not make any Rental, the Car Owner shall provide his/her bank account details and sign the Direct Debit Mandate ("*Mandat de prélèvement SEPA*"), except in Norway where the subscription costs are invoiced to the Car Owner. That Mandate allows Getaround to debit the Car Owner's bank account for the monthly subscription costs of the Connect Device and any associated fees and penalties applicable that month.

4.1. Eligibility to Connect Device installation

The Car Owner may verify the eligibility of his/her Vehicle for the installation of the Connect Device in his/her Vehicle at <https://uk.getaround.com/connect-owner>, notably regarding the age, mileage and location of the Vehicle. Various information is requested in that form, including the Car Owner's telephone number to be contacted.

If the Vehicle is eligible, an appointment will be taken with the Car Owner for the installation of the Connect Device. If the Vehicle is not eligible, the Connect Device will not be installed and the Car Owner cannot require any kind of compensation in that regard.

If the eligibility of the Vehicle is uncertain, the Car Owner will be notified by email that additional information is required. If eligibility is confirmed by Getaround based on the additional information received, an appointment will be taken with the Car Owner for the installation of the Connect Device.

If the Car Owner provides false information about the state or the characteristics of the Vehicle and the Vehicle is unfit for the Connect Device according to the criteria mentioned above, the Car Owner will be charged an appointment cancellation fee, as defined in Article 4.5.

4.2. Installation of the Connect Device

As a general commercial policy, Getaround fully waives the installation fees due for the Connect Device.

Getaround reserves the right to not waive these fees in specific cases. When not waived, the installation costs of the Connect Device are the following:

	For Vehicles registered in the UK	For Vehicles registered France, Germany, Spain, Austria and Belgium	For Vehicles registered in Norway
Connect Installation fees	£150	€150	2,000 kr

The Car Owner undertakes to make his/her Vehicle available for a technician to install the Connect Device according to the agreed appointment, such installation taking a maximum of 4 hours. Installations are scheduled on weekdays, Monday through Friday, from 8 A.M. to 5 P.M. If the installation is canceled by the Car Owner within 2 working days of the agreed-upon appointment, or if the Car Owner doesn't show up to the agreed-upon appointment (hereinafter referred to as "No Show") Getaround will charge an appointment cancellation fee as described in Article 4.5, except with legitimate reason or in case of force majeure justified by the Car Owner.

The Car Owner may be asked to leave his/her Vehicle at a location determined by Getaround (or Getaround's installation partner) for this installation, which the Car Owner accepts.

4.3. Maintenance of the Connect Device

Getaround may require from the Car Owner the maintenance of the Connect Device installed in the Vehicle.

In that case, Getaround's service provider will contact the Car Owner to schedule an appointment. Maintenances are scheduled on weekdays, Monday through Friday, from 8 A.M. to 5 P.M. If the maintenance is cancelled by the Car Owner within 2 working days of the agreed-upon appointment or in case of Car Owner No Show, Getaround will charge the fees described in Article 4.5, except if the Car Owner provides evidence of legitimate cause or a case of force majeure.

4.4. Removal of the Connect Device

- The Car Owner may request the removal of the Connect Device at any time. If the Car Owner has done less than five (5) Rentals since the installation of the Connect Device, the following removal fees shall apply:

	For Vehicles registered in the UK	For Vehicles registered France, Germany, Spain, Austria and Belgium	For Vehicles registered in Norway
Connect removal fees	£100	€100	1,000 kr

If the Car Owner has done at least five (5) Rental, and as a general commercial policy, Getaround fully waives the fees due for uninstalling the Connect Device.

The Car Owner must send a request for removal of the Connect device through a form accessible via his Account on the App or Website. Getaround undertakes to remove the Connect Device from the Vehicle concerned within 30 days of the Car Owner's request.

- Getaround can request the removal of the Connect Device:
 - for Getaround's convenience, without any justification being due to the Car Owner.
 - whenever a Vehicle reaches a certain age or mileage:
 - For France, Germany, Spain, Austria, Norway and Belgium: 12 years old and 200.000 kilometers
 - For the UK: 9 years old or 100,000 miles

In these cases, the removal is free of costs for the Car Owner:

- if the monthly subscription fee is not be paid by the Car Owner and the latter does not regularize the payment due within fifteen (15) days following a notice sent by Getaround (in such case, the penalties according to Article 4.5 below shall apply);
- in case of any kind of misconduct of the Car Owner and/or any kind of behavior prejudicial to Getaround and/or the Renter (in such case, the penalties according to Article 4.5 below shall apply);

The Car Owner will be contacted to schedule an appointment for the removal of the Connect Device, which shall be done within 30 days from Getaround's request.

The Car Owner agrees to set up a removal appointment within 30 days from Getaround's request. If the removal appointment is not made within 30 days of the request and it is attributable to the Car Owner, the monthly subscription will be charged each month until the Connect Device is removed and the penalty indicated in Article 4.5 below will apply against the Car Owner.

In all cases:

- The Car Owner will be charged with the subscription costs for the concerned Vehicle until the following monthly anniversary date of subscription.
- The Car Owner undertakes to make his/her Vehicle available to a technician for the removal of the Connect Device, which takes a maximum of 2 hours. Removals are scheduled on weekdays, Monday through to Friday, from 8 A.M. to 5 P.M.
- The Car Owner may be asked to leave his/her Vehicle at a location determined by Getaround for this removal
- The Connect Owner agrees to respect the appointment with the removal technician. If the removal is canceled within 2 working days of the agreed-upon appointment or in case of Car Owner No Show, Getaround will charge the fees described in Article 4.5.
- If the Vehicle has been permanently immobilized, the Car Owner must notify Getaround and facilitate access to the Vehicle for the removal of the Connect Device.

4.5. Penalties

Penalties can be applied by Getaround if the Car Owner does not respect the agreed-upon installation/removal appointment with the technician, or in case of No Show, or is in breach of its obligations regarding the use of the Connect Device:

	For Vehicles registered in the UK	For Vehicles registered France, Germany, Spain, Austria and Belgium	For Vehicles registered in Norway
Fee for late cancellation or No Show for Connect Installation/Removal	£100	€100	1,500 kr
Fee for late cancellation or No Show for Connect	£50	€50	1,500 kr
Connect Device removal fees (if the Car Owner does not pay subscription fees)	£100	€100	1,000 kr
Penalty for not returning the Connect Device and/or not enabling the removal within 30 days from request, or in case of misconduct	£400	€400	4,000 kr

4.6. Ownership of the Connect Device

The Connect Device is only installed in the Vehicle as a loan, without transfer of ownership. Consequently, the Car Owner may not sell their Vehicle before the Connect Device is removed. Also, the Car Owner may not have the Connect Device removed or handled by a third party. Otherwise, Getaround will charge the penalties indicated in Article 4.5 and applicable for not returning the Connect Device.

4.7. Technical responsibility

Getaround will not be held liable for the breakdown of the Vehicle linked to the Connect Device except in two cases: an immobilizer-linked breakdown or a central lock-linked breakdown.

If the Car Owner considers a breakdown to be attributable to the Connect Device, he/she must provide proof of this (issued by a certified garage/workshop).

In such an event, the Connect Device may only be considered liable for the breakdown of the equipment to which the Connect Device is directly connected, and no other part of the Vehicle.

5. Identity verification

Getaround proceeds with the identity verifications indicated below. However, Getaround does not stand as a guarantor for any User or Vehicle. Users remain responsible to provide accurate information and Getaround does not provide any statement, confirmation or approval concerning Users, their identity or their background.

Users agree that, in the event of damage attributable to another User or a third party, they will only hold liable the party that caused the damage, and take action only against such party. All Users agree to not attempt to hold Getaround liable or take legal action against Getaround for such acts or omissions.

5.1. Verification of the Car Owner's identity

Getaround uses Stripe as its partner to manage financial flows relating to the Rentals. According to customer due diligence imposed to Stripe by the financial and monetary code (hereafter "Customer Due Diligence"), Getaround will conduct an identity check of the Car Owner when the latter has made a cumulative income of €1,000 (£1,000 in the UK and 10 000 kr in Norway) through renting out Vehicles.

In this case, the Car Owner must send to Getaround as soon as possible:

- a valid copy of his/her identity documents (in all countries),
- a copy of the registration certificate of the Vehicle or Vehicles (except in Norway),
- and proof of address dated less than 3 months (in all countries).

The verification of the Car Owner' identity verification will be actioned from the day of reception of documents by Getaround. Payments to the Car Owner will be suspended until the Car Owner's identity has been verified.

For Car Owners in Norway who have a BankID number, Getaround will carry out the verification of their identity via the "BankID verification" before they can start using the

Services. When creating his/her Account, the Car Owner can choose between two options to proceed with the BankID verification:

- via his/her mobile phone:
Once the Car Owner has selected the option to proceed with BankID through mobile, the Car Owner will receive on the mobile phone number indicated in his/her Account profile a text message with a single use code. The Car Owner must indicate such code on the Website/App and his/her personal password to complete his/her identity verification.
- via his/her Code device:
Once the Car Owner has selected the option to proceed with BankID through his/her Code Device:
 - the Car Owner must indicate his/her personal BankID number on the Website/App;
 - he/she will then receive a single use code on the Code Device. The Car Owner must indicate such code and his/her personal password on the Website/App to complete his/her identity verification.

5.2. Verification of the Renter's identity

Getaround is responsible for the verification of the Renters' identity for Vehicles equipped with the Connect Device, for Non Connect Vehicles of Category 3 (i.e. "Premium"), and for all Vehicles registered in the UK and in Norway. The Car owner is sole responsible for the verification of the Renters' identity for all other Rentals.

- a) In all countries and in Norway when the Renter doesn't have BankID:
Such verification consists in obtaining a photo capture (front and back) of the Renter's driver's license, I.D. card (only if the Renter has a paper driving license or a non E.U. driving license), as well as a video of him/her (both taken on mobile) reading a text and turning his/her head. If any of these elements is unclear or unsuitable, additional documents and/or information can be requested by Getaround.
- b) In Norway:
When the Renter doesn't have a BankID, his identity and driving license verification, and credit check, are done as indicated in article 5.2 a).
When the Renter has a BankID, the process below applies:

Identity verification:

To verify the Renter's identity via BankID verification, the Renter can choose between two options when creating his/her Account:

- via his/her mobile phone:
Once the Renter has selected the option to proceed with BankID through mobile, the Renter will receive on the mobile phone number indicated in his/her Account profile a text message with a single use code. The Renter must indicate such code on the Website/App and his/her personal password to complete his/her identity verification.
- via his/her Code device:
Once the Renter has selected the option to proceed with BankID through his/her Code Device:
 - the Renter must indicate his/her personal BankID number on the Website/App;

- he/she will then receive a single use code on the Code Device. The Renter must indicate such code and his/her personal password on the Website/App to complete his/her identity verification.

Verification of the validity of the Renter's driving license: it is carried out via the Statens Vegvesen (the Norwegian Public Roads Administration) for Renters with a Norwegian driving license. For Renters who don't have a Norwegian driving license but have a BankID number, they must send to Getaround the photo (front and bank) of their driving license.

Credit check:

Given that the Platform includes a payment system, Getaround is entitled to obtain a credit score for each Renter whose profile has been verified with BankID.

At the moment of the Renter's first booking, Getaround asks [Bisnode](#) (Bisnode Norge AS, PO Box 1419 Vika, 0115 OSLO Organization number: 975 374 939) to conduct a credit check verification of the Renter.

To pass the credit check verification, the Renter must have a minimum credit score of 10 out of 100, based on the Renter's history of payments (whatever the online or offline commercial payment system).

Bisnode gives the Renter's credit score to Getaround. In the event the Renter has passed the credit check verification, he/she can book the selected Vehicle. If not, the Renter will not be able to rent a Vehicle on the Platform until he/she has obtained a minimum credit score of 10 out of 100.

In the event the Renter has locked his/her credit score on Bisnode's website, the Renter has to unlock it if he/she wants to pursue his/her registration on the Platform. To unlock the credit score, the Renter must contact Bisnode at resepsjonen@bisnode.com or unlock it directly from his/her Bisnode account. Once the credit score is unlocked, the Renter must inform Getaround to ask for another credit check verification.

If all required elements of verification are not provided, the Rental requested by the Renter will be refused and the Renter's Account can even be blocked (temporarily or permanently) by Getaround.

When Getaround is uncertain of the identity of the Renter in a Getaround Connect Rental, Getaround can ask the Renter to take a new selfie via the App just before the start of the Rental in order to ensure that the Renter matches the person on the identity documents registered in the Renter's Account. The Rental Agreement will have to be done with the same mobile phone as the one used to take the selfie. If the identity doesn't match the identity documents, the Rental will not take place.

6. Rental process

6.1. Linking

Renters can consult the Listings posted by Car Owners directly on the Website or the App by using the access and search tools provided.

- If the Vehicle is not Listed as Instant Booking

Once a Renter has found a suitable Vehicle, he/she sends a Booking request to the Car Owner. After the request is sent, the Car Owner is notified of the Booking request by email, by SMS or by a push notification, and has the option to decide whether or not to accept the Rental:

- If the Car Owner accepts the Rental request, the Renter is notified by email and must return on the Website/App to pay the Rental Price. **Any offer to pay other than through the Website will be considered a violation of these Terms and may result in the suspension or deletion of the User's account.** The Rental is confirmed when the payment has been made and the Car Owner has received confirmation by email.
- If the Car Owner refuses the Rental request or does not accept it within 23 hours, the Renter is notified by email.

The Renter can only contact the Car Owner after the Booking request has been sent.

- If the Vehicle is Listed as Instant Booking

The Booking request, and Rental to come, will be automatically confirmed to the Renter in the name and benefit of the Car Owner. It is important to note that for an Instant Booking reservation, the Renter cannot contact the Car Owner before the Booking of the Vehicle is completed.

6.2. Before the start of the Rental

The Rentals are governed by the present Terms and are completed by the Rental Agreements available in three formats:

- Hard copy (paper), except in Norway,
- Electronic via the App,
- Electronic specific to Getaround Connect Rentals.

The Rental Agreements must be filled in together by the Car Owner and the Renter (or by the Renter alone for Connect Bookings and for all Rentals in Norway) and must indicate at the beginning of the Rental :

- the mileage (except for Getaround Connect Rentals, for which this information is automatically provided);
- the level of fuel (except for Getaround Connect Rentals where the automatic fuel level is automatically provided. In some Getaround Connect Rentals, the Renter is informed via the App that there isn't an automatic fuel level check: in such case, the Renter must take a photo of the Vehicle's fuel level at the beginning of the Rental). In all cases, the Renter and the Car Owner can take a picture of the fuel level on the dashboard to keep evidence of such level at the beginning and/or the end of the Rental;
- any visible damage on the exterior or in the interior of the Vehicle; and
- the level of cleanliness of the Vehicle. At the start of a Rental, the Car Owner must deliver a clean Vehicle to the Renter (interior and exterior).

Eight (8) wide-angle photos of the Vehicle must be taken, i.e. front / front left / left side / back left / back / back right / right side / front right. For hard copy Rental Agreement, the Car Owner retains them without sending them to the Renter or Getaround. For electronic Rental Agreements (via the App), the Car Owner shall upload all eight photos on the App, except in Norway where it is done by the Renter. For Getaround Connect Rentals, the Renter shall upload all eight photos on the App. If the Renter doesn't have Internet connection when the Rental begins, he/she must make sure the photos are sent on the App as soon as possible,

and in any case within the following 30 minutes following the unlocking of the Vehicle. The same applies for the photos made at the end of the Rental which must be sent as soon as possible after the end of the Rental and in any case within 30 minutes following the end of the Rental.

For Getaround Connect Rentals, if the lighting and/or location of the Vehicle (e.g. the Vehicle is parked against a wall or in a dark area) does not enable to take 8 clearly visible photos at the start and end of the Rental, or does not enable to precisely verify the interior and/or exterior state of the Vehicle, the Renter must anyway complete the Rental agreement (with the 8 mandatory photos and indication about the state of the Vehicle) and then must move the Vehicle just enough to be able to verify that state and to take perfectly usable photos. Those additional photos must be sent immediately to Getaround via the App.

For hard copy Rental Agreements and electronic Rental Agreements (via the App) outside of Norway, the Car Owner shall keep the photos for one (1) month following the end of the Rental as evidence in case of dispute.

For electronic Rental Agreements (via the App) in Norway, the Renter shall keep the photos for one (1) month following the end of the Rental as evidence in case of dispute.

Both Users can add in comments in the Rental Agreement upon check-in. Some specific information can be pre-filled by Getaround and/or the Car Owner in the Rental Agreement.

To deal with the eventuality that a damage already existing on the Vehicle may not be visible enough on the photos taken by the Renter upon the check-in at the start of the Rental, the Renter shall take clear and detailed photos of each of damage (including scratches on the body of the Vehicle) that he/she notices on the Vehicle before the Rental Agreement is signed and the Rental begins, and shall keep the photos for at least three (3) months.

When it is possible to add a comment in the Rental Agreement (in case of hard copy Rental Agreement, both the Renter and the Owner shall sign next to the description of the damage), the Renter shall indicate those damages before the Rental Agreement is signed and the Rental begins. If after the end of a Rental, the Car Owner claims that a damage occurred during such Rental, the Renter can provide the photos as evidence that the damage already existed when the Rental began. Otherwise, the costs for the repair of the damage could be charged to the Renter.

Once all mandatory information is filled in by both Users (eventually) in the Rental Agreement, the Rental Agreement is signed (on paper or electronically), thus binding the Users by such Rental Agreement and the present Terms regarding the Rental.

It is the Users' responsibility to carry out the required verifications at the agreed check-in time, on the day the Rental starts (none of the indications below apply to Norway):

- Verification by the Car Owner

It shall be done for Rentals other than those with the Connect Device .

The Car Owner shall verify the identity of the Renter (check that the Renter matches the picture on his/her ID card and/or driving license), the validity of the driving license (driving license number must match the one indicated on the Rental Agreement), and the Car Owner must verify that the Renter has held the driving license for the minimum number of years indicated in Article 2.2 b), the address, and the payment card information which must be the same as the card used for payment on the Website. The Car Owner may be represented by a third party duly authorized to conduct these checks;

The Car Owner may in no case hand their Vehicle over to the Renter if the latter fails any of these verifications. The Car Owner **must** refuse the Rental if:

- o The person wishing to take possession of the Vehicle is not the Renter;
- o The Renter provides a payment card that does not belong to him/her (for Rentals of Vehicles registered in France, Belgium, the UK or Spain);
- o The Renter provides a different payment card from the one used to pay for the Rental (for Vehicles registered in France, Belgium or Spain). The first 6 and last 2 numbers of the payment card used to pay for the Rental are pre-filled on the hard copy and electronic (via the App) Rental Agreements;
- o The Renter provides a driving license that does not authorize him/her to drive in the country where the Vehicle is registered. It is the Car Owner's responsibility to verify with the relevant authorities any special provisions concerning the rights of foreigners to drive in that country. In particular, it is the Car Owner's responsibility to verify whether the Renter has a valid tourist, working or student visa, if necessary.

The Car Owner undertakes to immediately inform Getaround if he/she has information that a potential Renter does not comply with these conditions, and must not proceed with the Rental. If the Car Owners do not report this to Getaround, he/she will be liable for the consequences of not verifying the items listed in this Article.

If the Vehicle was Booked with the Getaround Connect service, Getaround will undertake the verifications listed above in the Car Owner's place via its identity verification service.

The Car Owner must update the description of the Vehicle in the Rental Agreement if the condition of the Vehicle changes, i.e. after new damage or repairs. No claims for compensation by a Car Owner will be covered by the Insurance if the Car Owner's description is not up to date.

- Verification by the Renter: verify the identity of the Car Owner, the Vehicle registration and its license plates. The Renter must also check the condition of the Vehicle, in particular the presence of the safety equipment listed in Article 2.2 a).

With the exception of Rentals in Norway and of the ID card and driving license verification for the Rental of Vehicles equipped with the Connect Device, Users agree that Getaround does not conduct any of the checks and verifications listed above. Each User is entirely and solely responsible for these checks and verifications.

For electronic (via the App) and hard copy Rental Agreements, the Renter shall inspect the Vehicle (inside and outside) before the beginning of the Rental, and the Renter and the Car Owner shall complete, verify and sign the Rental agreement together.

In case of a Vehicle rented with the Getaround Connect Service, the Rental Agreement is deemed validated by both the Car Owner and the Renter when the doors of the Vehicle are unlocked. However, the Renter shall inspect the Vehicle (inside and outside) before signing the Rental Agreement through the App.

Once the Rental Agreement has been signed and the Rental has begun, the Renter is considered to have accepted the Vehicle's condition as *is*, without any possibility to dispute that condition afterwards. Consequently, if a damage is noticed by the Car Owner after the

Rental, the Renter will be considered as having caused such damage and will incur potential repair costs.

6.3 During the Rental

Getaround offers Users certain information necessary for a good rental experience. This information is available at the online [Help Center](#), accessible via the Website or the App. In case of Rental made with a Hard copy Rental Agreement, the Car Owner must print out the pages named "Rental instructions" from Getaround's Help Center and leave them in the Vehicle for the Renters.

a) Extension

The Renter agrees to comply with the date, time and location of return agreed upon with the Car Owner. Renters wishing to extend a Rental that has already begun must request it using the Website or App.

The Renter will have to extend the Rental with the same payment method used to book the Vehicle initially. The approval of the extension request will vary:

- If the Vehicle is equipped with the Connect Device (and therefore has Instant Booking activated), the Renter's extension request will be approved automatically, as long as it doesn't reduce the price of the rental. If it does, the Car Owner will have to accept the request manually. Any extension request will only be approved if the days are marked as available in the Vehicle's calendar.
- If the Vehicle is not equipped with the Connect Device or does not have Instant Booking activated, the Car Owner will have to accept the extension request manually.

For all extension requests, payment must be made via the Website or App before the end of the initial Rental period. If the Renter keeps a Vehicle outside the initial Rental period without having validated an extension online, Getaround will extend the Rental until the time of return of the Vehicle so any damage caused until the return of the Vehicle is covered by the Insurance (subject to compliance with the conditions, and within the limits, set in the present Terms). Getaround will therefore invoice:

- the additional Rental price due for the extra rental time,
- the Excess reduction option for the corresponding additional time, and
- the late return compensation fees described in article 12.6 a) below.

b) Reporting an incident or problem

The Renter agrees to report any problems, breakdowns or damage related to the Vehicle to the Car Owner immediately. The Car Owner must report any damage according to Article 9.4 below.

c) Use of Roadside Assistance

Roadside Assistance is available to Renters who rent a Vehicle via Getaround. The Roadside Assistance service organizes and takes responsibility for: (i) the repair at the roadside or towing of the Vehicle to the nearest garage ; (ii) transport home or onward travel for the Renter and its passengers to one location only ; (iii) a replacement vehicle in all cases in the UK, and only when the Renter paid for an

Excess reduction option in other countries except in Norway; (iv) the costs incurred by the Car Owner when traveling to the garage where the Vehicle has been taken. The terms and conditions of the Roadside Assistance can be found [here](#).

To contact Roadside Assistance, the Renter must go to his/her Rental page on the App, access the section "Help", and then the section "Contact Roadside Assistance". The assistance phone number is also indicated in the Website/App's Help Center and in the "Rental Instructions" document placed in the Vehicle.

In case of a breakdown, the Car Owner gives consent to Getaround and to the Roadside Assistance provider to repair the Vehicle for up to 200 EUR (200 GBP in the UK, 3,000 kr in Norway) in order for the Renter to be able to continue his/her Rental. These costs will be charged to the Car Owner unless the Renter is proven responsible due to an abnormal use of the Vehicle. The repairs could notably be (without this list being exhaustive) a battery change, tire puncture repair, tire replacement, light replacement, refilling of oil or another liquid (such as AdBlue®) or other repairs or spare part replacements that could be done in less than 1 hour on the spot or at the Roadside assistance provider's workshop.

6.4. At the end of the Rental

- **For Rentals without the Getaround Connect service:**

Upon the return of the Vehicle, the Renter and the Car Owner check the condition of the Vehicle, indicate the mileage and gas level, make any comment on the Vehicle (such as cleanliness), indicate if any damage was caused to the Vehicle, take eight (8) new wide-angle photos of the Vehicle (i.e. front / front left / left side / back left / back / back right / right side / front right) and then complete and sign the check-out report in the Rental Agreement. Both the Car Owner and the Renter must keep a copy of the Rental Agreement (i.e. the hard copy or the copy received by email) for at least one year. The Renter (in Norway)/the Car Owner (in countries other than Norway) must keep the photos for 30 days and if he/she knows he/she might lose the photos, notably because of a change of phone, it is his/her responsibility to send them beforehand to Getaround through the App or by email;

- **For Rentals with the Getaround Connect service:**

Upon the return of the Vehicle, the Renter must take eight (8) new wide-angle photos of the Vehicle. It is the Renter's responsibility to take all eight (8) photos and with the best quality possible (even if conditions are not optimal, such as night time or rain): otherwise, if any damage is reported by the Car Owner or the next renter, the Renter will be fully liable for the damage reported by the Connect Owner. It should also be noted that if these photos are taken at a moment without any Internet connexion, the Renter must make sure their transfer to Getaround through the App is effective as soon as he/she gets Internet connexion again, otherwise the Renter will also be held fully responsible if a damage is reported by the Car Owner.

The Renter must also check the condition of the Vehicle, make any comment it deems necessary on the condition of the Vehicle or any damage that has been caused to it. The date and time of return, the mileage and gas level are completed automatically in the Rental Agreement via the Connect Device (except in some Getaround Connect Rentals where the Renter is informed via the App that there isn't an automatic fuel level check). The Renter shall follow the instructions on the App

and complete the check-out report in the Rental Agreement. The Rental Agreement is automatically completed once the doors of the Vehicle are locked.

The Car Owner shall inspect the Vehicle before any personal use. When the Car Owner unlocks the Vehicle following a Rental, he/she is considered to have accepted its condition *as is*, without any possibility to dispute that condition afterwards. Consequently, if a damage is declared by the Car Owner after that moment, it will not be considered as having been caused by the last Renter (or any other Renter) and the Car Owner will incur potential repair costs.

a) Parking:

The Car Owner is responsible for finding (and informing the Renter, whether in the Vehicle Listing or by sending him/her a message before the end of the Rental) sufficient possibilities of specific space or location which are either free or private/prepaid by the Car Owner. The Car Owner must truly provide adequate guidance and instructions (rather than only broad requests such as only requiring that the Renter park on a free space or street). The Renter has the obligation to park in such space or location and provided he/she does exactly as asked by the Car Owner, no costs will be incurred by the Renter.

More specifically, the Car Owner is responsible for paying any private or paid parking where the Vehicle is located at check-in and check-out. If Renter needs to pay to exit the parking at the start of the Rental, or to enter the parking upon the end of the Rental, the corresponding amount will be deducted from the Car Owner Payout (defined in Article 12 below) and reimbursed to the Renter.

The Renter has the obligation to make all possible efforts to park where the Car Owner asked him/her to do so.

If the Renter doesn't park where requested by the Car Owner and instead parks on a paid space, all associated costs will be borne by the Renter up to one (1) week following the end of the Rental.

If it is impossible for the Renter to park at the end of the Rental in the space or location requested by the Car Owner (e.g. if the specific private space has already been taken by another car or the designated area has been blocked for an event), the Renter must contact the Car Owner to inform him before the checkout is made to agree on a solution, if any. The Renter shall make such contact preferably through the App, otherwise by text message in addition to a phone call in order to have evidence of such contact, if needed. The text message shall be kept by the Renter during one month.

Whether no solution can be found or the Car Owner cannot be reached, and the Renter has no other choice to park the Vehicle:

- in a paid space, the Renter must inform Getaround (on the Website via uk.getaround.com/contact, or on the App via My Account > Contact Getaround) and must pay for 2 hours of paid parking (the Renter shall keep the evidence of his/her payment for one month). Those costs for the 2 hour parking will be borne by the Renter but parking costs following those 2 hours will be borne by the Car Owner;
- further than the 400 meter radius of the location indicated in the Rental page, the Renter must inform Getaround (on the Website via uk.getaround.com/contact, or on

the App via My Account > Contact Getaround). The repatriation fees applicable according to Article 12.6 e) will not apply against the Renter.

In all cases, at the end of the Rental, the Renter has the obligation to park the Vehicle in an authorized parking space, whether it is paid or not (e.g. not in front of a garage exit, on a delivery space, on a space becoming prohibited within the next 48 hours, etc) unless express reasonable request of the Car Owner to park the Vehicle in a specific and / or free place.

If at the end of a Rental:

- the Renter parks the Vehicle in a parking space which is authorized for the next 48 hours, only the Car Owner shall be responsible for related costs and/or impoundment following those 48 hours;
- the Renter parks the Vehicle in a parking space which is not authorized for the next 48 hours:
 - o the Renter shall be responsible for related costs and/or impoundment up to one (1) week following the end of the Rental; and
 - o the Car Owner shall inform Getaround within 48 hours following his/her discovery of the situation.
- the Renter parks the Vehicle in a parking space which is authorized for the next 48 hours but becomes unauthorized during that period due to exceptional and unforeseeable circumstances, only the Car Owner shall be responsible for related costs and/or impoundment.

b) Cleaning:

If at the start of the Rental the Vehicle is not clean (the interior and/or the exterior), the Renter shall indicate it in the Rental Agreement and take pictures of the mess. The Renter must return the Vehicle clean at the end of the Rental and the pictures at the end of the Rental (taken by the Renter or the Car Owner) will be used to compare with the state at the start of the Rental. In the absence of pictures taken by the Renter at the start of the Rental, Getaround will be entitled to consider that any interior or exterior mess present on the pictures taken at the end of the Rental (by the Renter or the Car Owner) has been caused by the Renter during the Rental.

By way of example only, mess can be the following:

- Interior soiling: traces of mud on the carpet, sand, crumbs, etc.;
- External soiling: dirt on the body due to travelling on muddy or dirt roads, etc.

Only regular mess, present despite a clear effort of the Renter to keep the Vehicle clean, will be accepted without causing the payment of a cleaning compensation as stated in Article 12.6 c).

Other types of excessive mess are classified as follows and for each level of mess, the Renter shall pay compensation to the Car Owner as stated in Article 12.6 c) (the following description is indicative only and non exhaustive):

- **Small mess:** the Vehicle was used reasonably but there is visibly more mess at the end of the Rental. The Car Owner can clean the Vehicle quickly without needing a specific equipment or product (eg a high pressure hose is sufficient for the exterior)
- **Medium mess:** the Vehicle was returned significantly dirtier at the end of the Rental. The Car Owner will have to use a specific equipment or product (eg the exterior mess cannot be removed easily with a high pressure hose), and/or spend significant

time to clean the Vehicle. For example regarding the exterior, the Vehicle was used in an off-road or very dirty setting.

- **Large mess:** the Vehicle was misused and the Renter made no effort to return it clean (e.g. stained seats, ground-in dirt, etc.). The Car Owner will have to invest significant time and/or effort to clean it, and will have to use specialist equipment/professionals to clean it.

In case of Large mess, if the Vehicle requires professional cleaning, the Renter will be charged with the invoice issued from the professional cleaner. The amount of such professional cleaning invoice will be reimbursed to the Car Owner (if the compensation according to Article 12.6 c) has already been paid to the Car Owner, it will be deducted from the reimbursement amount paid to the latter).

c) Late or absence of return of the Vehicle:

If the Vehicle hasn't been returned within thirty (30) minutes following the agreed date and time of the Rental (and the Car Owner wishes to claim the application of late return compensation as per Article 12.6 a) below), the Car Owner must contact Getaround's customer service via the contact form available [here](#).

d) Punctured tire and broken clutch:

- In the event of a punctured tire, the Renter must pay for the replacement of the punctured tire plus 50% of each non-flat tire that had to be replaced because of the punctured tire. If the punctured tire is due to normal wear and tear or faulty maintenance, or if the punctured tire is older than 5 years, all costs (replacement of the punctured tire and other non-flat tire) will be paid by the Car Owner.
- In the event of a broken clutch :
In Norway, Getaround can charge the Renter for repair costs if there is evidence that his misuse of the Vehicle damaged the clutch.

In all other countries, it is specified that unless a specific information is provided by the manufacturer, the clutch will be presumed to have a normal life span of 120,000 kms (100, 000 miles in the UK). In addition, to be eligible for the compensation as set out below, the clutch must be either the original Vehicle clutch or have been replaced with the original manufacturer's parts by a factory certified mechanic:

- When the clutch has not reached the life expectancy threshold mentioned above at the time of the breakdown: the Car Owner shall appoint an expert to determine the origin of the breakdown.
 - If the expert mandated by the Car Owner doesn't identify any misuse of the Vehicle by the Renter having caused the clutch to break, the Renter will not be liable for the replacement of the clutch nor the expertise cost.
 - If the expert mandated by the Car Owner determines that the Renter misused the Vehicle and damaged the clutch, the Renter will be liable for its proportional reimbursement along with any expert costs incurred. For example, if the clutch had a life expectancy of 120,000kms and the clutch broke when the Vehicle had been driven 60,000kms, the Renter will be liable for one half of the replacement costs along with any expert costs incurred.

The Renter may carry out a counter-expertise if she/he so wishes at his/her own expense. If the counter-expertise invalidates the first report, a third expertise will be carried out to determine the cause of the clutch failure at Getaround's expense.

- When the clutch has reached the life expectancy threshold mentioned above at the time of the breakdown: regardless of whether an expert determines that the Renter misused the Vehicle and damaged the clutch, if the life expectancy of the clutch threshold has been reached, the Renter will not be liable for any cost incurred.

6.5. After the Rental

After the Vehicle is returned to the Car Owner, the Users have the opportunity to evaluate each other on the Website/App in order to provide user experience feedback on the Users. Users can also evaluate each other if the Rental is cancelled. The Renter can evaluate the Car Owner and the Vehicle separately.

7. Messages exchanged through the Platform

The Users are likely to exchange messages among themselves, or to exchange with Getaround, via messaging integrated into the Platform. The messages exchanged are intended to organize the Rentals and do not appear publicly on the Website / App.

In addition, the Users are invited at the end of the Rental to leave a review to the other User (whether Car Owner or Renter). These reviews appear publicly on the profile of the Car Owner or Renter on the Website / App.

All of these messages, whether public or not, must be polite and respectful. Insults or degrading messages are prohibited. In particular, any threatening, aggressive, racist, xenophobic, revisionist comments, those inciting to racial hatred, calls to violence, as well as obscene messages are not allowed.

Getaround will moderate all messages that do not comply with these obligations and reserves all rights to exclude a User from the Platform if he/she breaches them.

8. Cancellation of a Rental

The Car Owner and the Renter may cancel a Rental made on the Website at any time. This cancellation must be actioned on the Website through the User's "Account" > "Your rentals", then select the concerned Rental, and > "Cancel the rental".

8.1. Cancellation of a Booking by the Renter

The Renter may cancel their Rental free of charge up to 1 hour after payment of the Rental on the Website.

After this period of 1 hour, the cancellation conditions if canceled by the Renter are as follows:

- More than 48 hours before the start of the Rental: the Renter may cancel at any time and the Rental Price will be refunded to him/her. The Renter will be reimbursed within 3 working days. The Car Owner does not receive any of the expected earnings.
- Less than 48 hours before the start of the Rental, and up to the start of the Rental:

50% of the Rental Price will be refunded to the Renter. The Car Owner is compensated for 50% of the Car Owner Payout (defined in Article 12 below).

- After the start of the Rental, none of the Rental Price will be refunded to the Renter and the Car Owner receives 100% of the Car Owner Payout (defined in Article 12 below).

If a credit or coupon has been used to pay for the Rental, the cancellation fees will be primarily deducted from the total paid. In the event the total paid is inferior to the cancellation fees, the remaining sum will be deducted from the coupons and credits used.

No cancellation fees are due by the Renter, nor any compensation to the Car Owner, if the cancellation was made after the Rental has begun due to a malfunction of the Connect Device.

8.2. Cancellation of a Booking by the Car Owner

The Rental will be considered as canceled due to the Car Owner's responsibility if :

- the Car Owner voluntarily cancels it (on his sole decision or if the Vehicle is no longer available);
- the Car Owner was not present upon the start of the Rental and did not show up within the hour that followed; or
- the Vehicle is not accessible upon the beginning of the Rental, i.e. the Vehicle is not located where the Website or App or Car Owner indicate it should be; or
- when the Vehicle is equipped with the Getaround Connect Device, it cannot be opened due to the Car Owner's misuse of the App.

The Car Owner will be charged a penalty if his/her overall cancellation rate has surpassed the acceptable threshold currently set at 8% (more information about how the cancellation rate is calculated can be found [here](#)). The Car Owner can also access his/her cancellation rate at any time on his/her Account > Performance > Quality.

If the Car Owner cancellation rate is above the acceptable threshold settled, , the Car Owner will be charged with the following cancellation fees:

- cancellation up to 48 hours before the start of Rental: 20 euros/£20/200 kr
- cancellation less than 48 hours before the start of Rental: 35 euros/£35/350 kr

These fees will be deducted from the Car Owner earnings.

Getaround reserves the right to exclude (temporarily or permanently) the Car Owner from the Platform in the following instances:

- the Car Owner cancels a Booking based on a prejudice against the Renter (such as discrimination based on social, sexual or racial criteria);
- the Car Owner's cancellation rate is excessive;
- the Car Owner doesn't respect these Terms.

When the cancellation is due to the Car Owner, the Renter will receive the following compensation:

- when the cancellation is more than 24 hours before the scheduled start time of the Rental: the Renter is reimbursed of the full Rental price as well as any Excess options;

- when the cancellation is less than 24 hours before the scheduled start time of the Rental the Renter is reimbursed of the full Rental price as well as any Excess options. In addition, Getaround will cover the transportation cost incurred by the Renter to reach the replacement vehicle found (whether it has been rented via the Platform or not) or to go to a specific location that has been made inaccessible due to the cancellation of the Rental (or made necessary as a workaround, such as accessing a train station). In this case, the distance taken into account is the distance between the initial rented Vehicle and the replacement vehicle/specific location:
 - when the distance is less than 12 miles (20km) Getaround will cover up to 60€ (60£, 600 kr) of the transportation cost;
 - when the distance is more than 12 miles (20km) Getaround will cover up to 100€ (100£, 1000 kr) of the transportation cost.

The same rule applies if the Renter has incurred transportation costs to return to the location of the initial rented Vehicle.

The Renter has 1 month after the date the transportation expense is incurred (go and/or return) to ask for the reimbursement by sending the receipt to Getaround.

8.3. Cancellation of a booking due to an unsuccessful verification of Renter's profile

If the Rental required the Renter's profile to be verified (i.e. in cases listed in Article 5.2 above) and the information provided by the Renter did not enable Getaround to complete positively the profile verification at the latest when the Rental was due to begin, the Rental has to be canceled by the Renter or the Car Owner. The Car Owner will not be compensated for such cancellation, even if it happens less than 48 hours before the start of the Rental. The Renter will be fully reimbursed.

8.4. Dispute of grounds for cancellation

The Renters have the possibility to contest the cancellation fees applied against them if they can prove that the Rental could not be carried out because:

- the Car Owner was not able to carry out the Rental (unavailable, wished to cancel, no-show at check-in of the Vehicle, etc.);
- the Vehicle did not conform to the Listing or had a safety default;
- they encounter a case of force majeure (as defined by French case law) preventing them from carrying out the Rental.

Similarly, the Car Owner may challenge the grounds for cancellation expressed by the Renter. The claim against the application of compensation is admissible if the Car Owner can show that the cancellation of the Booking was indeed due to the Renter (for example, but not limited to: Renter unavailable, Renter wishes to cancel, Renter no-show) or in case of force majeure.

All disputes should be expressed within the 24 hours following the cancellation, with all relevant proof via the Website in the section "Your Rentals > Help > Request a full refund" (for the Renter) or "Your Rentals > Help > Request compensation for cancellation" . Getaround is not able to process any dispute past this 24 hour period. As payments to Car Owners are automatically actioned 24 hours after the end of a Rental or after a cancellation, the Renter understands and accepts that after this period, the payment will be made to the Car Owner.

9. Insurance

9.1. General rules and conditions

The Rental of a Vehicle on the Platform includes the subscription of the Insurance policy between the Users. Getaround does not directly insure the Rentals made on the Website. Getaround acts only as an intermediary offering such insurance products to the Users. The conditions of the Insurance agreement can be found [here](#).

The Insurance coverage is designed to protect the Car Owners from any damage caused to their Vehicle (except in cases of exclusion of the Insurance contract). This rule also applies to Vehicles equipped with the Connect Device (even though equipment is permanent, the Insurance applies only during Getaround Rentals).

The Insurance covers :

- Damages to the Vehicle's body, fire or theft, either committed by the Renter or by a third-party, up to 50 000€ / £40,000 in the UK /1.000.000kr in Norway ;
- Personal injury of the Renter (only in France, Belgium and Norway, and when the Renter is responsible for the damage) ;
- Damage caused to a third party and his vehicle (public liability insurance)

It is specified that cases of force majeure are covered by the Insurance except in Spain where force majeure events are covered by the Consorcio de Compensación de Seguros (<https://www.consorseguros.es/web/en/ambitos-de-actividad/seguros-de-automoviles/ccs-co-mo-organismo-de-informacion>).

It is also specified that in case of theft of the Vehicle in the UK, the Insurance company compensates the Car Owner for the Vehicle's remaining market value as established by an expert, after deduction of 20% of that value.

In France: Vehicles that are more than 12 months old or that are leased, are covered for their value assessed by an expert. Vehicles that are less than 12 months old are covered for their purchase value up to a maximum of €50,000 in case of theft, fire, natural disaster and damages. In case the Car Owner can't provide evidence of the purchase value of the Vehicle, the compensation will be limited to 70% of the known manufacturer's catalog price for the model of the Vehicle on the day of its purchase, up to a maximum of €50,000.

In Norway: Vehicles that are less than 12 months old, with a mileage of less than 15,000 kilometers and where the amount of repair of the damage that occurred during the Rental has been assessed at more than 60% of the purchase value of the Vehicle, will be covered for their purchase value (except for leased Vehicles that are covered for their market value).

In countries other than France and Norway: Vehicles are covered for their estimated sales value of the car on the day the damage is compensated by the Insurance company. If the Vehicle is under leasing, the Insurance does not cover the "Guaranteed Asset Protection" (i.e. any compensation that would be applicable under the leasing agreement signed by the Car Owner in case the Vehicle is stolen or damaged beyond repair).

The Insurance according to these Terms covers only the duration of the Rental. In parallel, the Vehicle must be covered under an annual insurance policy taken out by the Car Owner and covering at least the "third party insurance" (i.e. damage caused to a third party by the driver of the Vehicle). "Parking" or "garage" insurance policies are insufficient.

The Insurance cover begins and ends at the time the Renter picks up or returns the Vehicle (the date and time indicated on the Rental Agreement serving as proof)..

The Insurance offered by Getaround is effective provided that:

- In all countries:
 - the Vehicle is used normally, according to Articles 2.2, 3.3, 5 and 9 of these Terms, and without any illegal or reprehensible behavior;
 - The Vehicle is used for acceptable trades/occupations only (excluding hire & reward i.e. taxi; courier use, sports persons, modelling, entertainment industry);
 - The Vehicle must have its final registration card. Vehicles with temporary registration cards are not accepted on Getaround;
 - The Renter must hold a driving license that is valid within the territory in which the Vehicle is being rented, according to these Terms.

- For Vehicles registered in France, Germany, Belgium, Spain and Austria:
 - The Vehicle may only be driven in the following countries: Germany, Andorra, Austria, Belgium, Denmark, Spain, Metropolitan France, Italy, Hungary, Luxembourg, Monaco, Netherlands, Poland, Portugal, Czech Republic, the UK, Switzerland, Slovakia and Sweden;

- For Vehicles registered in the UK:
 - The Renter must be a permanent resident in the UK;
 - Secondary drivers are not allowed;
 - The Renter has not had any major convictions in the past 5 years (i.e. no convictions coded AC, BA, CD10-90, DD, DR, IN, LC30-50, MS40-90, UT)
 - No previous driving ban or disqualification;
 - Has received strictly less than 2 minor convictions in past 3 years;
 - Has received no more than 6 penalty points in past 4 years;
 - No more than one accident in past 3 years;
 - No bankruptcy / No CCJs within the last 3 years & stability of residential address for past 24 months;The Vehicle may only be driven in the UK.

- For Vehicles registered in Norway:
 - The Vehicle may be driven in all European countries except Kosovo.

The Renter agrees to take the utmost care of the Vehicle and return it in the same condition as it was in when he/she took possession of it. The Renter is liable for any damage caused to the Vehicle during the Rental period, i.e. from the time he/she took possession of it until the time he/she returned it. The Renter alone is liable for any infractions or violations of Traffic Laws that may be committed with the Vehicle during the Rental.

Provided all conditions set by these Terms are fully respected, Getaround guarantees to the Car Owner the compensation of the damage caused to the Vehicle during a Rental up to the amount of the Excess, subject to the Car Owner providing any of the supporting documents listed below :

- An invoice (following a quotation previously validated by Getaround) or a damage report done by a government approved expert;
- A compensation document sent by the Insurer;

- An explicit letter or email of agreement sent by the Renter;
- In the event the Vehicle is stolen, proof of compensation by the Insurer.

Details of the Insurance cover and the conditions for this coverage are accessible [here](#) and on the Website or on the App via Insurance > Legal Documents.

9.2. Rules applicable to damages

If a damage is declared by a User, Getaround will choose between an assessment of the value of the damage by

- a) Getaround's expertise partner,
- b) or, the expert mandated by the Insurance company if the value of the damage should exceed the amount of the Excess. In such a case, if the Car Owner chooses a repair garage approved by the Insurance company, the latter will directly pay the garage. If the Car Owner chooses a repair garage which is not approved by the Insurance company, the Car Owner will pay for the repair and the Insurance company will refund him/her, except in Norway where the Car Owner has no choice but to choose a garage approved by the Insurance company.

The value of the damage that is made will be the sole applicable to the compensation that will be received.

The costs for the expertise made by Getaround's expertise partner or by the expert mandated by the Insurance company are included in the Insurance and are not charged to a User.

To compensate the Car Owner for the efforts of handling the damage claim (and providing the claim is confirmed as valid by Getaround), the Car Owner will receive £25/€25/250kr as compensation. If several damage claims are reported for the same Rental, the Car Owner will only receive one compensation for all damages reported.

In case of damage:

- if the Renter is not responsible for the damage, he/she must complete and sign with the third party an accident statement (except in the UK where the Renter must call the Insurance company hotline at +44 (0)330 102 1998). The damage is directly managed between the Insurance company and the third party's insurance company in order to indemnify the Car Owner.
It is specified that in the UK, the Renter advances the value of the damage up to the amount of the Excess even if he/she is not responsible for the damage. Once the Insurance company collects the amount due from the third party's insurance company, Getaround reimburses the Renter.
- if the Renter is responsible for the damage, the Renter pays the value of the damage up to the amount of the Excess, and the Insurance pays the rest. That way, the Car Owner is covered for any damage caused by the Renters, and the Renters are enabled to pay a reduced amount if they are held liable for the damage.
The same applies if the third party responsible for the damage is unidentifiable, or if the third party who caused the damage could have been identified but the Renter did not complete and sign with such third party an accident statement, or if the third party's insurance contract does not cover the damage.

9.3. Situations causing the exclusion or forfeiture of the Insurance coverage

Only Rentals that do not exceed 30 days are insured. Thus, no Rental agreement should ever exceed 30 days. If the Renter and the Car Owner agree to extend a Rental that is already underway to last a total exceeding 30 days, they must meet and sign a new Rental Agreement together. The total duration of a series of back-to-back Rentals may never exceed 3 months without the Car Owner regaining full use of his/her Vehicle.

Pilot errors (such as wrong fuel, empty tank, lost/broken keys...) and damages caused by gross misconducts (such as vandalizing the Vehicle), damages to the interior of the Vehicle or mechanical damages are not covered by the Insurance (no Excess or Excess reduction option will be applicable, and the full value of repair for the damage will be borne by the Renter), except in Norway where wrong fuel remains covered by Insurance.

If a damage is caused by an abnormal use of the Vehicle leading to the breakdown of the Vehicle, engine failure or any other non-visible damage, it is not covered by the Insurance. If the Car Owner suspects a misuse, the Car Owner must obtain a confirmation by an expert (for France) or a mechanical specialist (for other countries) that the damage was caused by that abnormal use. The Renter can carry out a counter-expertise to invalidate that expertise/assessment. If the Renter doesn't provide that counter-expertise, the Car Owner can initiate recovery proceedings before the competent courts. If Getaround receives from the Car Owner:

- the copy of the expertise/assessment of the mechanical specialist, and
- the evidence of the completed filing of the Court action,

Getaround will advance the sums owed by the Renter up to £1,500 in the UK, 15,000kr in Norway and €1,500 in the other countries. If the proceedings are successful, the Car Owner will have to reimburse Getaround for the advanced sums.

If the Vehicle is abandoned by the Renter without a full check out being done according to article 6.4, or if the Renter parks the Vehicle at the end of the Rental in a place where it is likely to be damaged (e.g. left on a roundabout, parked right next to the exit of a construction site, etc), the Rental will not be covered by the Insurance and any damage caused to the Vehicle, either during the Rental or after its end (and until the Car Owner picks-up the Vehicle) will be fully charged to the Renter. In addition, the Renter will be charged with the actual repatriation costs when applicable.

Carrying passengers for remuneration (with the exception of carpooling), the subletting or lending of the Vehicle for free or not by the Renter, are prohibited, unless expressly approved by Getaround.

Carpooling, defined as the shared use of a motor vehicle by a driver and one or more passengers to travel to a common destination, for no remuneration but with shared costs, is allowed.

The Insurance proposed by Getaround is automatically taken out by the Renters with no further formalities at the time they pay for the Rental, as long as the following conditions are met:

- Any condition indicated in Articles 2 or 3 above are respected;
- The Renter must pay the full Rental Price with a means of payment in his/her own name, before the Rental begins. Otherwise, the Rental will not be covered by the Insurance. Among other things, the Rental Price includes mileage: if a User purposely underestimates the mileage in order to reduce the Rental Price by accepting a parallel mileage payment, the Rental will not be covered by the Insurance;

- The identity of the Renter and the Car Owner, the Vehicle description, the start and end dates, and times of the Rental must correspond to the information provided by the Users on the Website;
- The Rental Agreement must be completed and signed by both parties when the Car Owner hands over the Vehicle keys to the Renter, or the Rental Agreement for Connect Rentals must have begun. In case of a hard copy Rental Agreement, it must be sent to Getaround in the event of damage or theft;
- For Rentals of Vehicles registered in France, Belgium, the UK or Spain (except if it is a Connect Rental), the Renter must physically present his/her credit card to the Car Owner before taking the Vehicle. The Car Owner must check that the credit card has the Renter's full name on it and that the numbers on the card match those used for payment on the Website (eight numbers from the payment card used to reserve the Rental are included on the Rental agreement);
- If drivers are added in addition to the Renter, the identity of these additional drivers (name, surname, date of birth) and their driving license information (license number and date of issue) must be included in the Rental Agreement. Additional drivers are not permitted for Rentals of UK registered Vehicles;
- The Vehicle must be covered by an annual insurance policy taken out by the Car Owner for periods outside of Rentals made through the Platform;
- The Vehicle must be in compliance with the applicable laws and regulations in its country of registration; the maintenance recommended by the manufacturer must have been performed, and all safety equipment must be in good working order to the Car Owner's knowledge, in particular the safety equipment referred to in Article 2.2 a) above;
- If a Rental exceeds 30 days, a new Rental Agreement must be signed (meaning full check-out of the Vehicle must be made, followed by a new check-in procedure), or if back-to-back Rentals exceed 3 months, the Car Owner must regain at some stage full use of his/her Vehicle.

Failure to respect any of these conditions will result in the automatic forfeiture of the Insurance coverage.

If through their actions a User causes the insurance coverage to lapse, they understand that they will be held liable for any costs incurred and for any consequences of their actions or omissions.

9.4. Exercise of the Insurance in case of damage

In the event of damage, (e.g. a traffic accident or theft of the Vehicle, THE RENTER MUST IMMEDIATELY (AND IN ANY CASE WITHIN 24 HOURS FROM THE DISCOVERY OF THE INCIDENT OR THEFT) NOTIFY THE CAR OWNER WHO HAS A **MAXIMUM OF**

- **IN CASE OF INCIDENT/DAMAGE: 2 BUSINESS DAYS FROM THE DATE OF THE INCIDENT IN THE UK/ 5 BUSINESS DAYS FROM THE DATE OF THE INCIDENT IN FRANCE, BELGIUM, SPAIN, GERMANY, AUSTRIA AND NORWAY**
- **IN CASE OF THEFT: 24 HOURS FROM THE DATE OF THE THEFT IN THE UK / 2 BUSINESS DAYS FROM THE DATE OF THE THEFT IN FRANCE, BELGIUM, SPAIN, GERMANY, AUSTRIA AND NORWAY)**

TO REPORT THE DAMAGE OR THEFT TO GETAROUND VIA HIS/HER ACCOUNT, IN SECTION "MY RENTALS" AND "REPORT AN INCIDENT". BEYOND THIS PERIOD, THE INSURANCE (AND THE REDUCED EXCESS) WILL NOT COVER THE DAMAGE, AND ALL COSTS WILL BE BORNE BY THE CAR OWNER. THE RENTER MUST NOT WAIT

UNTIL THE END OF THE RENTAL TO REPORT THE DAMAGE. IF ANY INDIVIDUAL IS INJURED OR IF THE MATTER CONSTITUTES A RISK, THE POLICE MUST BE NOTIFIED IMMEDIATELY.

In the event of theft of the Vehicle, THE CAR OWNER MUST ALSO NOTIFY THE POLICE WITHIN **48 HOURS IN FRANCE AND 24 HOURS IN OTHER COUNTRIES.**

Except in the case of force majeure, any request received after this deadline will not be covered by the Insurance. **The Car Owner will have to deal directly with the Renter to manage the claim, in which Getaround will not be involved.**

The Car Owner claiming that a damage occurred must provide photos to back up the claim. Getaround will contact the most recent Renter and recover his/her check-out photos to establish liability for the damage. Should the liability not lie with the most recent Renter, it is up to the Car Owner to investigate the liability of the damage through other check-out pictures and notify Getaround.

The Insurance will not cover damage to the Vehicle if the Renter picks up the Vehicle prior to the time of Rental or returns it after the time of Rental, even if the damage occurred during the Rental period.

The Rental of a Vehicle will cause normal wear and tear. This is not covered by the risk Insurance. An explanation of the difference between damage and normal wear is available here: <https://uk.getaround.com/help/articles/05032cfa30a9#owners>

10. Excess and Excess reduction

10.1. Principles applicable to the Excess

The insurance Excess is the maximum a Renter pays for repairs if he/she is responsible for damage to the Vehicle during a Rental, or if the third party responsible for the damage is unidentifiable, or if no accident statement was signed, or the third party's insurance contract does not cover the damage. This means that if the value of the damage is lower than the Excess, only such value can be debited from the Renter's bank account. If the value of the damage is higher than the Excess, only the amount of the Excess can be debited from the Renter's bank account.

The amount of the Excess depends on the category of the Vehicle and the age of the Renter. The Excess applies to damages on the exterior of the Vehicle, not on the interior.

It is reminded that in case of damage, the Claims management fees according to Article 12.5 f) will also be charged to the Renter in the event of a damage.

For Vehicles registered in France, Spain, Belgium, Germany, Norway or Austria, the Renter expressly authorizes Getaround to charge the following amounts for the insurance Excess:

Categories	Eco	Comfort	Premium
Vehicle damage (including glass breakage, except in Norway)	€900/ 12,000kr	€1,100/ 12,000kr	€1,700/ 12,000kr
Broken glass (only in Norway)	2,500kr	2,500kr	2,500kr

Fire	€900/ 12,000kr	€1,100/ 12,000kr	€1,700/ 12,000kr
Theft	€900/ 12,000kr	€1,100/ 12,000kr	€1,700/ 12,000kr
Theft with inability to return the keys	€3,000/ 12,000kr	€3,000/ 12,000kr	€3,000/ 12,000kr

In France, specific Excesses may apply:

- an Excess of €2,000 per claim for any Renter who at the time of the accident has had a driving license for less than two years or was under 18 years old;
- an Excess of €3,000 for any Renter in case of theft of the Vehicle by the Renter or un-declared driver.

For Vehicles registered in the UK, the Renter expressly authorizes Getaround to charge the following amounts for the insurance Excess (for Renters between 21 and 24 years old, an additional £500 will be applicable on top of the below amounts except for broken glass):

Categories	Eco	Comfort	Premium
Vehicle damage	£800	£1,000	£1,500
Broken glass	£100	£100	£100
Fire	£800	£1,000	£1,500
Theft	£800	£1,000	£1,500
Theft with inability to return the keys	£3,000	£3,000	£3,000

The Car Owner can request from Getaround that it collects the amount of the damage caused up to the amount of the Excess from the Renter provided that:

- For non-Connect Vehicles registered in France, Belgium, the UK and Spain, the Car Owner has verified that the payment card used on the Website actually belongs to the Renter and is in his/her name. Getaround does not verify this before the Rental;
- For non-Connect Vehicles (except in Norway), the Car Owner has checked that the Renter's age and the date when he/she obtained his/her driving licence is in compliance with these Terms
- The Car Owner has not triggered a lapse of the Insurance in any manner whatsoever
- The Car Owner is in compliance with these Terms.

The Car Owner must provide the necessary documents (evidence, quotes and invoices for repairs) within 2 months after the end of the Rental. Getaround cannot collect all or part of the Excess from the Renter if such documents are provided by the Car Owner more than 2 months after the end of the Rental. Otherwise, the Car Owner will have to recover (all or part of) the Excess from the Renter himself/herself.

The service provided here by Getaround is limited exclusively to:

- Requesting a pre-authorization up to the amount of the Excess on the Renter's means of payment;
- When applicable, collecting the payment of the Excess on behalf of the Car Owner through the Renter's means of payment.

Getaround will keep the amount of the Excess in a third-party account pending supporting documents from the Car Owner justifying the transfer of the sum to the latter's account. The following supporting documents will be accepted:

- An invoice (following a quotation previously validated by Getaround) or a damage report done by a government approved expert;
- A compensation document sent by the Insurer;
- An explicit letter or email of agreement sent by the Renter;
- In the event the Vehicle is stolen, proof of compensation by the Insurer.

By using the Platform, Users acknowledge and agree that:

- The Renter firmly and irrevocably undertakes to pay the amount of the Excess applicable for each damage caused to the Vehicle during his Rental, and due upon the Car Owner's declaration of such damage, with no objections or exceptions based on the Rental Agreement;
- If the Renter intends to challenge the payment of the Excess, he/she may seek reimbursement against the Car Owner after having paid it;
- The Car Owner is paid through Getaround if the Renter's account balance permits.

10.2. Excess reduction

The Renter can reduce the amount of the Excess by paying for an Excess reduction option: Plus and Premium (except in the UK where the Excess reduction option Premium is not available). These options can be added during payment, or at any time before the start of the first Rental half-day, by accessing his/her Account > My rentals > and selecting the concerned Rental.

The Excess reduction option is refundable up to the fourteenth day after the option has been taken out by the Renter.

In some cases, depending on certain criteria defining the level of risk associated with the contemplated Rental (such as the age of the Renter, his/her rental history on the Platform or the category of the Vehicle), the Excess reduction option will not be available and only the standard Excess will apply without the possibility of reducing it. Also, the Renter cannot pay for an Excess reduction option in the UK, Spain and Austria if the Vehicle is covered by an external insurance and not by the Insurance contract. The Renter can see if the Vehicle is covered by the Insurance contract thanks to the Insurance logo present in the Vehicle listing.

The Excess reduction options only cover one damage during each Rental, except in Norway where the Excess reduction options will apply to all damages during the Rental. For all other countries, if there are two damages during the same Rental, the Excess reduction option will apply to the damage with the highest repair costs and the second damage will be covered by the full Excess amount (without any reduction). Finally, the Excess reduction options do not cover the theft of the Vehicle (except in Norway where it is covered).

In all countries, if the Renter makes two consecutive Rentals with the same Vehicle or two Rentals with the same Vehicle within one month, one with Excess reduction and the other without, and a damage occurs during any of the Rentals, no Excess reduction will apply.

The details of the Excess reduction options can be found [here](#).

11. Payment administration and pre-authorization

11.1 Payment authorization

First of all, the Renter represents that he/she has authorized Getaround to collect the different sums (Rental Price, security deposit, compensation, management fees and penalties) in the name and on behalf of the Car Owner. In any case, Getaround will not play any third party payment role for problems reported by the Car Owner to Getaround more than a month after the end of the Rental (except for traffic tickets of which the Car Owner could be legitimately unaware).

Getaround uses payment service providers (Stripe only for countries other than Germany and Austria; both Stripe and Paypal for Germany and Austria) to bank the sums collected via the Platform (for example, Rental Price, mileage adjustment at the end of the Rental, or compensation for fuel levels or any compensation that one User may owe to another under the Rental Agreement) .

Any creation of a Car Owner account on the Platform leads to the automatic creation of a payment account on the Stripe Connect service of Stripe, in order to allow Getaround to proceed to the payment of the sums due to the Car Owner (for more information, we invite you to consult this [link](#)).

All sums paid on the Platform, by a means of payment other than PayPal, are transferred to and kept by Stripe. As soon as these sums are due to the Users (end of the Rental, cancellation,...), Getaround issues a transfer order to Stripe so that the latter can transfer the sums due directly to the User's bank details entered in his/her Account.

Any sums paid on the Platform via PayPal are kept in a dedicated bank account. As soon as these sums are due to the Users (end of the rental, cancellation,...), a transfer is issued from this bank account to the User's bank details entered on his/her Account.

Because of its partnership with Stripe, Getaround can implement Customer Due Diligence and verify the identity of Users. Outstanding payments will not be made to the Car Owner, if they don't provide the information or documents requested (valid proof of ID and/or proof of address of less than 3 months)

Getaround's payment of court decisions following disputes between Users won't transit through Stripe.

11.2. Pre-authorization

The Renters agree that Getaround, via its payment administration partner Stripe, will perform a pre-authorization on the Renter's bank account through his/her credit card.

A pre-authorization is a temporary hold on funds on a credit card, not an amount debited from the bank account. However, it might appear on the Renter's bank account statement depending on the bank's policy.

The pre-authorization is made upon Booking of the Vehicle and it corresponds to an amount up to the total amount of the Excess. The amount of the pre-authorization can be increased by Getaround in case of damage caused to a Vehicle during a previous Rental done by the Renter. Once the Rental is ended, the total amount due by the Renter (including if any, additional fees such as late return, extra mileage, etc) is debited from the Renter's bank account. If that amount is lower than the amount of the pre-authorization, the remaining balance on the pre-authorization is released on the fifth day following the end of the Rental (in case of damage during the Rental or compensations and/or fees due by the Renter, the amount is released after 30 days).

11.3. Late payment penalties

Payments are due as soon as the payment request is made by Getaround. Any late payment will result in an increase of the amount due (including taxes) per 15 days period starting on the first day of delay following a written notice by Getaround. The increase is equal to 3 times the French legal interest rate effective on the billing day, unless a legitimate reason is provided by the Renter.

In addition, when the User is a professional, a 40€/£40/400 kr indemnity is due to cover the recovery costs linked to any delay in payment.

12. Financial conditions: Car Owner Payout, Mileage Allowance, adjustments and penalties

The total Rental price ("Rental Price") paid by the Renter, excluding any Excess reduction option, includes:

- The amount paid to the Car Owner (the "Car Owner Payout");
- The Insurance premium (details in Article 8 above);
- The Roadside Assistance premium (details in Article 9 above); and
- The service fee paid by the Renter to Getaround (the "Renter Service Fee"), as detailed below;
- The Standard Mileage Allowance as detailed below

The Rental Price depends on several factors, such as the duration of the Rental and the cost of Insurance (which depends notably on the Vehicle category). Additional fees will be charged to Renters in France and the UK (and potential secondary drivers in France) who are 25 years old and below, and to Renters in Norway (and potential secondary drivers) who are under 26 years old.

The breakdown of the Car Owner Payout is:

- The amount paid by the Renter to the Car Owner;
- from which is deducted the Car Owner Service Fee (detailed below);
- The insurance premium paid by the Renter when the Rental is covered by the Getaround Entrepreneurs insurance or by the own Car Owner insurance.

12.1. Principles governing the Car Owner Payout

Car Owners set via their Account their reference Car Owner Payout (the "**Reference Car Owner Payout**"), which is the minimum payout they want to receive for a given daily Rental .

The Reference Car Owner Payout for one day can't be lower than the threshold fixed by Getaround (except after application of a duration discount as detailed below) in order to cover Getaround's minimum management costs to organize and assist Users with the Rentals.

Getaround proposes to Car Owners a Reference Car Owner Payout enabling them to optimize their revenue notably depending on supply VS demand and the Vehicle characteristics. Car Owners remain free not to follow Getaround's recommendations and set a different Reference Car Owner Payout

Car Owners can offer hourly Rentals and daily Rentals up to 30 days. They remain free not to offer hourly Rentals and have only daily Rental offers, thus opting-out of the hourly Rental option proposed by Getaround at any time. The price of the hourly and daily Rentals are calculated as such:

- **Hourly Rental:** a fraction of the Reference Car Owner Payout fixed by Car Owners for the concerned day will apply from one hour up to 8 hours of Rental;
- **Daily Rental:** the Reference Car Owner Payout fixed by Car Owners for the concerned day will apply for more than 8 hours of Rental and price variables mentioned below can apply.

Car Owners define the Reference Car Owner Payout depending on the period/day (according to the level of demand).

Getaround proposes duration discounts applicable to the Reference Car Owner Payout and Car Owners can adjust such discounts for 2 days, 7 days and 30 days (thus modulating the discount amounts proposed by Getaround), except in the UK where the discounts amounts cannot be amended by the Car Owner.

Getaround also proposes to Car Owners a feature named "Smart pricing" to optimize their revenue (not available in Norway). With this feature, Car Owners set their Reference Car Owner Payout and give Getaround a mandate to:

- optimize their Reference Car Owner Payout which will vary according to days, seasons, holidays and/or events;
- and define the discount amounts applied to the Reference Car Owner Payout depending on the duration of the Rental.

Whether with the standard price setting or with Smart pricing:

- the duration discount remains within a range defined by Getaround and which can be found [here](#);
- the Car Owners can make any change to the Car Owner Payout directly on their calendar provided it isn't lower than the threshold fixed by Getaround (except after application of a duration discount as detailed above)

12.2. Mileage Allowance

The Rental Price includes a given number of kilometers/miles than the Renter can drive during the Rental without paying any extra fees (the "Standard Mileage Allowance"):

- For one hour of Rental: 40 kilometers (24 miles in the UK);

- From two hours to one day of Rental: 60 kilometers (36 miles in the UK) for two hours of Rental with an additional 20km (12 miles in the UK) for each Rental hour thereafter, thus up to 200 kilometers (120 miles in the UK) for a day of Rental;
- From one day to 5 days of Rental: 200 kilometers (120 miles in the UK) per day thus up to 1,000 kilometers (600 miles in the UK) for 5 days of Rental;
- From 6 days to 30 days of Rental: 100 kilometers (60 miles in the UK) per day up to 2,000 kilometers (1,200 miles in the UK).

When booking, the Renter can increase the Standard Mileage Allowance by purchasing one or several optional Mileage Package(s). A Mileage Package corresponds to a predetermined and fixed number of kilometers/miles (its number cannot be amended, for example, a Mileage Package can be set for 20 or 50 kilometers/miles). The kilometers/miles included in the Mileage Package are at a predetermined price per kilometer/mile, which depends on the category and age of the Vehicle. The Mileage Package proposed by Getaround varies according to the duration of the Rental.

Part of the Mileage Package is transferred to the Car Owner.

- Mileage Package price per kilometer charged to the Renter (per kilometer/mile):
 - a) All Vehicles except campervans, mini buses, commercial vans

	France	Austria	Germany	Belgium	Spain	UK	Norway
Category "Eco"	€0.16	€0.16	€0.16	€0.16	€0.13	£0.19	3.00 kr
Category "Comfort"	€0.19	€0.19	€0.19	€0.19	€0.15	£0.21	3.50 kr
Category "Premium"	€0.25	€0.25	€0.25	€0.25	€0.20	£0.32	4.50 kr

- b) Campervans, mini buses, commercial vans for all countries except in the UK where these Vehicles are not accepted

	France	Austria	Germany	Belgium	Spain	Norway
Category "Eco"	€0.22	€0.22	€0.22	€0.22	€0.18	4 kr
Category "Comfort"	€0.24	€0.24	€0.24	€0.24	€0.20	4.50kr
Category "Premium"	€0.27	€0.27	€0.27	€0.27	€0.22	5 kr

- Share of the Mileage Package price transferred to the Car Owner for each kilometer/mile effectively driven:

- a) All Vehicles except campervan, mini buses, commercial vans

	France	Austria	Germany	Belgium	Spain	UK	Norway
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Category "Eco"	€0.13	€0.13	€0.13	€0.13	€0.11	£0.16	2.55 kr
Category "Comfort"	€0.16	€0.16	€0.16	€0.16	€0.13	£0.17	2.98 kr
Category "Premium"	€0.21	€0.21	€0.21	€0.21	€0.17	£0.27	3.75 kr

b) Campervans, mini buses, commercial vans for all countries except in the UK where these Vehicles are not accepted

	France	Austria	Germany	Belgium	Spain	Norway
Category "Eco"	€0.19	€0.19	€0.19	€0.19	€0.16	3.40kr
Category "Comfort"	€0.21	€0.21	€0.21	€0.21	€0.17	3.84kr
Category "Premium"	€0.23	€0.23	€0.23	€0.23	€0.19	4.17kr

12.3. Getaround's Service Fees

- The Renter Service Fees

A Renter Service Fee is applied to each Rental and is paid to Getaround. The amount varies notably according to the following criteria: whether the Vehicle uses the Connect Device or not, the duration of the Rental, how long the Rental was booked in advance, whether the Rental has been extended or not (considering that extension fees will apply in case of Rental extension and late return), the Reference Car Owner Payout and the country in which the Rental takes place. The Renters can obtain the precise amount of the Renter Service Fees by clicking on the information box next to the Rental Price before booking the concerned Rental.

- the Car Owner Service Fees

A Car Owner Service Fee is applied to each Rental and is deducted from the Car Owner Payout. The Car Owner Service Fee applicable for each Rental is indicated in the "Price" section of the concerned Vehicle page in the Car Owner's Account.

12.4 Payment of the Car Owner Payout (including any potential adjustment and compensation)

Getaround collects the Rental Price upon the Rental's booking when the Rental is validated between the Car Owner and the Renter, and collects any potential adjustment and compensation as set forth in Articles 10 and 11 at the end of the Rental.

Getaround pays the Car Owner Payout (including any potential adjustment and compensation) within 6 business days of the end of the Rental.

Getaround may suspend payment to the Car Owner if additional verifications are required or if the Renter makes a claim.

In this case, Getaround will transfer the amount due to the Car Owner (i.e. Car Owner Payout and potential adjustments and compensations):

- If an agreement is reached between the Car Owner and Renter and both can provide proof of this agreement to Getaround, or;
- If a judicial authority has made a binding decision ordering the payment of all or part of the Car Owner Payout to the Car Owner or the return of all or part of that amount to the Renter.

12.5. Adjustments at the end of the Rental

a) Mileage

At the end of the Rental, the Car Owner and the Renter carry out a mileage check. For Connect Rentals, the mileage check is done automatically through the Connect Device.

In case the number of kilometers/miles driven exceeds the total Mileage Allowance (i.e. the sum of the Standard Mileage Allowance and the Mileage Package), the Renter will pay additional mileage fees according to a price per extra kilometer/mile determined by Getaround.

Part of the mileage fee is transferred to the Car Owner. The compensation per extra kilometer (mile in the UK) depends on the category and the age of the Vehicle. It is fixed as such:

- Total mileage fee charged to the Renter:
 - a) All Vehicles except campervans, mini buses, commercial vans

	France	Austria	Germany	Belgium	Spain	UK	Norway
Category "Eco"	€0.32	€0.32	€0.32	€0.32	€0.26	£0.38	4.50 kr
Category "Comfort"	€0.38	€0.38	€0.38	€0.38	€0.30	£0.42	5.25 kr
Category "Premium"	€0.50	€0.50	€0.50	€0.50	€0.40	£0.64	6.75 kr

- b) Campervans, mini buses, commercial vans for all countries except in the UK where these Vehicles are not accepted

	France	Austria	Germany	Belgium	Spain	Norway
Category "Eco"	€0.44	€0.44	€0.44	€0.44	€0.36	6.20kr
Category "Comfort"	€0.48	€0.48	€0.48	€0.48	€0.40	6.70kr
Category "Premium"	€0.54	€0.54	€0.54	€0.54	€0.44	7.30kr

- Share of the mileage fee transferred to the Car Owner:
 - a) All Vehicles except campervan, mini buses, commercial vans

France	Austria	Germany	Belgium	Spain	UK	Norway
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Category "Eco"	€0.13	€0.13	€0.13	€0.13	€0.11	£0.16	2.55 kr
Category "Comfort"	€0.16	€0.16	€0.16	€0.16	€0.13	£0.17	2.98 kr
Category "Premium"	€0.21	€0.21	€0.21	€0.21	€0.17	£0.27	3.75 kr

b) Campervans, mini buses, commercial vans for all countries except in the UK where these Vehicles are not accepted

	France	Austria	Germany	Belgium	Spain	Norway
Category "Eco"	€0.19	€0.19	€0.19	€0.19	€0.16	3.40 kr
Category "Comfort"	€0.21	€0.21	€0.21	€0.21	€0.17	3.84 kr
Category "Premium"	€0.23	€0.23	€0.23	€0.23	€0.19	4.17 kr

In case the Car Owner and the Renter have carried out the mileage check, the Car Owner has 48 hours after the Rental has ended to ask Getaround for this compensation. For Connect Rentals, the compensation will apply automatically.

b) Fuel

At the end of the Rental, the Car Owner and the Renter carry out a fuel check. For Connect Rentals, the fuel check is done automatically through the Connect Device (except in some Getaround Connect Rentals where the Renter is informed via the App that there isn't an automatic fuel level check: in such case, the Renter must take a photo of the Vehicle's fuel level at the beginning of the Rental).

In case the fuel level is different from the one indicated during the check-in, Getaround will proceed with an adjustment either by way of extra payment taken from the Renter or reimbursement to the Renter for the extra fuel he/she puts in the Vehicle. The prices indicated on the following page will be applied: <https://en.getaround.com/fuel-prices>. In that situation, the Renter has 48 hours after the Rental has ended to ask Getaround for this compensation. For Connect Rentals with automatic fuel level check, the compensation will apply automatically.

If the Renter gives back the Vehicle with less fuel than when the Rental began, Getaround will charge the Renter with the following fee, and will pay to the Car Owner the following compensation for the effort to add the missing fuel:

	Total amount charged to the Renter	Compensation paid to the Car Owner
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Missing/Insufficient refill fee	£0.60 per missing liter in the UK / 0.60€ per missing liter in France, Germany, Spain, Austria and Belgium / 6 kr per missing liter in Norway	£0.20 per missing liter in the UK / 0.20€ per missing liter in France, Germany, Spain, Austria and Belgium / 2 kr per missing liter in Norway
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In case the Car Owner and/or the Renter have carried out the fuel check, the Car Owner has 48 hours after the Rental has ended to ask Getaround for this compensation. For Connect Rentals with automatic fuel level check, the compensation will apply automatically.

c) Electronic toll badges

All costs associated with the use of paid roads during a Rental shall be borne by the Renter. If the Vehicle is equipped with an electronic toll badge and the Renter uses it, the amounts charged on the badge will be invoiced to the Renter if the Car Owner asks so to Getaround and sends evidence of the toll fees to Getaround.

12.6. Compensations and associated Getaround fees

Different types of compensation and fees can be charged against the Renter in case of various behaviors or events. Getaround acts as an intermediary for the payment of compensation fees. Payment of compensation to the Car Owner is subject to the Renter's prior payment thereof.

The Renter is informed that if the Car Owner provides proof of the former's liability, the Excess, compensations and penalties will be charged directly to any payment method used on Getaround by the Renter. By accepting the Terms, the Renter authorises the payment of such compensation and penalties.

Compensations and fees applicable in the frame of Rentals are the following:

a) Late return compensation fees

If the Renter fails to return the Vehicle within the first 30 minutes following the agreed return date and time, he/she will be liable for the following late return compensation fees paid to the Car Owner:

	Total amount charged to the Renter	Compensation paid to the Car Owner
Late return fee per started hour beyond the initially scheduled time	£15 in the UK / 15€ in France, Germany, Spain, Austria and Belgium / 150 kr in Norway	£10 in the UK / 10€ in France, Germany, Spain, Austria and Belgium / 100 kr in Norway

Getaround grants a tolerance for the first 30 minutes after the time initially agreed the Car Owner and the Renter for the end of the Rental, and does not apply the late return fee during that period.

Outside that tolerance, the late return fee applies from the time initially agreed the Car Owner and the Renter for the end of the Rental, and a started hour is an invoiced hour: from one minute beyond the end time of the Rental initially agreed between the Car Owner and the Renter, the hourly late return fee will be charged to the Renter. The late return fee applies up to a maximum of 24 hours (i.e. the maximum total late return fee charged to the Renter is 360€/£360/3.600 kr and the maximum total late return compensation paid to the Car Owner is 240€/£240/2.400 kr). After this period, the Car Owner shall declare the theft of the Vehicle as per Article 9.4

The late return fee is a penalty applied in addition to the price applicable to the extension of the Rental (i.e based on the Rental Price).

For example, for a Rental ending at 6:00 P.M., the following fees will apply if returned late:

- If the Renter returns the Vehicle at 6:13 P.M. on the same day, the Renter will not owe any late return fee.
- If the Renter returns the Vehicle at 10:17 PM on the same day, he will owe a late return fee of 5 hours x £15 (or 15€ or 150 kr) = £75 (or 75€ or 750 kr) (including £50 (or 50€ or 500 kr) paid to the Car Owner), plus 5 additional rental hours

In the event of a delay of more than one (1) day, **the Car Owner must report the Vehicle as stolen to the relevant authorities and must inform Getaround immediately.**

The Car Owner has 48 hours after the Rental has ended to ask for this compensation.

b) Compensation fee for smoking in a non-smoking Vehicle

The following compensation fee (paid to the Car Owner) for smoking in a non-smoking Vehicle is applicable as follows:

	Total amount charged to the Renter	Compensation paid to the Car Owner
Compensation fee for smoking in a non-smoking Vehicle	£30 in the UK / 30€ in France, Germany, Spain, Austria and Belgium / 500 kr in Norway	£25 in the UK / 25€ in France, Germany, Spain, Austria and Belgium / 450 kr in Norway

Smoking in the Vehicle during the Rental will be deducted based on visual traces of smoking (ashes or butts) or the scent in the interior of the Vehicle, reported by the Car Owner or the following Renter. The Car Owner has 48 hours after the Rental has ended to ask for this compensation.

c) Compensation fees related to Vehicle cleanliness

A Compensation fee (paid to the Car Owner) is applicable if the exterior and/or the interior of the Vehicle is noticeably dirty, as indicated in Article 6.4 above:

	Total amount charged to the Renter	Compensation paid to the Car Owner
Compensation fee in case of Small soiling	£10 in the UK / 10€ in France, Germany, Spain, Austria and Belgium / 150 kr in Norway	£10 in the UK / 10€ in France, Germany, Spain, Austria and Belgium / 150 kr in Norway
Compensation fee in case of Medium soiling	£25 in the UK / 25€ in France, Germany, Spain, Austria and Belgium / 350 kr in Norway	£20 in the UK / 20€ in France, Germany, Spain, Austria and Belgium / 300 kr in Norway
Compensation fee in case of Large soiling	£70 in the UK / 70€ in France, Germany, Spain, Austria and Belgium / 800 kr in Norway	£50 in the UK / 50€ in France, Germany, Spain, Austria and Belgium / 600 kr in Norway

The Car Owner has 48 hours after the Rental has ended to ask for this compensation and will have to provide pictures of the soiling taken within those 48 hours.

d) Management fees for driving and parking tickets

A management compensation fee for driving/parking tickets received by the Car Owner for an offence committed during the Rental is applicable, in addition to the amount of the ticket:

	For Vehicles registered in the UK	For Vehicles registered France, Germany, Spain, Austria and Belgium	For Vehicles registered in Norway
Compensation fee for the management of ticket notices	£35 (includes a £5 Getaround Service fee)	€15 (includes a €4.50 Getaround Service fee)	150 kr (includes a 45kr Getaround Service fee)

If the Vehicle is impounded under the Renter's responsibility, any associated costs will be charged to the Renter.

The management fee applies to each offence or traffic violation reported by the Car Owner.

The Car Owner must provide the necessary documents (driving/parking tickets received) within 1 year after the end of the Rental. Getaround cannot collect the compensation fee from the Renter if such documents are provided by the Car Owner more than 1 year after. In this situation, the Car Owner will have to dispute the offence/traffic violation directly with the

parking/administration and he/she will have to recover this compensation from the Renter her/himself.

In case of a ticket in Spain when the Renter is not Spanish : in all cases, the Renter shall bear the costs for the ticket (Getaround will debit the Renter and then repay the Car Owner).

- ticket without loss of points: the Car Owner will be responsible for resolving the ticket with the authority;
- ticket with loss of points: the Car Owner will be responsible for resolving the ticket with the authority, including providing the requested information to resolve it. If the Car Owner does not possess some document or information relating to the Renter, he/she must contact Getaround.

e) Repatriation fees

At the end of a Rental (and outside of cases of accident or breakdown of the Vehicle), the Vehicle must be brought back by the Renter within a 400 meter radius of the location indicated in the Rental page in the App (i.e. the location where the Renter picked up the Vehicle unless another return location is expressly requested by the Car Owner and accepted by the Renter). Otherwise, the following compensation and fees will apply, provided it is requested by the Car Owner through Getaround’s contact page within 48 hours following the end of the Rental (n.b. distance is calculated based on air distance and not based on driving/walking route) :

Checkout distance from agreed location	Total amount charged to the Renter	Compensation paid to the Car Owner
400m to 1.99km (400 feet to 1.99 miles in the UK)	£35 in the UK / 35€ in France, Germany, Spain, Austria and Belgium/ 350 kr in Norway	£20 in the UK / 20€ in France, Germany, Spain, Austria and Belgium / 200 kr in Norway
2km to 9.99km (2 miles to 9.99 miles in the UK)	£90 in the UK / 90€ in France, Germany, Spain, Austria and Belgium / 900 kr in Norway	£50 in the UK / 50€ in France, Germany, Spain, Austria and Belgium / 500 kr in Norway
10km to 19.99km (10 miles to 19.99 miles in the UK)	£190 in the UK / 190€ in France, Germany, Spain, Austria and Belgium / 1900 kr in Norway	£100 in the UK / 100€ in France, Germany, Spain, Austria and Belgium / 1000 kr in Norway
More than 20km (more than 20 miles in the UK)	Actual repatriation costs + £60 in the UK / 60€ in France, Germany, Spain, Austria and Belgium / 600 kr in Norway	Actual repatriation costs

If the Vehicle is parked in a specific private parking spot for which the Car Owner pays a fee to park his/her Vehicle, the Vehicle must be brought back by the Renter on the exact same parking space as indicated in the Rental page in the App, unless if the Renter can prove it was technically impossible to park it there (e.g. another car was already parked on the private parking spot, it was impossible to enter the parking, ...). Otherwise, the following compensation and fees will apply, provided it is requested by the Car Owner through Getaround's contact page within 48 hours following the end of the Rental (n.b. distance is calculated based on air distance and not based on driving/walking route):

Checkout distance from the private parking spot	Total amount charged to the Renter	Compensation paid to the Car Owner
Parked in the proper parking lot but not on the exact parking space	£35 in the UK / 35€ in France, Germany, Spain, Austria and Belgium / 350 kr in Norway	£20 in the UK / 20€ in France, Germany, Spain, Austria and Belgium / 200 kr in Norway
Outside the parking to 1.99 km (1.99 miles in the UK)	£50 in the UK / 50€ in France, Germany, Spain, Austria and Belgium / 500 kr in Norway	£30 in the UK / 30€ in France, Germany, Spain, Austria and Belgium / 300 kr in Norway
2km to 9.99km (2 miles to 9.99 miles in the UK)	£90 in the UK / 90€ in France, Germany, Spain, Austria and Belgium / 900 kr in Norway	£50 in the UK / 50€ in France, Germany, Spain, Austria and Belgium / 500 kr in Norway
10 km to 19.99km (10 miles to 19.99 miles in the UK)	£190 in the UK / 190€ in France, Germany, Spain, Austria and Belgium / 1900 kr in Norway	£100 in the UK / 100€ in France, Germany, Spain, Austria and Belgium / 1000 kr in Norway
More than 20km (more than 20 miles in the UK)	Actual repatriation costs + £60 in the UK / 60€ in France, Germany, Spain, Austria and Belgium / 600 kr in Norway	Actual repatriation costs

f) Management fees for damages

Different types of management fees can be applied by Getaround against a Renter:

- In the event of a claim filed by the Car Owner against Getaround regarding a damage caused to the Vehicle (which the Renter believes is not justified), the Renter may be liable for a claims management fee to Getaround.

- If the Renter is held liable for damage caused to third parties with a Vehicle during a Rental without having officially reported it to Getaround or the Car Owner, the Renter will be liable for an Undeclared Third party damage management fee to Getaround.
- For any breakdown following normal use of the Vehicle by the Renter, the Car Owner is liable for a Breakdown management fee to Getaround.
The Breakdown Management fee is applied against the Renter if he/she is held responsible for the breakdown according to the report of an expert commissioned by the Car Owner. The Car Owner will pay for the costs of the expert's report but if the Renter is found liable of the breakdown, the costs for the expert's report will be charged to the Renter in order to reimburse the Car Owner.
- In case of Pilot Error (such as wrong fuel- except in Norway, empty tank, lost/broken keys), the Renter will be liable for a Pilot Error management fee to Getaround.

	For Vehicles registered in the UK	For Vehicles registered France, Germany, Spain, Austria and Belgium	For Vehicles registered in Norway
Claims management fee	£40	€40 (€0 if Premium Excess reduction option is taken)	400 kr (0 kr if Premium Excess reduction option is taken)
Undeclared Third party damage management fee	£382	€382	3,820 kr
Breakdown management fee	£90	€90	900 kr
Pilot Error management fee	£200	€200	2,000 kr

g) Management Fees, compensation fees and penalties specific to Rentals using the Getaround Connect service

Getaround will charge a Connect Unreported Claim Management fee to any Renter who does not self-report any damage for which he/she may be held liable during the check-out procedure.

	For vehicles registered in the UK	For vehicles registered France, Germany, Spain, Austria and Belgium	For vehicles registered in Norway
Connect Unreported Claim Management fee	£90	€90	900 kr

12.7. Penalties for specific non compliances

a) Login sharing

If a User shares his/her Login to any third party, whether as a paid use or for free, Getaround will apply a penalty of €500/£500/5000 kr, without prejudice to Getaround's right to exclude the User from the Platform and to take all necessary legal actions against such User.

b) Absence of registered secondary driver

If the Renter lets a third party who hasn't been registered as a secondary driver for the Rental drive the Vehicle, Getaround will apply a penalty of €500/£500/5000 kr, without prejudice to Getaround's right to exclude the Renter from the Platform and to take all necessary legal actions against such Renter as well as the driver of the Vehicle.

13. Geolocation and dashcams

13.1. Geolocation with the Getaround Connect Device

By subscribing to the Getaround Connect service, the Users agree that Getaround will consult the GPS position of the Vehicle before the Rentals begin to enable the Renters to locate the Vehicle, and once the Rentals end to inform other potential Renters and the Car Owner of where the Vehicle has been parked.

Getaround is also entitled to geolocate the Vehicle during a Rental if an issue appears preventing its operation (e.g. Getaround Connect Device malfunction, difficulties opening/closing the Vehicle) and to enable Roadside Assistance to locate the Vehicle.

This data treatment by Getaround is for the purpose of operating its basic Services, which the Users accept.

Getaround has set up restrictions in its Getaround Connect Device to protect the data privacy of the Renter of a Vehicle. The Car Owner undertakes not to use the Getaround Connect Device to try to access, store or view the private data of a Renter of the Vehicle.

13.2. Dashcams

Car Owners may equip their Vehicle, or listed on the Platform a Vehicle natively equipped, with a dash camera filming the front of the Vehicle and potentially the inside of the Vehicle (hereafter the "Dashcam").

The purpose of the Dashcam is to help determine more precisely each party's liability in case of damage and notably protect Renters from being liable for any undue third party claim. It is an event-triggered safety device: video recording storage only takes place when an incident (hard acceleration/braking/cornering, collision or distraction) occurs.

Records are only kept in the event of an incident and may be shared with Getaround and our Insurance by the Car Owners to ensure claims are processed efficiently and to protect Renters from being liable for undue third party claims. Car Owners undertake to delete these records within 30 days of the end of the Rental concerned and not to disclose any of these records to third parties who are not qualified to receive them (criminal sanctions may apply according to article 226-22 of the French penal Code).

Car Owners undertake not to use the Dashcam for any purpose other than that described in this article and to identify clearly in the Listing that their Vehicle is equipped with a Dashcam by ticking the box “dashcam” in the “options & accessories” section or by indicating in the Listing description “*this Vehicle is equipped with a dash camera (a video collision and near-collision warning system)*”, so that the Driver is aware of this information before the Booking. If the information is not sufficiently clear, the Vehicle will be suspended temporarily from the Platform until the Listing is amended.

Renters are in no manner allowed to disable or remove the Dashcam, or attempt to do so, and more generally to cause any material action whatsoever on the Dashcam. Renters will be held liable for the cost of replacement of the Dashcam in case such actions, or attempted actions, take place.

14. Vehicle branding

Getaround may propose to Car Owners to brand their Vehicle with Getaround stickers or other branding devices.

Branding the Vehicle is subject to the Car Owner’s approval but the choice of the branding devices as well as their location on the Vehicle will be made at Getaround’s discretion. Also, the presence of branding devices on the Vehicle is indicated in the Vehicle listing (and photos of the Vehicle must evidence it), therefore the Rental of the Vehicle implies acceptance by the Renter of their presence on the Vehicle.

The installation and removal of the branding device can be done by Getaround (or a subcontractor commissioned by Getaround) or by the Car Owner himself/herself. When done by Getaround, it is free of charge for the Car Owner, provided that the latter respects the installation and removal appointments set by Getaround. The Renter is not authorized to remove the branding devices.

In the event that the appointment for the installation or removal of the branding device is canceled by the Car Owner less than two (2) working days before the scheduled appointment, Getaround will charge €100 / £100 for the UK / 1,000kr for Norway as compensation for the cancellation of the appointment.

Getaround will use its best efforts to select a supplier offering high quality branding devices and presenting a minimal risk of traces on the Vehicle after removal.

However, Getaround shall not be held liable for any damage caused to the Vehicle by the branding devices in the event of circumstances independent of the quality of such devices and/or its actions (or the actions of its subcontractor) when installing and/or removing them such as, but not limited to, the exposure of the Vehicle to more extreme weather conditions than normal or to substances likely to impact the adhesive of the branding devices, and / or a paint on the Vehicle which would be particularly fragile and which would not be suitable for the installation of the branding devices. Also, the Car Owner shall be fully responsible for the installation and removal of the branding devices when done by him/her.

The branding of the Vehicle will not give the right to any compensation for the Car Owner, unless otherwise agreed in writing with Getaround who can grant preferential commercial conditions as a counterpart for the continued and adequate presence of the branding device(s). If such preferential conditions are granted and the installation of the branding devices is made by the Car Owner, such installation must be made strictly according to Getaround’s instructions and pictures of the Vehicle must be sent to Getaround as often as required by Getaround to prove continued and adequate presence of the branding device(s). Getaround also reserves all rights to come check that presence on the Vehicle. Shouldn’t the

branding device(s) be present at all, be deteriorated or installed improperly, Getaround will be entitled to put an end to the preferential conditions granted to the Car Owner.

Any removal of the branding devices by the Car Owner without Getaround's prior approval will cause the loss for the Car Owner or any preferential commercial conditions that Getaround might have granted the Car Owner.

In case of removal of the branding devices by the Renter, the Car Owner shall make its best efforts to obtain the replacement of the branding device(s) from Getaround in a timely manner, otherwise Getaround will be entitled to put an end to any preferential commercial conditions that Getaround might have granted the Car Owner.

15. Taxes

Car Owners are informed that the income they earn from renting their Vehicles may be taxable. For professional Owners, incomes should be considered as professionally earned income.

In reference to the French applicable legislation, Getaround agrees to convey a document to users on a yearly basis summarizing the gross transaction which Getaround is aware of.

It is the Car Owner's responsibility to check their tax obligations and make any declarations required by the tax authorities. Getaround is in no way involved in these processes and responsibility will not be sought in this respect.

16. Intellectual Property

Getaround holds all of the intellectual property rights related to the text, graphic, sound, videographic and software elements, and all other types of elements on the Website/App, including the Getaround brand, with the exception of information entered by Users. Getaround alone owns the intellectual property rights to the Website/App.

The Users undertake not to infringe any of Getaround's intellectual property rights. The Users may not use any of the Website's or App's features, including printing, downloading and email, for the purpose or with the effect of infringing on the intellectual property rights attached the Website/App and their components.

The Users expressly agree:

- To use the Website for the sole purpose of using the Services;
- Not to infringe any of Getaround's intellectual property rights (including its brands) whether composing the Website and/or App or not, and not to infringe any intellectual property rights held by third parties on the elements they upload to the Website and/or App;
- Not to replicate, attempt to replicate, or assist a third party in replicating the Website and/or App or any of their elements, in full or in part;
- To keep their Login private, and to make every effort to ensure that no third party can access it or illegally access all or any part of the Service in any way, shape or form;
- To immediately notify Getaround of the loss, access by a third party or disclosure of their Login.

The Users' compliance with the obligations specified above constitutes an essential condition without which Getaround would not have entered into these Terms. Accordingly,

Getaround reserves the right to suspend the User's access to the Website/App and the Services, and to immediately terminate his/her Account without notice if the User does not comply with all or any of the obligations specified above, without prejudice to any damages that may be due to Getaround or any other remedy that may be used against the User.

In order to permit the provision of the Services and in accordance with the purpose of the Website and the App, the Users grant Getaround a non-exclusive license to use the following content and data they provide in connection with their use of the Services and which is necessary to execute the Services, i.e. their personal information made public to enable Rentals (For all Users: user name, photo if any is given – For Renters, year of driver's license), rating and comments on Vehicles and/or Users following a Rental, Listing information, photos of the Vehicles associated with the Rental Agreements (together the "User Content").

To enable the execution of Services by Getaround, Users authorize Getaround, throughout the entire world and for the entire duration of their contractual relationship with Getaround, in the following manner:

- to reproduce and represent all or part of such User Content on any digital recording medium, known or unknown to date, including any server, hard disk, memory card, or any equivalent medium in any format and by any process known and unknown to date, to the extent necessary for any operation of storage, backup, transmission or download related to the operation of the Website/App and the provision of the Services;
- to adapt and translate such User Content (in compliance with the Users' moral rights), in particular to change the formatting of the User Content for the purpose of respecting the graphic charter of, and/or make it technically compatible for publication via, the Website and the App.

17. Liability

17.1. Users are informed and accept that the Website/App and the Services are provided *as-is*.

Getaround cannot be held liable for the incorrect functioning of the Website, App or Service, including their lack of availability, if attributable to the behavior of a User, in case of an unpredictable and insurmountable act of a third party, or in case of force majeure.

The Users declare that they accept the features and limitations of an online service, and in particular they acknowledge that:

- a. they are aware of the risks of services provided on-line, especially in terms of response time;
- b. it is their responsibility to take all necessary measures to ensure that the technical characteristics of their computer and/or network allow them to access the Website/App and use the Service;
- c. they are responsible for their actions and oversights on the Internet;
- d. it is their responsibility to take the appropriate measures to protect their own data and/or software from infection by the viruses circulating on the Internet or by any other electronic means.

17.2. Getaround can in no case guarantee the solvency of Users, including the Renters, even when the pre-authorization is used. The Users must check the identity of their contact (Car Owner or Renter, respectively), the documents of the Car Owner's Vehicle, and the Renter's driving license at the time the Vehicle is taken.

The User acknowledges and agrees that Getaround is not obliged to carry out a background check of its Users. Getaround reserves the right to verify a User's records in its sole discretion, to the extent permitted by applicable law and if it has sufficient information to identify such User.

Getaround chooses to carry out such control actions in order to offer the best possible service conditions.

Getaround may also not be held liable for removing or rendering inaccessible any obviously illicit content uploaded by a User.

As a digital platform, Getaround's role is limited exclusively to the linking of Car Owners with Renters. Given that Getaround is not a party to the Rentals, will never rent out Vehicles via the Website or the Service and is a third party to the contractual relationship formed between Users for each Rental. Accordingly, Getaround cannot be held liable for any damage suffered or caused by the Renter or the Car Owner using a Vehicle rented via the Website. Getaround also does not guarantee rental revenues whatsoever.

Moreover, Getaround cannot be held liable for a User's non-compliance with local regulations such as rules relating to tourism and car Rental or the so-called *Gewerbeordnung 1994* Austrian Law.

17.3. More generally, Getaround can in no way be responsible for indirect or incidental damages caused to Users in the execution of these Terms.

18. Availability of the Website and Services

The Website and the Services are available 24 hours a day, 7 days a week, except in case of force majeure or the occurrence of an event beyond the control or the will of Getaround. Interruptions may also occur due to breakdowns or due to maintenance and updating required for the proper operation of the Website and to provide the Service (hereafter "Maintenance Operation").

The Users are aware that the Website and the Service may be suspended for maintenance and updates. In this respect, Getaround undertakes to inform the Users in the occurrence of a Maintenance Operation, at the earliest opportunity and with at least 24 hours notice before it happens.

In the event of a malfunction or bug that prevents the Website from properly functioning or provision of the Service, Getaround will make its best efforts to recover the Website and/or the Service as soon as possible.

When using the Website and the Services, the Users may contact Getaround through the Website or the App in "Account > My rentals > Contact us". Problems attributable to the User's Internet access or computer equipment are not covered by this assistance.

19. Right of withdrawal

Pursuant to Article 16 (l) of the EU Directive on consumer rights No. 2011/83/EU and its respective local applications, Users do not have the right of withdrawal provided for distance and off-premises agreements, with the exception of the Excess reduction option as indicated in Article 10.2 above.

20. Personal data

Getaround is responsible for the processing of your Personal Data that is collected through your use of our Service and Website. This means that Getaround is notably in charge of their collection, their safety and their use for the purposes that Getaround details in its [Privacy Policy](#) in compliance with the data protection rules. At the time of registration as a User, you consent to such processing and you warrant the accuracy of all data provided by you.

21. Exclusion of a User from the Services

The User benefits from the Service subject to compliance with the Terms, as well as any applicable laws or regulations.

Getaround may at any time and in its own right withdraw access to the Service in the event that the User fails to comply with its obligations. Getaround may suspend access to all or part of the Service, in full and without notice, as soon as Getaround discovers a breach by the User of its obligations, of violation by the User of the rights granted under the Terms or in the event of intrusion or impairment of the integrity of the Website.

Any violation of any of the provisions of the Terms, as well as any fraud or attempted fraud (eg identity theft, bank card misappropriation, arrears, vehicle theft, repeated or deliberate accidents or damages, etc.) and/or bad behaviour (such as harassment, threatening or offensive remarks against Getaround and/or its employees) might lead to the registration of the fraudulent User on our exclusion list by dedicated Getaround teams without prejudice to Getaround's right to take all necessary legal actions against such User. Users registered on the exclusion list will no longer be able to rent a Vehicle or post a Rental Listing on the Website/App. The conditions relating to the processing of personal data on the exclusion list are set out in our Privacy Policy.

Users may, at any time and without cause, waive the Service by closing their User account.

22. Modification of the Terms

Getaround updates characteristics and features of the Website, the App and the Services to ensure their operation and quality.

Getaround can modify the Terms unilaterally at any time, in particular to comply with any changes in Getaround's Services or any legal, jurisprudential, editorial and / or technical changes. Getaround will notify Users before the amended Terms come into effect. Users may object to the new version of the Terms by closing their Account within 30 days of receiving the change notification. After this period, all changes will be considered to have been accepted. If a User does not accept the new Terms, the agreement between Getaround and said User will be terminated and the User must immediately cease using the Website, the App, and the Services.

The Terms applicable to each Rental booked with the Platform are those accessible online at the time of acceptance of the Rental by the Car Owner (either expressly or automatically if Instant Booking is activated).

The Users are reminded that it is up to them to consult the latest version of the Terms accessible on each page of the Platform before any new Rental is made.

23. Miscellaneous

The Parties are independent from each other. No Party may make a commitment in the name and on behalf of the other Party. Each Party acts in its own name and on its own behalf. None of the provisions of the Terms may be construed as creating a company, mandate, or representative or employer-employee relationship between the Parties.

The Terms, including the rights and obligations stipulated therein, may in no case be transferred from the User to a third party.

If any clause of the Terms were proved to be invalid or abusive, the contract will remain applicable in all its provisions, except any clause found invalid or abusive, as long as it is possible without these provisions.

If one of the Parties were to waive one of the other Party's commitments or obligations, this may not be interpreted in the future as a waiver of that commitment or obligation.

For the execution of the Terms, the Parties choose the following addresses for service:

- For Getaround, at the address of its registered office, indicated in the legal notice;
- For the User, at the address provided upon registration.

24. Applicable law, jurisdiction, and mediation

The Terms are subject to French law.

In the event of a dispute concerning the interpretation or execution of these Terms, the Parties undertake to seek an amicable solution.

Any User who is a private consumer may, if need be, file complaints about our Services on the dispute resolution platform posted by the European Commission available [here](#). The European Commission will forward your complaint to the relevant national mediators. In accordance with the rules applicable to mediation, before any request for mediation, you must have previously informed Getaround in writing of any dispute in order to obtain an amicable solution.

Any User who is a private consumer in Norway may, if need be, file complaints about our Services on the dispute resolution platform posted by Forbrukerrådet available [here](#). Forbrukerrådet will forward your complaint to the relevant national mediators.

In accordance with the rules applicable to mediation, before any request for mediation, you must have previously informed Getaround in writing of any dispute in order to obtain an amicable solution.

If you are a French User, in application of articles L.616-1 and R.616-1 of the Consumer Code, you can specifically use the services of the following mediation entity selected by Getaround: CNPM - CONSUMER MEDIATION. In the event of a dispute, you can file your

complaint on its website: <https://cnpm-mediation-consommation.eu> or by post by writing to CNPM - MEDIATION - CONSOMMATION - 27 avenue de la liberation - 42400 Saint-Chamond.

If no such solution can be found with a professional User, the dispute shall come under the competence of the courts and jurisdiction of the place of conclusion of the contract or the occurrence of the harmful event.