Rental Agreement for Mainland Europe and UK

1. Introduction

1.1 These Terms and Conditions - Rental Agreement - define the conditions of a rental contract between Indie Campers Group, which operates the brands Indie Campers, Bunk Campers, and Just Go (the latter two specifically in the UK and Ireland) (hereinafter referred as to "Indie Campers") and a User (referred to as the Traveler) detailing the terms and conditions of booking a vehicle within a designated category with Indie Campers. This agreement includes provisions on booking and payment, pick-up and drop-off procedures, use of the vehicle, responsibilities of authorized drivers, protection services, reimbursement of expenses, cancellation policies, liability, indemnification, dispute resolution, jurisdiction, and other miscellaneous terms.

1.2 The Rental Agreement ensures both parties understand their rights and obligations before, during and after the booking period. These Terms and Conditions are cumulative with the Platform Terms and Conditions.

1.3 The use or participation in this service is exercised, without exception, on the condition that the Traveler adhere to this Terms and Conditions.

2. Scope of Application

2.1 Rental Agreement apply to all User of the Platform that upon successful registration on the private area of the Platform and desire to book a trip with Indie Campers.

2.2 The Rental Agreement document is structured to provide a comprehensive guide to the terms and conditions governing the rental of vehicles from Indie Campers. It is organized into various sections that cover the entire rental process, from booking and payment to vehicle use and return.

3. Booking Payment

3.1 The flexible payment options provided by Indie Campers to the travelers making a reservation for a road trip are integrated with Indie Campers Group cancellation policies that are designed to seamlessly integrating with our flexible payment options, ensuring a hassle-free experience for travelers who reserve a road trip with Indie Campers.

3.2 When creating a reservation associated with the Indie Fleet Flexible Cancellation, travelers have the right to parcel their payments. The initial payment amounts to 50% of the booking value, while the remaining balance can be settled through a second payment, due 30 days prior to the pick-up date. Alternatively, travelers may choose to pay the full amount of the booking at the time of reservation.

3.3 Please note that for all reservations made under the Indie Fleet Flexible Cancellation Policy, within 30 days of the selected pick-up date, the total reservation value must be paid upon reservation.

3.4 For reservations made with partial payment, the completion of the second payment is essential to ensure the reservation's validity. Failure to fulfil the second payment will result in automatic cancellation of the reservation, without any entitlement to a refund In the event that additional services are added to the reservation or modifications are

made that increase the booking value, the corresponding additional payment must be made immediately upon request. This ensures the effective inclusion of the requested services within the scope of the reservation.

3.5 If additional services are added or modifications are made resulting in a decreased booking value, the refundable amount in the case of cancellation within 30 days and 1 day before the pick-up date will be proportionately adjusted. Whenever the Traveler is entitled to a refund, Indie Campers shall process a transfer of the amounts to the travelers account within 5-10 business days.

3.6 Payment Methods:

Types of Payment Providers: Accepted payment methods include credit cards, debit cards, and other electronic payment systems as specified on the Platform.

1. Buy Now Pay Later: Indie Campers is committed to providing Users with various payment methods, including a "Buy Now Pay Later" option through an external payment provider. This option allows Users to defer payment under certain conditions. Indie Campers is not responsible for the actions or decisions of the payment provider. This option is cumulative with the option listed in clause 4.2.

1. Vouchers: Indie Campers may issue vouchers that can be used as payment for services on the Platform. Vouchers are subject to specific terms and conditions, which will be provided at the time of issuance.

2. Promotional Codes/Promotions: Indie Campers may offer promotional codes or run promotions that provide discounts or benefits to Users. These are subject to specific terms and conditions, which will be provided at the time of the promotion.

4. Fees and Currency Reference

4.1 Authoritative Fee Document

All fees mentioned within this Rental Agreement are to be consulted and confirmed with the official Fee Document published by Indie Campers. This document contains the definitive and most up-to-date list of applicable fees, surcharges, and penalties.

4.2 Local Currency Conversion

All fees referenced in this Rental Agreement are stated in euros (€) for clarity. However, the applicable fee at the time of enforcement will be converted to the equivalent amount in the local currency of the rental location, as determined in the Fee Document.

4.3 Resolution of Discrepancies

In the event of any discrepancy or disagreement between the fees mentioned in this Rental Agreement and those stated in the Fee Document, the fees outlined in the Fee Document will prevail. The Fee Document serves as the binding reference for all charges.

4.4 Fee Accessibility

The Fee Document is made accessible to Travelers at all times and is linked on the Indie Campers platform. Customers are encouraged to review the document prior to the rental period to ensure full understanding of potential charges.

4.5 Traveler Acknowledgment

By proceeding with this Rental Agreement, the Traveler acknowledges the validity and precedence of the Fee Document over any fee descriptions provided in this Agreement, ensuring transparency and alignment with local currency requirements.

5. Security Deposit

5.1 The security deposit can only be paid using a physical credit or debit card credit/debit card (Visa, AMEX or Mastercard), and the credit/debit card owner must be present at the pick-up. Only debit cards which allow a hold deposit to be processed will be accepted. Under no circumstances will we accept a deposit to be charged as a transaction on any card type. Indie Campers recommends Traveler to check with their issuing bank whether the debit card will allow a hold deposit to be processed.

5.2 Traveler's allow Indie Campers to reserve against their credit or debit card before the pick-up of the vehicle an amount up to three times the estimated total charges as a deposit, in no event less than 3000€/GBP , or the amount listed on the Rental Agreement. The deposit amount does not limit in any way the total amount owed to use under this Agreement. Traveler's debit/credit card issuer's rules will apply to Traveler's account being credited for the excess, which may not be immediately available.

5.3 If the security deposit amount is not authorized by the bank or by the credit card owner, this Rental Agreement cannot be executed, and the Vehicle cannot be delivered, being therefore considered a *"**Fourth Stage:** Same-day cancellation"* as stated in clause 15.3.4 with the rules outlined therein.

5.4 The security deposit will be returned to the Traveler at the end of the Rental Period, by an Indie Campers staff member, provided that Indie Campers determines that the Vehicle is in the same condition as it was when it was first collected by the Traveler.

5.5 In the situation where the Vehicle has not returned in the same condition as it was when it was first collected by the Traveler. Indie Campers will hold the deposit up to 30 days to access the estimated compensation needed to return the vehicle to the conditions when it was first collected by the Traveler.

5.6 The deposit provided by the Traveler will be used to cover any and all charges that arise during the rental period, including, but not limited to, damage claims, traffic violations, tolls, fines, penalties, fees, unpaid expenses, and any other charges stipulated in the Rental Agreement.

6. Electronic Communications, Telematics Notice, and Release.

6.1 The Traveler acknowledges that the Vehicle may be equipped with a telematics device, global positioning satellite ("GPS") technology, an electronic locator device, and/or an event data recorder.

Indie Campers may locate, monitor, or disable the Vehicle through such systems if deemed necessary, without warning or notice, to the extent permitted by applicable law. Remote monitoring may include the collection of Vehicle data, such as location, odometer, oil life, fuel level, tire pressure, battery charge, diagnostic trouble codes, and other elements that Indie Campers may deem necessary such as vehicle locations history to determine if the Traveler complied with the Geographic Limitations outlined on clause 23.4 of the terms and conditions. Failure to comply with the those limitations, Indie Campers reserves the right to charge the Traveler a penalty of 1,000€ (one thousand euros) for each day the vehicle is used or located in any of the geographic areas outlined as per clause 23.4 "Travel in the following areas is Strictly Forbidden at all times"

6.2 Indie Campers is not responsible for the operability of any telematics, navigational, or other system included with the Vehicle. The Traveler acknowledges that these systems may use cellular telephone, wireless technology, Bluetooth technology, or radio signals to transmit data, and therefore privacy cannot be guaranteed.

6.3 The Traveler authorizes any person's use or disclosure of, or access to, location information, automatic crash notification, and operational vehicle reporting conditions of the Vehicle as permitted by law. The Traveler shall inform any and all drivers and passengers of the Vehicle of the terms of this section and that the Traveler has authorized the release of information as provided herein.

6.4 Third-party telematics service providers are not agents, employees, or contractors of Indie Campers. The Traveler's use of a telematics system during the rental is subject to the terms of service and privacy policy of the third-party telematics system provider. The Vehicle may collect and store personal information if the Traveler chooses to connect a smartphone or other device to the Vehicle's Infotainment System. Indie Campers does not access, collect, or use any information that may be stored by the Infotainment System. If the Traveler chooses to connect a device to the Infotainment System, they are representing that they understand that information from their device may be stored by the Vehicle's Infotainment System

7. Mandatory Online Check-in (Traveler ID Verification)

7.1 Obligation to Complete Online Check-in

All Travelers renting a vehicle from Indie Campers are required to complete the mandatory online check-in and identity verification process no later than 3 hours prior to the scheduled pick-up date and time.

7.2 Third-Party Verification Process

The online check-in process includes an identity verification procedure conducted by a third-party service provider, independent of Indie Campers. Indie Campers shall not be

held responsible for any technical issues, verification failures, or delays arising from this external verification process.

7.3 Technological Limitations and Alternative Support
Travelers who are unable to complete the online check-in due to technological limitations must promptly contact Indie Campers customer support for assistance. Indie Campers shall, where possible, provide alternative support measures to facilitate the verification process but does not guarantee exceptions to the online check-in requirement.

7.4 Penalty for Failure to Complete Online Check-in
Failure to successfully complete the online check-in process before the 3-hour deadline shall result in the application of a penalty fee, as outlined in the Indie Campers Fee Document.

7.5 Consequences of Non-Compliance
A Traveler who fails to complete the mandatory online check-in within the stipulated timeframe may be denied access to the rented vehicle at the scheduled pick-up time. In such cases, no refund or compensation shall be provided.

7.6 Booking Cancellation Due to Non-Compliance
Indie Campers reserves the right to cancel the booking if the online check-in has not been completed within the required timeframe. In such cases, the Traveler shall be subject to the applicable cancellation fees as per the Rental Agreement.

7.7 Fraudulent Activity and Misrepresentation
Any fraudulent activity, misrepresentation, or provision of false information detected during the online check-in process shall result in the immediate termination of the booking. Indie Campers reserves the right to take further legal action where necessary.

7.8 Acknowledgment and Acceptance of Terms

By proceeding with the booking, the Traveler acknowledges and agrees to the terms of the Mandatory Online Check-in Policy and accepts full responsibility for completing the verification process within the specified timeframe. Indie Campers shall not be liable for any loss, inconvenience, or additional costs incurred due to non-compliance with these requirements.

8. Vehicle Pick-up

8.1 Check-in Process:

8.1.1 Vehicle pick-up is a critical step in ensuring a smooth and hassle-free rental experience. As part of the check-in process, it guarantees that the Traveler receives a vehicle within the selected category, in the expected condition, while completing all necessary identification and documentation requirements.

8.1.2 Before departure, both the Traveler and Indie Campers must conduct a mandatory check-in validation, ensuring that:

1. The vehicle's condition and additional equipment match the booking details.

2. Any pre-existing damages or missing items are documented and acknowledged.
3. The rental agreement terms are fully understood before the journey begins.

8.1.3 This structured and transparent handover process ensures that both parties confirm all details and address any concerns before departure. By adhering to these steps, Travelers can begin their trip with confidence, reducing the risk of potential complications during their journey.

8.1.4 More specifically, the booking officially begins when the Traveler picks up the vehicle at the designated location at the agreed-upon time. The following steps and conditions apply to the vehicle pick-up process:

8.2. Documents

The execution and signature of this Rental Agreement is based on the assumption of the existence of:

a) A valid vehicle driver's license that authorizes the Traveler to lawfully operate the rented vehicle in the country of pick-up, the country of drop-off, and any other country or territory in which the vehicle will be driven during the rental period.
b) a valid ID or Passport;
c) a valid credit/debit card (Visa, AMEX or Mastercard).

All documents were presented upon the vehicle's collection and signing of this Rental Agreement. If the Hirer does not present the necessary documents, the vehicle cannot be rented, and standard no show fee will apply.

8.3 The Hirer must be older than 18 years old.

8.4 Arrival at the Depot

8.4.1 Prior to arrival at the designated depot, Travelers shall receive detailed pre-arrival instructions to facilitate a structured and efficient check-in process.

8.4.2 The Traveler must arrive at the specified pick-up location at the scheduled time. Any delays should be communicated to Indie Campers as soon as possible, using the available channels.

8.4.3 Indie Campers has **signage and digital tools** at all depots to provide real-time guidance and streamline the check-in procedure.

8.4.4 Early Arrivals

1. Indie Campers is not obliged to prioritize bookings of Travelers who arrive earlier than the scheduled pick-up time. The vehicle handover process will only be initiated at the agreed-upon time as per the Rental Agreement.
2. Early arrivals shall not impose any obligation on Indie Campers to expedite the pick-up process, and Travelers may be required to wait until the designated pick-up time.

8.4.5 Late Arrivals by the Traveler

Indie Campers shall not be held liable for any inconvenience or loss resulting from the Traveler's failure to arrive at the designated depot at the agreed-upon time. A grace period of **30 minutes** shall be granted from the scheduled pick-up time. Should the Traveler arrive more than 30 minutes late, Indie Campers reserves the right to apply a **Late Pick-Up Fee of €50 per hour**, in accordance with the penalty framework established in the Drop-Off Policy.

Travelers who fail to appear on the day of pick-up without prior notification shall be classified as a **No-Show**, and the provisions under that Clause shall apply, including forfeiture of the reservation and possible reallocation of the vehicle.

8.4.6 Late Vehicle Delivery by Indie Campers

1. If Indie Campers fails to deliver the vehicle at the agreed pick-up time, the Traveler shall be entitled to compensation equivalent to the delayed penalties imposed on Travelers for late drop-offs, as specified in the Fee Document.
2. The Traveler shall be entitled to reimbursement in the form of monetary compensation or an equivalent credit applied toward future bookings, as determined by Indie Campers.

8.4.7 Upon arrival, Travelers shall be required to follow the steps outlined in the **Welcome Poster**, which will be prominently displayed at all depots. This poster shall include, but is not limited to, the following instructions:

1. Registration of arrival by entering a 4-digit code at the designated check-in station.
2. Completion of the Mandatory Online Check-In (OCI), where applicable, if not finalized prior to arrival.
3. Viewing of instructional materials available in the Traveler's client area, providing operational guidance on vehicle use and rental conditions.
4. Information on protection plans and optional extras available for purchase or modification prior to departure.

8.4.8 The Traveler must present **a valid driver's license and physical payment card that allows for a deposit.** Failing the processes of Identification and Documentation Indie Campers reserves the right not to deliver the vehicle. In the cases where it is not possible to verify the traveler through the established process in the Terms and Conditions or Hold the Deposit using the methods available at Indie Campers, the Traveler is not entitled to a refund.

8.4.9 Indie Campers will verify the Traveler's identification in person and process any outstanding payments or security deposits as per the booking agreement.

9. Customer Vehicle Validation

9.1 Both Indie Campers and the Traveler will conduct a thorough inspection, **Customer Vehicle Validation**, of the vehicle to document its condition before the rental period

begins. Any pre-existing damages or issues should be noted and acknowledged by both parties.

1. The **Customer Vehicle Validation is <u>mandatory</u>** will occur upon receiving the vehicle and the Traveler will have it accessible via their client area.
2. The objective of the validation is to confirm that the assigned vehicle from the booked category meets the Traveler's expectations before departure and to address any concerns.

9.2 The validation will:

1. Address key factors contributing to customer dissatisfaction.
2. Ensure the Traveler verifies and acknowledges the vehicle's condition and features.
3. Allow the Traveler to provide real-time feedback, helping Indie Campers enhance service quality.

9.3 The feedback collected will be directly linked to Indie Campers' internal **service quality dashboard** for monitoring and continuous improvement.

9.4 Failure to complete the Customer Vehicle Validation may impact the Traveler's ability to claim post-trip compensation related to vehicle conditions or service levels.

<u>10. Optional Equipment</u>

Any optional equipment or extras requested in advance, during the booking process by the Traveler will be provided, and the Traveler will be responsible for its inspection and proper use. The Traveler must ensure they understand the operational instructions for all optional equipment before leaving the rental location. Any optional equipment or extras requested at the moment of pick-up are subject to availability.

<u>11. Departure</u>

Once all the above steps are completed, the Traveler can depart with the vehicle and begin their rental period.

<u>12. No-Show</u>

12.1 If the Traveler does not show up at the pick-up location and does not provide within the same day any prior justification to Indie Campers , the Traveler will be considered a no-show. In this case, Indie Campers reserves the right to release the vehicle for booking again, and the Traveler will be charged according to the cancellation policy.

12.2 If the Traveler presents a justification for the no-show and picks up the vehicle the following day,after the designated pick-up date, in agreement with Indie Campers, a fee will be charged to cover, but not limited to, costs related to the delay such as extra parking, space occupancy, delay in operations, and other related expenses. If the Traveler shows up on the following day, without previoust confirmation from Indie Campers, the vehicle may not be available for the Traveler anymore as indie camper reserves the right to make him available for rental as soon as Traveler didnt show.

13. Use of the Vehicle

13. 1 The Hirer undertakes that, during the Rental Period, the vehicle will not be:

a) Driven by any person that is not mentioned in the rental agreement as a driver
b) Driven in an imprudent and dangerous way.
c) Driven by a person under the influence of alcohol or drugs.
d) Left with the key inside the vehicle, while unoccupied.
e) Damaged by submersion in water, contact with salt water, driving through flooded areas, beach driving and unpaved roads.
f) Used for any race, contest or any illegal activities.
g) Used to tow any vehicle.
h) Used to carry passengers or property for hire or reward.
i) Used to carry a number of passengers superior to the maximum capacity permitted by law.
j) Used to carry hazard materials, volatile liquids, gases, explosives or other corrosive or inflammable material, apart from the gas provided by the Rental Firm.
k) Used for the purpose of transporting and haulage goods other than what might be reasonably expected of a leisure rental.
l) install accessories and advertising or commercial mentions.
m) driven off-road, on closed roads, or roads not suited for the rented vehicle according to local laws and regulation.

13. 2 The Rental Firm shall not be responsible for any of the consequences, nor for any damage, loss and/or other costs resulting from the Hirer not acting in conformity with the aforementioned points (a) to (m).

13.3 The Traveler acknowledges that the Rental Firm retains the title and ownership of the assigned vehicle at all times and shall not agree, attempt, offer or purport to sell, sub-let, lend or mortgage the vehicle to any other party.

13.4 The Traveler shall not make any modifications or additions to the vehicle, without prior written consent from the Rental Firm.

13. 5 The Traveler shall take all reasonable steps to properly maintain the vehicle, including, daily checks of the Oil, Water and Batteries, and will contact the Rental Firm if vehicle warning lights indicate any potential malfunction.

13.6 Any electrical devices (including the cooler) cannot be connected to the battery for more than 4 hours in a row, without charging the vehicle battery every day in camping places or in other 220V sources.

13.7 The Traveler is responsible for monitoring and obtaining information on weather forecasts and road conditions on his travels, and public warning thereof. In the case of winter hire, Indie Campers cannot be held responsible in the event of any damage or inconveniences caused by freezing conditions.

13.8 This Rental Agreement will be immediately terminated and the booking will be canceled without any need of judicial intervention if the vehicle is used in any terms that constitute a violation of this Rental Agreement or the commission of a crime.

Additionally, the Rental Firm reserves the right to, justifiably, recover the vehicle, at any time, without previous notice, and the Hirer is held responsible for all the charges involved.

13.9 The Traveler may not, in any case, sublet or assign the Vehicle without prior written consent of the Rental Firm.

14. Vehicle Exchange

14.1 A vehicle exchange can only take place in the situations described below:

14.1.1 During the rental period the vehicle has suffered an accident, damage, engine failure or similar situations in which the vehicle is not drivable: a) The vehicle will be sent to a workshop b)The deposit of the first vehicle will be charged c) The customer will receive a new vehicle of the same category with a new deposit.

14.1.2 During the rental period in the event of negligent damage to the vehicle: a) The deposit will be charged b) In case the deposit is not sufficient to cover the damage the remainder will also be charged to the client c) If the deposit has been charged the client will be entitled to a new vehicle and must pay a new deposit d) In the event that the deposit has not been collected the client will not be entitled to a new vehicle

14.1.3 During the rental period if the vehicle is damaged due to unforeseen circumstances: a) The deposit will be charged b) The Renter is entitled to a new vehicle and must pay a new deposit

14.2 In circumstances where a new deposit is required the Renter who previously had a protection plan premium may only choose a protection plan basic for the new booking. Indie Campers does not authorize the upgrade of the protection plan when changing vehicles.

15. Cancellation Policy

Indie Cancellation Policy - Effective Date: 29.01.2024

15.1 This cancellation policy ("Policy") governs the cancellation and refund procedures for reservations made with the Indie Campers Group ("Company") rental fleet in all countries and locations where the Group Operate. By making a reservation with the Company, the traveler agrees to comply with the terms and conditions outlined in this article.

15.2 Applicability

This Policy shall apply to all reservations made after the deployment from 29th of January 2024 forward. This new cancellation policy is solely applicable to reservation involving **Rental Business of Indie Campers Fleet**. Reservations involving third-party vehicles shall not undergo any changes to their existing cancellation policies

15.3 Indie Fleet Flexible Cancellation Policy conditions:

15.3.1 First Stage: Cancellation more than 30 days before the scheduled pick-up date:

1. In the event of a cancellation more than 30 days before the scheduled pick-up date, the traveler shall be entitled to a full refund of the total amount paid until that date, calculated based on the existing booking value.
2. During this stage if additional services or days are added by the traveler, full payment for the increased booking value is required immediately.
3. Traveler also understands that the if the traveler already paid partially the booking the traveler will be requested a 2nd payment 30 days before the pick-up date to close the accounts of that booking.
4. If the second payment fails, the booking will be automatically cancelled after 3 days of failed attempts. Please note that if the full booking value has not been paid by the time of the second payment failure, the traveler will not be entitled to a refund, and the customer will not be considered as being in the Second Stage.

15.3.2 Second Stage: Cancellation between 30 and 8 days before the scheduled pick-up date:

Reservations made with less the 30 days to the pick-up date must be paid 100% in the first payment. If the reservation is cancelled between 30 and 8 days before the scheduled pick-up date, the traveler shall be eligible for a refund of 50% of the total amount paid until that date, calculated based on the existing booking value that includes the value of any services that were added or subcontracted during that period.

15.3.3 Third Stage: Cancellation between 7 and 1 day before the scheduled pick-up date:

For cancellations made between 7 and 1 day before the scheduled pick-up date, a refund of 5% of the total amount paid until that date shall be granted, calculated based on the existing booking value.

15.3.4 Fourth Stage: Same-day cancellation:

In the event of a cancellation on the same day as the scheduled pick-up date, travelers shall not be entitled to receive any refund.

15.4 . Payment and Refund Considerations:

The cancellation policy is integrated with the flexible payment options Indie Campers provided to the travelers making a reservation for a road trip. Indie Campers Group cancellation policies are designed to seamlessly integrate with our flexible payment options, ensuring a hassle-free experience for travelers who reserve a road trip with Indie Campers. When creating a reservation associated with the Indie Fleet Flexible Cancellation, travelers have the right to parcel their payments. The initial payment amounts to 50% of the booking value, while the remaining balance can be settled through a second payment, due 30 days prior to the pick-up date. Alternatively, travelers may choose to pay the full amount of the booking at the time of reservation. Please note that for all reservations made under the Indie Fleet Flexible Cancellation, within 30 days of the selected pick-up date, the total reservation value must be paid upon reservation. For reservations made with partial payment, the completion of the second payment is essential to ensure the reservation's validity. Failure to fulfil the second payment will result in automatic cancellation of the reservation, without any entitlement to a refund

In the event that additional services are added to the reservation or modifications are made that increase the booking value, the corresponding additional payment must be made immediately upon request. This ensures the effective inclusion of the requested services within the scope of the reservation. Conversely, if additional services are added or modifications are made resulting in a decreased booking value, the refundable amount in the case of cancellation within 30 days and 1 day before the pick-up date will be proportionately adjusted. Whenever the entitled is entitled to a refund, Indie Campers shall process a transfer of the amounts to the travelers account within 5-10 business days.

15.5 Refund Calculation Steps Explained.

As part of our commitment to providing a seamless and flexible experience for our valued travelers, we have established a refund calculation policy that applies to reservation changes and cancellations.

15.5.1 Increased Booking Value:

If additional services or days are added to your booking, resulting in an increased booking value, travelers are required to make full payment for the additional cost immediately when contacting our Customer Experience team. This step ensures the validity of the reservation.

15.5.2 Cancellation Before 30 Days:

Should a traveler decide to cancel their reservation before the 30-day mark, they will be entitled to a refund of the amount paid so far, excluding any process handling fees.

15.5.3 Failure to Complete Second Payment:

In the event that the second payment is not made after all attempts, the amount paid upfront shall be forfeited, and no refund will be issued. Consequently, the booking will be cancelled.

15.5.4 Cancellation After Second Payment:

If a traveler has made the second payment and subsequently decides to cancel the reservation, the refund amount will be determined based on the terms and conditions of the cancellation policy.

15.5.5 Decreased Booking Value:

Should any extras or days be decreased from the booking, resulting in a decreased booking value, the Company will not issue a refund for these changes.

15.6 Partially Refundable Cancellation Policy

Customers are entitled to a 5% refund of the booking amount if the cancellation is made more than one day prior to the scheduled pick-up date. No refunds will be issued for cancellations made on the same day as the pick-up date.

15.6.1First Stage: Cancellation more than 30 days to the scheduled pick-up date:

1. For reservations made more than 30 days before the pick-up date, a payment of 50% of the total booking amount is required at the time of booking. The remaining 50% will be charged 30 days before the pick-up date.
2. If the second payment fails, the booking will be automatically cancelled after 3 days of failed attempts. Please note that if the full booking value has not been paid by the time of the second payment failure, the traveler will not be entitled to a refund, and the customer will not be considered as being in the Second Stage.
3. If the reservation is cancelled more than 30 days before the scheduled pick-up date, the traveler shall be eligible for a refund of the total (100%) booking value paid until that date.

15.6.2 Second Stage: Cancellation between 30 and 8 days before the scheduled pick-up date:

1. Reservations made with less than 30 days to the pick-up date must be paid 100% in the first payment.
2. If the reservation is cancelled between 30 and 8 days before the scheduled pick-up date, the traveler shall be eligible for a refund of 50% of the total amount paid until that date, calculated based on the existing booking value that includes the value of any services that were added or subcontracted during that period.

15.6.3 Third Stage: Cancellation between 7 and 1 day before the scheduled pick-up date:

For cancellations made between 7 and 1 day before the scheduled pick-up date, a refund of 5% of the total amount paid until that date shall be granted, calculated based on the existing booking value.

15.7. Irrespective of the Cancellation Policy selected by the Traveler, Indie Campers reserve the right to reject any refunds or any type of compensation of the booking amount due to any extreme events, such as pandemics, riots, wars, acts of God and industrial disasters.

16. Changes to the cancelation policy

Please note that the cancelations Policies are subject to change at the discretion of the Company. It is the traveler responsibility to review the most recent version of this Policy available on our website or to contact our customer service for any updates. If the traveler requires further clarification or have any questions concerning our cancellation policy, we recommend reading the article on the help center or contacting our customer service team for guidance. By making a booking with the Company, the Traveler acknowledges that have read, understood, and agreed to be bound by the terms and conditions set forth in this Policy

17. Pets Policy

17.1 It is permitted to travel with one pet if its weight does not exceed 30kg. In such a case, a fee will be charged (After-trip Cleaning).

17.2 The After-trip Cleaning covers the cleaning of the vehicle after the rental, while the Hirer is liable for any and all damages caused by the pet in the interior and exterior of the

vehicle. It is of the entirely the responsibility of the Traveler to guarantee that the pet travels in safe conditions and according to the local regulations.

17.3 The Rental Firm will not be liable for any traffic tickets or legal fees due to the pet's presence inside the vehicle.

18. Oil Policy

18.1 Condition at Pick-Up:

The Vehicle shall be delivered with the engine oil level within the manufacturer's prescribed range, as indicated between the minimum and maximum markers on the dipstick, and without any oil warning light illuminated on the dashboard. Such conditions shall be recorded in the check-out report and acknowledged by the Traveler at the time of handover.

18.2 Traveler's Obligations During the Rental Period:

(a) The Traveler shall verify the engine oil level on a daily basis, and in particular prior to undertaking any extended journey.

(b) The Traveler shall continuously monitor the dashboard and must immediately cease operation of the Vehicle in the event of illumination of the oil warning light, conducting an inspection of the oil level before resuming travel.

(c) The Traveler shall procure refilling of the engine oil whenever required, ensuring the use of the correct specification of oil designated for the Vehicle.

(d) The Traveler may seek reimbursement of reasonable and properly documented expenses incurred in connection with oil refilling, subject to submission of proof of purchase and Company approval.

18.3 Condition at Return:

Upon return, the Vehicle must present an engine oil level within the manufacturer's prescribed range, with no oil warning light illuminated on the dashboard. Non-compliance with this obligation may render the Traveler liable for:

(i) the costs of replenishing the engine oil to a safe level; and/or

(ii) the costs of inspection and/or repairs necessitated by insufficient oil levels or continued operation of the Vehicle after activation of the oil warning light.

18.4 Exceptions:

(a) In circumstances of abnormal or excessive oil consumption attributable to a mechanical defect of the Vehicle, and duly reported and evidenced by the Traveler, the Company may, at its sole discretion, waive related charges and/or reimburse additional reasonable expenses directly arising therefrom, including but not limited to accommodation and workshop-related waiting time.

(b) Any dispute regarding the application of this Clause shall be subject to review by the Company's Global Support Team, and the Traveler may be required to provide adequate supporting documentation.

19. Fuel Policy

19.1 Fuel Level at Pick-Up:

Indie Campers will provide the vehicle with a fuel level above the reserve at the beginning of the rental period. The exact fuel level will be documented through photographic evidence at the check-in moment. The Traveler acknowledges and confirms the registered fuel level by signing the rental agreement.

19.2 Refueling Charges:

18.2.1 If the vehicle is not returned with the same fuel level as registered at pick-up, the Traveler will be charged for the missing fuel at the current market rate, plus an additional Refueling Service Fee per each 1/4 tank missing as detailed in the Fee Document. If the vehicle is returned with a fuel level that falls between designated quarter-tank levels (e.g., 1/3 tank, which is between 1/4 and 1/2 tank), the fuel level will be rounded to the nearest quarter-tank increment.

18.2.2 If the Traveler returns the vehicle with a fuel level higher than the level at which it was provided, Indie Campers is under no obligation to provide a refund, compensation, or credit for the excess fuel.

19.3. Disputes:

In case of any disagreement regarding the recorded fuel level, the matter will be reviewed by Indie Campers' customer service team. The Traveler wil lbe required to provide supporting evidence for their claim.

19.4 On-trip Fuel Purchases:

Additional fuel required during the rental period must be purchased at the Traveler's own expense. Travelers are responsible for ensuring the correct type of fuel is used for the vehicle. Indie Campers will not reimburse the Traveler for any fuel expenses upon the vehicle’s return.

19.5 Incorrect Fuel Use:

The use of incorrect fuel can result in serious damage to the vehicle. Therefore, Indie Campers will charge an Incorrect Fuel Fee and any additional costs associated with the repair of any damage, the associated costs with respect to the transportation of the vehicle to be repaired, and the potential loss of revenue associated with the vehicle repair block.

20. Gas Policy

20.1 Vehicle Models and Gas Installations

Indie Campers Fleet includes vehicles equipped with different gas installations, which are classified into two categories:

1. Models with Portable Cookers – These vehicles utilize small, portable propane canisters for cooking purposes.

2. Models with Built-in Cooker/Stove with Tank Gauge – These vehicles are equipped with an integrated gas system that operates through a refillable gas cylinder, which fuels both cooking and heating appliances.

20.2 Provision and Purchase of Gas Canisters and Cylinders

20.2.1 For all vehicle models, Indie Campers ensures that a sealed gas canister or cylinder is made available at the time of pick-up. Travelers can purchase a bottle in advance at a lower price or at pick-up. If customers do not purchase the canister or cylinder in advance, or at pick-up, but open the sealed canister or cylinder during their trip, charges will apply at drop-off. Indie Campers is not liable for external factors such as supply shortages or local purchasing restrictions.

20.2.2 For vehicles equipped with portable cookers, a sealed propane canister is made available at the time of pick-up. Travelers can purchase a canister in advance at a lower price or at pick-up. If customers do not purchase the canister in advance, or at pick-up, but open the sealed canister during their trip, charges will apply at drop-off. Indie Campers is not liable for external factors such as supply shortages or local purchasing restrictions.

20.2.3 For vehicles equipped with a built-in cooker/stove with a tank gauge, a sealed camping gas cylinder is made available at the time of pick-up. Travelers can purchase a camping gas cylinder in advance at a lower price or at pick-up. If customers do not purchase the camping gas cylinder in advance, or at pick-up, but open the sealed camping gas cylinder during their trip, charges will apply at drop-off. Indie Campers is not liable for external factors such as supply shortages or local purchasing restrictions.

20.3 Availability and Refund Policy

20.3.1 Where a Traveler has pre-purchased a propane canister or gas cylinder, Indie Campers guarantees its provision at the time of pick-up. In the event that the pre-purchased canister or cylinder is not available at the designated pick-up location, Indie Campers shall issue a refund equivalent to the purchase price of the unavailable gas container. However, no guarantee is made regarding the availability of canisters or cylinders for purchase at the depot at the time of pick-up if they were not pre-booked.

20.3.2 No refunds or credits shall be issued for any gas canister or cylinder that remains partially or fully unused during the rental period. Similarly, if a Traveler purchases a canister or cylinder but elects not to use it, no refund shall be granted. Refunds shall only be issued in cases where the Traveler has pre-purchased a gas canister or cylinder, and Indie Campers is unable to supply it at the time of pick-up, in which case the refund amount shall be limited to the value of the pre-purchased item.

20.4 Additional Gas or Refills

20.4.1 Travelers may purchase additional propane or gas canisters at their own expense during the rental period. These can be acquired at locations commonly available along travel routes, such as gas stations, camping supply stores, or other retail outlets where such products are typically sold as well as Indie Campers Depots.

20.4.2 The Traveler is responsible for ensuring the purchased gas is compatible with the vehicle's specifications and country-specific regulations. Failure to do so, resulting in damage to the vehicle or its systems due to incompatibility, will result in the imposition

of a **Gas Incompatibility Fee.** This fee will cover all costs associated with repairs, replacements, or damages incurred. Indie Campers reserves the right to charge the Traveler for this fee as outlined in the Rental Agreement.

20.5 One-Way Trips and Gas Compatibility

For one-way trips that cross country borders, travelers will be provided with 2 (two) sealed gas containers to ensure compatibility with the regulations and adaptors required in different countries. The provisions outlined in Articles 11.1 and 11.2 remain fully applicable and binding, including the requirements for safety, pre-purchase, installation, usage, and any associated charges as stipulated.

20.6 Traveler-Supplied Gas Cylinders

20.6.1 Travelers may bring their own gas cylinders or canisters, provided they are compatible with the country-specific adaptors and the vehicle's requirements. The Traveler assumes full responsibility for any damages caused to the vehicle or its systems resulting from the use of incompatible or improper gas cylinders or canisters. In such cases, Indie Campers reserves the right to impose a **Gas Incompatibility Fee**, covering all repair, replacement, or associated costs as outlined in the Rental Agreement.

20.6.2 Indie Campers reserves the right to inspect, accept or deny, the gas cylinders or canisters that the Traveler brings.It is expressly stated that any inspection or lack of objection by Indie Campers does not constitute approval, certification, or confirmation of the canister's compatibility, fitness for purpose, or suitability for use with the vehicle. The Traveler remains solely responsible for ensuring compatibility and assumes full liability for any damage caused by the use of their gas cylinders or canisters. In such cases, Indie Campers reserves the right to impose a **Gas Incompatibility Fee**, covering all repair, replacement, or associated costs as outlined in the Rental Agreement.

21. AdBlue Policy

21.1 AdBlue is a diesel exhaust fluid required in modern diesel engine vehicles. All models requiring AdBlue are identified with an AdBlue tank, located next to the fuel tank. Similarly to fuel level, the vehicle dashboard shows if the AdBlue level is low.

21.2 The vehicle is delivered above the minimum AdBlue for circulation (without AdBlue lights on) and must be returned in the same conditions, otherwise a Refuelling Fee will be applied.

21.3 During the trip, the Hirer is responsible to guarantee that the vehicle always has both Fuel and AdBlue required for circulation without damaging the engine.

21.4 Additional AdBlue can be purchased throughout the rental period at any fuel station at the Travelers' own expense. The Rental Firm will not reimburse the Hirer for any AdBlue fluid expenses upon return of the vehicle.

22. Battery Policy

This Policy outlines the Traveler's responsibilities and Indie Campers' provisions related to the vehicle's battery systems during the rental period. Proper management of both the main vehicle battery and the appliance battery is essential to ensure uninterrupted use of the vehicle and its onboard systems.

22.1 Introduction

Indie Campers vehicles are equipped with two distinct battery systems: the primary vehicle battery and a secondary battery dedicated to powering onboard appliances. While these batteries function independently under normal conditions, improper management of the secondary battery can lead to unintended consequences. If the secondary battery is fully depleted, the onboard appliances will automatically draw power from the primary vehicle battery, potentially compromising the vehicle's ability to start and operate. This policy outlines the responsibilities of the Traveler in maintaining proper battery levels throughout the rental period to ensure the continuous functionality of both the vehicle and its appliances.

22.2. Battery Usage During the Rental

The vehicle's battery is essential for powering the vehicle, onboard systems and appliances.

22.3 The Traveler is responsible for:

22.3.1 Ensuring that both the **main vehicle battery** and **appliance battery** remain charged throughout the trip.

22.3.1 Following the guidelines provided in the vehicle guide for proper battery usage and management.

23. Battery Levels at Pick-Up and Return

Indie Campers provides vehicles with a specific charge level for both batteries.

24. Battery Level Verification

The Traveler must return the vehicle with at least the same charge levels recorded at pick-up.

24.1 Pick-Up Verification:

1. At pick-up, the battery levels of both the **main vehicle battery** and **appliance battery** are checked, documented, and confirmed by both the Traveler and Indie Campers staff.
2. By signing the rental agreement, the Traveler accepts the battery levels registered at pick-up.

24.2 Return Requirement:

1. The vehicle must be returned with the **appliance battery** charged to at least the same level as recorded at pick-up.
2. The **main vehicle battery** must not be drained due to improper use of the **appliance battery**.

3. Failure to meet these requirements will result in a **Battery Charging Fee**, as specified in the Fee Document.

25. Battery Depletion in Remote Areas:

25.1 If the **appliance battery** becomes fully depleted, onboard appliances will start using power from the **main vehicle battery**, potentially causing a complete power failure.

25.2 If the appliance battery is completely discharged in a remote location:

25.2.1 The Traveler must **contact Indie Campers' on-trip support** for guidance.

25.2.2 Emergency assistance (such as **towing or on-site charging**) may be arranged, with costs charged to the Traveler

26. Extreme Weather Conditions:

26.1.1 Cold Weather Impact

Cold weather significantly affects **battery performance**, particularly the **appliance battery**. To mitigate this, Travelers **must keep the vehicle plugged into an external power source** whenever temperatures are below freezing.

26.1.2 Traveler Liability for Cold Weather Damage

In situations where the Traveler **fails to keep the vehicle plugged in as recommended**, and the **appliance battery** or **main vehicle battery** becomes damaged or depleted due to extreme weather conditions, the Traveler will be responsible for:

1. **Costs associated with repairing or replacing** the affected battery or related systems, as the failure to follow guidelines is deemed negligent behavior.
2. **Any additional fees** resulting from a), including **Battery Charging Fees**, as detailed in the Fee Document.

27. Traveler Responsibilities

27.1 Proper Battery Use:

The Traveler must adhere to the vehicle guide's instructions for battery maintenance and charging and avoid deliberate misuse, such as excessive or negligent appliance use without recharging the appliance battery.

27.2 Reporting Issues:

27.2.1 Report any battery issues to Indie Campers' on-trip support immediately, either through support channels located in your client area or by submitting a request through our website (located at the bottom of the webpage).

27.2.2 Failure to Report Issues Promptly

If the Traveler fails to report battery issues to Indie Campers' on-trip support immediately upon noticing them, any additional costs arising as a direct result of the delay will be the Traveler's responsibility. These costs may include:

1. Emergency Service Fees: Costs for towing, on-site charging, or other emergency services if the battery becomes fully discharged due to the Traveler's delay in reporting the issue.
2. Repair or Replacement Costs: Costs for repairing or replacing the battery or related vehicle systems if the delay in reporting results in further damage that could have been mitigated with timely assistance.

28. Charging Equipment

28.1 Provided Accessories:

Vehicles are equipped with charging cables and adapters suitable for common power sources.

28.2 Return Condition:

a) Charging equipment must be returned in the same condition as provided.

b) Missing or damaged equipment will incur a Replacement Fee, as specified in the Fee Document

29.Volkswagen ID Buzz Rental Terms and Conditions – Battery Level and Charging Policy

29.1. Introduction:

These terms and conditions apply to the rental of the Volkswagen ID Buzz vehicle in Europe. By renting this vehicle, you agree to comply with these conditions, particularly those regarding the battery level at the time of the vehicle's return.

29.2 Battery Level Requirement at Return

a. Minimum Battery Level: The vehicle must be returned with a battery level that is no more than 10 percentage points below the level at which it was delivered. This is to ensure that the vehicle remains operational for subsequent users and to maintain the health of the vehicle's battery.

b. Battery Level Assessment: Upon return, our staff will assess the battery level. If the battery level is found to be more than 10 percentage points below the delivered level, additional charges will apply.

29.3 Charging Costs for Battery Deficit

29.3.1 Cost Calculation: If the battery level at the time of return does not meet the

required standard, the customer will be charged for the missing energy to bring it up to 10 percentage points below the delivered level.

29.3.2 Pricing: The cost of the missing energy will be calculated based on the current price per kilowatt (€0.3782 per KW).

29.3.3 A Charging Supplement of €100 will be charged if the vehicle is returned with a battery level of less than 25%.

30. Indie Campers' Responsibilities

30.1 Battery Maintenance at Pick-Up:

Indie Campers ensures that the vehicle's battery and functioning properly at the time of pick-up.

31. Mileage policy

31.1 All bookings include a fixed number of km/miles per night, which may vary according to seasonality and number of nights

31.2 During the booking processTravellers have the option to add extra km/miles packages or unlimited miles .

31.3 Any additional km/miles will be charged at drop-off. The value of the fee per extra km/mile for each bookings communicated during the booking process, as it might vary with the pick-up location and vehicle model.

31.4 Unlimited Mileage with Responsible Usage Obligation:

31.4.1 Travelers who have selected the Unlimited Mileage option as part of their rental agreement are subject to a responsible usage policy, ensuring the reasonable and fair use of the vehicle during the rental period.

31.4.2 Daily Mileage Limit under Unlimited Mileage Plan:

To prevent excessive vehicle strain, maintenance concerns, and operational inefficiencies, a daily mileage cap is applied to all bookings under the Unlimited Mileage plan.

31.4.3 Consequences of Exceeding the Responsible Usage Limit:

If a Traveler exceeds the maximum daily mileage allowance set under the responsible usage policy, Indie Campers reserves the right to:

Charge an additional fee per excess kilometer/mile, as specified in the Fee Document

Restrict future access to the Unlimited Mileage option for Travelers who have demonstrated excessive or abusive use of the vehicle.

32. On-Road Assistance and Technical Issues

32.1 Any problems associated with the vehicle, including equipment failure, must be reported immediately to the Rental Firm as it might be possible to rectify the problem during the rental period. The absence of such report previously to external on-road assistance calling nullifies the responsibility of the Rental Firm.

32.2 The Hirer must contact the Rental Firm before contacting any external on-road Assistance Company as the Rental Firm might assist the Hirer with technical issues, whereupon it will not dislocate its own employees for vehicle repairing/exchange services.

32.3 The Rental Firm's assistance covers any technical or mechanical malfunction of the vehicle arising from a manufacturing or material fault that directly renders the part concerned unfit for operation during the warranty period.

32.4 The following occurrences are not covered by the Rental Firm's assistance:

a) The vehicle running out of fuel.

b) The keys being locked inside the vehicle, damaged (e.g. humidity in the key), or lost.

c) Discharged batteries caused by incorrect usage and/or incorrect usage of any equipment that requires batteries to operate.

d) Vehicle blocked off-road or at an unpaved road.

e) A breakdown caused by willful neglect (e.g. off-road driving).

f) Assistance to change a flat tire. Any towing or reallocations expenses resulting from negligence, misuse, unsafe use, or similar situations will be charged to the Hirer the full amount incurred by the Rental Firm, the towing or reallocations charges are independent of any other.

32.5 The Rental Firm provides 24hr Assistance, although outside standard business working hours some delays may occur.

32.6 In case of any malfunction, the Hirer is not allowed to make repairs or alterations to the vehicle, unless authorized by the Rental Firm and following exact instructions. For any malfunction that does not require vehicle immobilization and that cannot be repaired on-site, the Hirer must mobilize the vehicle to a specific location to be indicated by the Rental Firm. In case of Subscription Rentals, if a mandatory inspection is required during the subscription period, the Hirer must present themselves at a specific location to be indicated by Indie Campers. In the event of an accident in which the Hirer is found responsible for, the Rental Firm is not obliged to present a replacement vehicle.

32.7 In the event of vehicle immobilization due to mechanical breakdown, or accident, and if it is not possible to repair on-site, the Rental Firm shall send a tow truck to drive the vehicle and the Hirer to the closest workshop or rental depot.

33. Vehicles Coverage

33.1 Protection Services Overview: Indie Campers offers three distinct Protection Services to provide coverage for various aspects of Travelers rental. These Protection Services are separate from the insurance that Indie Campers hold and are designed to enhance the rental experience by covering potential damages and providing additional support.

33.2 Definition of Protection Services: A Protection Service is a product offered by Indie Campers to Travelers, which provides specified coverage for incidents and damages that may occur during the rental period.

33.3 Types of Protection Services

1. *Basic Protection Service*

Deposit: Requires a security deposit of 2.000€.

Traveler Maximum Liability: 2.500€.

Additional Drivers: Not included.

Extras: Not included.

Assistance: 24/7 online service, customer support, and roadside assistance.
Exclusions: Specific exclusions apply;

2. *Premium Protection Service*

Coverage: Comprehensive coverage including all elements of the Standard Protection Service with additional benefits.

Deposit: Requires a security deposit of 500€.

Traveler Maximum Liability 199€, excluding certain liabilities.

Additional Drivers: Up to 3 additional drivers included.

Extras: Includes selected comfort and activity products.

Assistance: 24/7 online service, customer support, roadside assistance, substitute van, and on-trip maintenance and repairs.

Exclusions: Specific exclusions apply;

33.4 The Protection Services are a product offered by Indie Campers to the Travelers and are not connected to the Insurance that Indie Campers has.

33.5 Despite the protection plan chosen by the Traveler it will always be liable for any of the situations described under article “Liabilities”.

34. Accident / Vehicle Damage & Declaration of Accident (DA)

34.1. Obligations

In the event of an accident, theft, robbery, vehicle damage, or any similar incident, the Traveler agrees to comply with the following procedures without delay:

a) Notify the Rental Firm and the local police authorities as soon as possible. If immediate notification is not feasible due to exceptional circumstances (i.e., injury), it must be done as soon as reasonably practicable.

b) Fully complete the Declaration of Accident ("DA").

c) Where applicable, collect the accident report signed by all involved parties, any documents prepared by the police authorities, and—if the vehicle has been stolen—the keys, if retained. These must be submitted as soon as possible to the Rental Firm.

d) The Traveler must not admit fault or accept responsibility on behalf of Indie Campers under any circumstances.

e) Failure to comply with these procedures, including the timely and proper submission of the DA and supporting documents, may result in the invalidation of any Insurance or optional Protection Plans. In such cases, the Traveler may be held fully liable for all resulting damages and associated costs, as outlined further in Clause 33.7.

34.2. Purpose of the DA

The Declaration of Accident ("DA") is an incident reporting tool provided by Indie Campers to document any event involving damage to or an accident with the rented Vehicle. Completion and timely submission of the DA is essential to support the assessment of liability, initiate insurance processes, and maintain the validity of any Protection Plan.

34.3. Availability of the DA

A hard copy of the DA is included in the Vehicle at pick-up. An editable electronic version is also made available at check-in and can be accessed online through the Traveler's reservation dashboard.

34.4. Obligation to Submit the DA

The Traveler must complete and submit a DA in the event of any incident resulting in damage or accident, regardless of who is at fault.
The DA must be submitted to Indie Campers within 2 days of the incident, together with any available supporting materials, such as:

a) Photographs of the scene and damages;

b)A police report or reference number (where applicable);

c) Any witness statements or contact details.

If another party is involved, the Traveler must request their cooperation in completing and signing the DA. If the other party refuses, the Traveler must record the refusal in the DA and report it to Indie Campers. In cases such as hit-and-run, refusal to cooperate, or personal injury, the Traveler must immediately contact local authorities and later provide Indie Campers with any police report or reference number.

34.5. Required Information

At a minimum, the completed DA must include the following:

a) Vehicle license plates of all parties involved;

b) Names and contact information of all drivers and insured parties;

c) Insurance details for each Vehicle (insurer, policy number, etc.);

d) Date, time, and exact location of the incident;

e) A factual description of how the event occurred;

f) Signatures of both parties, where possible.

Travelers are encouraged (but not required) to submit photographic evidence of damage and the accident scene, provided doing so does not pose any risk to personal safety.

34.6. Lack of "DA" Fee

If an incident is identified at drop-off or reported by a third party, and no DA is submitted by the Traveler, Indie Campers reserves the right to charge a "**Lack of "DA" Fee**" as outlined in the "Fee Document". This fee reflects the administrative, investigation, or insurance-related work required when a DA is not provided.

34.7. Impact on Protection Plan

Failure to submit a properly completed DA, including any required supporting documentation, may result in the cancellation of any Protection Plan benefits for the specific incident. In such cases, the Traveler may be held fully liable for all damages and associated costs.

This clause does not apply if the Traveler is unable to complete the DA due to reasons beyond their control (i.e., injury or any other emergency), provided that Indie Campers is informed as soon as reasonably possible.

35. Liabilities

35.1 To the fullest extent permitted by applicable law, Indie Campers shall not be liable for any indirect, consequential, or incidental loss or damage, including loss of profit,

enjoyment, or business opportunity, arising out of or in connection with your rental, even if such loss was foreseeable. Indie Campers are not responsible for personal belongings left in the vehicle, for the acts or omissions of third-party service providers, or for any failure to perform our obligations due to circumstances beyond Indie Campers reasonable control. Indie Campers liability shall in no event exceed the total rental charges paid by the Traveler for the rental period in question. Nothing in this clause excludes or limits Indie Campers liability for death or personal injury caused by Indie Campers gross negligence or willful misconduct, or for any other liability that cannot be excluded under applicable law.

35.2 The Traveler acknowledges that is responsible for all costs of the following damages, irrespective of the Protection Plan that may have been taken. Damage identified below is specifically excluded from any Protection Plan Option and applies also to Subscription Bookings:

a) Any damage due to vehicle, when in breach of a clause in this Rental Agreement.

b) Any damage caused by willful conduct, influence of alcohol, drugs or any substance that reduces driving ability.

c) Any loss/damages/stolen personal belongings.

d) If the customer has a careless or negligent behavior of any kind or fails to abide by local road rules or Rental Firm instructions, resulting in damages to the vehicle, or third-party property.

e) The cost to retrieve or recover the vehicle from any restricted area, submerged, bogged, trapped, or abandoned, unless caused by circumstances beyond the control of the Hirer.

f) The cost to replace keys which have become damaged, lost, stolen, or locked inside the vehicle.

g) Drivers not identified in the Rental Agreement, or Drivers with a canceled, expired, suspended or seized driver's license.

h) For any cost associated with the incorrect use of fuel.

i) All damages below side door lines or above the windscreen line, if there is no collision with third parties.

j) All damages caused by hitting an animal while driving.

k) Damages caused by the wind blowing up a door.

36. Drop-Off Requirements - Customer Obligations

The Drop-Off Requirements section outlines the responsibilities of the Traveler when returning the vehicle at the end of the rental period. This ensures smooth operations, minimizes disruptions, and maintains the quality and availability of the fleet for future rentals. Compliance with these requirements is mandatoryto avoid additional charges, penalties, and potential recovery actions. This section also establishes a clear distinction between delayed returns with prior communication and those without, ensuring fairness while upholding operational efficiency.

36.1 Timely Delivery:

36.1.1 The Traveler must return the vehicle to the designated drop-off location at the scheduled date and time as specified in the Rental Agreement.

36.1.2 Failure to adhere to the agreed return location or scheduled time will lead to penalties and/ or additional charges as **described in the articles below**. Likewise, Indie Campers commits to processing the drop-off in a timely manner to avoid delays or inconvenience to the Traveler.

36.1.3 Any changes to the agreed drop-off schedule must be requested to and approved by Indie Campers in advance by contacting our customer support team through the appropriate channels made available in our website (i.e. phone, request submission or chat).

36.1.4 Travelers are strictly prohibited from dropping off the vehicle **earlier** than the agreed-upon schedule without obtaining prior written permission from Indie Campers.

36.1.5 In the event that a Traveler unilaterally decides to return the vehicle **before the agreed-upon** drop-off time without prior approval, the following conditions shall apply:

1. **Indie Campers shall not be obligated to accept the vehicle prior to the scheduled drop-off time** and will not conduct any inspection or check-in process outside of operational hours.
2. If the Traveler leaves the vehicle at the depot or any unauthorized location without completing the proper drop-off process, such action shall be classified as **abandonment**.
3. The Traveler shall remain **liable for any damage, loss, or theft of the vehicle** until Indie Campers or an authorized representative recovers the vehicle.
4. Indie Campers reserves the right to charge an **Abandonment Fee**, as specified in the Fee Document, along with all costs associated with vehicle recovery (including towing, relocation, and storage costs).
5. If the vehicle is abandoned in an unauthorized area, Indie Campers will **report the case to the local authorities** and initiate legal action for damages and losses incurred.

37. Late Drop-Off Policy

37.1 A delay exceeding 30 minutes from the agreed drop-off time will result in a Late Drop-Off Fee, charged per hour, as detailed in the Fee Document. Partial hours will be charged as full hours. For instance, if the Late Drop-Off Fee is €50 per hour, a delay of 1 hour and 15 minutes will be calculated as 2 full hours, resulting in a charge of €100.

37.2 If the Traveler informs Indie Campers of the delay in advance by providing verifiable documentation or information that will potentially exempts the Traveler from liability, Indie Campers reserves the right to potentially wave any Late Drop-Off Fee on a discretionary basis. If the Traveler informs Indie Campers of the delay in advance

without providing verifiable documentation or information, he will be liable and charged €50 per hour of delay.

37.3Significant Delays by the Traveler: If the delay exceeds 3 hours without prior communication or justification, Indie Campers reserves the right to:

1. Report to local authorities the situation.
2. Initiate recovery of the vehicle at the Traveler's expense.
3. Impose Operational Disruption Fees, as detailed in the Fee Document (Fee Document) equivalent to the cost of one rental night of the booking, inclusive of all contracted extras, protection services, and other associated services. For example, if the total booking cost is €1,000 for 5 nights, the fee will be calculated as €1,000 / 5 nights = €200 per night, and the Traveler will be liable for payment.
4. Recovery costs, including towing or relocation, will be charged to the Traveler as outlined in the Fee Document.

37.4 The **drop-off process may take up to 1 hour**, including the **final inspection, verification of fuel and battery levels, and return condition assessment**. Travelers are **required to plan accordingly** to avoid late return penalties and ensure compliance with drop-off obligations. Failure to allocate sufficient time for the return process does not exempt the Traveler from applicable fees in the event of a late drop-off.

38. Failure to Return the Vehicle

38.1 If the vehicle is not returned within 24 hours of the agreed drop-off time and the Traveler has not communicated a valid reason, the vehicle will be deemed overdue and the provisions of “27.2.4 Significant Delays by the Traveler” will apply.

38.2 Additionally, Indie Campers reserves the right to charge fees equivalent to the cost of one rental night of the booking, inclusive of all contracted extras, protection services, and other chosen services, plus penalties, for each day the vehicle return date is exceeded.

39. Interior Cleaning:

39.1.1 Floors, compartments, and surfaces must be returned in a condition free of dirt, food residues, spills, and debris.

39.1.2 The refrigerator must be emptied, thoroughly cleaned using the provided detergent, and left open to ensure proper ventilation and to prevent odors.

39.1.3 Failure to comply with the above requirements will result in the imposition of an Interior Cleaning Fee, as specified in the Fee Document

39.2 Bathroom Maintenance:

39.2.1 The wastewater tank must be fully emptied prior to returning the vehicle. Failure to comply will result in a **Wastewater Disposal Fee**, as specified in the Fee Document.

39.2.2 The fresh water tank must be fully emptied. Non-compliance will incur a **Freshwater Tank Disposal Fee**, as outlined in the Fee Document.

39.2.3 The toilet cassette must be emptied, thoroughly rinsed with clean water, and reinstalled in its designated compartment. Failure to meet these requirements will result in an **Excrement Fee**, as detailed in the Fee Document.

39.2.4 The bathroom floor, sink, and fixtures must be cleaned and returned free of dirt, debris, and pet or human hair. Non-compliance will incur a **Bathroom Cleaning Fee**, as outlined in the Fee Document.

39.3 Smoking Policy

39.3.1 Smoking, including the use of cigarettes, cigars, e-cigarettes, vaping devices, or any other smoking-related derivatives, is strictly prohibited inside the vehicle.

38.3.2 Evidence of smoking, such as odors, stains, cigarette burns, ash residue, or vaping-related residue, will result in the imposition of a **Smoking Violation Fee**, as specified in the Fee Document.

38.3.3 The Smoking Violation Fee is intended to cover the cost of deep cleaning and deodorizing the vehicle to restore it to a smoke-free condition.

39.4 General Cleaning Requirements

39.4.1 Compartments and Drawers: All compartments and drawers must be emptied, and any trash or personal belongings removed. Indie Campers is not responsible for any personal belongings left inside the vehicle after its return. Failure to comply will result in a **Compartment Cleaning Fee**, as specified in the Fee Document.

39.4.2 Bedding and Linen: Bedding and linen must be placed in the provided dirty laundry bags, and blankets and pillows must be sealed in the designated plastic bags. Non-compliance will incur a **Linen Handling Fee**, as detailed in the Fee Document.

39.5 Cumulative Fee Policy

39.5.1 All fees outlined in Article 38 are cumulative, meaning multiple fees may be applied simultaneously for different areas of non-compliance.

39.5.2 For instance, if the fridge is not cleaned, the bathroom is not emptied, and the bedding is not properly stored, the respective fees for each will apply in addition to any other applicable charges.

40. Energetic Condition

40.1 The energetic condition of the vehicle refers to all energy-related systems required for its proper operation and comfort, including fuel levels, AdBlue, and battery charge.

These systems ensure the vehicle's functionality during the rental period and must be returned in the same condition as provided at pick-up.

40.2 This chapter is cumulative with other policies governing the vehicle's energy usage, such as the fuel, AdBlue, and battery policies outlined in the Rental Agreement. Non-compliance with these requirements will result in applicable fees as detailed in the Fee Document.

41. Equipment Condition

41.1 All equipment provided with the vehicle, including optional and mandatory items (e.g., bedding kits, electrical cables, repair kits), must be returned in the same physical condition as delivered.

41.2 If equipment is not returned or is returned damaged, the client will be charged the purchase price paid by Indie Campers as detailed in the Fee Document.

42. Vehicle and Experience Handover Report (VEHR)

42.1 As part of the drop-off process, Travelers must complete the **Vehicle and Experience Handover Report (VEHR)**

42.2 The purpose of this Handover Report is to:

1. Collect structured feedback on the Traveler's experience.
2. Validate any issues encountered during the trip to facilitate service recovery.
3. Identify key dissatisfaction points to improve operational standards.
4. Enable automatic refunds for service failures in accordance with Indie Campers Obligations under this agreement.

42.3 Failure to complete the **(VEHR)** will result in:

1. A delay in processing refunds and deposits.
2. The Traveler losing eligibility for claims related to post-rental disputes.
3. The loss of access to **Indie Specials Club** and associated loyalty benefits.

42.4 The Handover Report must be completed **at the time of drop-off** and will be available in the Traveler's client area.

43. Drop-Off Requirements - Indie Campers Obligations

43.1. Commitment to Timely Reception:

Indie Campers is committed to ensuring that vehicle drop-offs are processed promptly at the scheduled time and location as outlined in the Rental Agreement.

43.2 Consequences of Delays by Indie Campers:

If Indie Campers staff fail to process the Traveler's drop-off within the scheduled time due to operational issues, the following provisions apply:

43.2.1 Delay Fees:

Delays exceeding 30 minutes from the agreed drop-off time will result in compensation equivalent to the Late Drop-Off Fee applied to Travelers (refer to Fee Document). Partial hours will be charged as full hours. For instance, if the Late Drop-Off Fee is €50 per hour, a delay of 1 hour and 15 minutes will be calculated as 2 full hours, resulting in a compensation of €100.

43.2.2 Alternative Arrangements:

Indie Campers may offer expedited check-out procedures or redirect the Traveler to another drop-off location to minimize inconvenience.

43.3 Traveler Cooperation:

Travelers must remain reachable using the contact information provided during booking to receive updates and instructions regarding the delay.

43.4 Limitation of Liability:

Indie Campers' liability for delays is limited to the provisions stated herein. Indie Campers is not responsible for indirect or consequential losses, such as missed transportation or accommodation, unless explicitly agreed otherwise.

43.5 Applicability:

These provisions apply exclusively to delays caused by Indie Campers staff. Delays arising from customer actions, third parties, or force majeure events are governed by other sections of the Rental Agreement.

44. Customer Agreement

44.1 This agreement constitutes the arrangement of the parties and there are no other oral undertakings, warranties or arrangements between the parties. Any charges are calculated in accordance with the Rental Agreement and applicable Terms and Conditions available at the Rental Firm's website.

44.2 When booking and paying the initial deposit, the Traveler voluntarily agreed with Rental Firm Terms and Conditions.

44.3 The Traveler assures that all information supplied in relation to this Rental Agreement is truthful.

44.4 This Rental Agreement may only be assigned to any third party with the written agreement of both parties.

45. Vehicle Category Availability and Substitution

45.1 When making a reservation, the Traveler selects a vehicle within a designated category. The Rental Firm does not guarantee the provision of a specific vehicle model, make, color, design, or year of manufacture. All bookings are subject to availability within the reserved category or subcategory.

45.2 If, due to circumstances beyond the Rental Firm's control — including but not limited to delays caused by a previous Traveler, accident, theft, breakdown, adverse weather, pandemics, strikes, or any other extraordinary operational constraint — a

vehicle within the reserved category cannot be delivered at the scheduled time, the Rental Firm shall:

a) Provide the Traveler with a vehicle of the same or higher category. The brand, model, year of edition, design, or color may vary. In such case, the Traveler shall not be entitled to cancel the reservation or request compensation;

b) If a vehicle of the same or higher category is not available, the Rental Firm shall offer one of the following alternatives:

- Maintain the reservation with a vehicle from a lower category, with a refund of the price difference;
- Reschedule the reservation with a vehicle from the originally booked category, subject to availability. If the new dates carry the same nightly rate, no additional charges will apply. If the nightly rate for the new dates is higher, the Traveler shall pay the updated rate as shown on the Platform at the time of rescheduling;
- Cancel the reservation with a full refund of all amounts already paid;
- Proceed with a unilateral cancellation and issue a full refund of the amounts paid, where no other feasible alternative exists.

45.3 No further compensation, consequential damages, or additional remedies shall be due beyond those explicitly stated above, to the extent permitted by applicable law.

46. Internet Connectivity (applicable only in Portugal, Spain and Italy)

Indie Campers offers seamless mobile data connectivity through eSIMs during your trip with Us, currently available at no additional cost as part of a beta launch. Please note that this service is provided "as is," without any warranties or guarantees. Indie Campers disclaims all liability for any malfunctions, interruptions, or other issues that may arise. By using this service, you acknowledge that it is in a beta period and that future availability or pricing may change.

47. Damage Calculation

47.1.Assessment:

Damages will be assessed based on the condition of the vehicle compared to its condition at the start of the rental period.

47.2 Estimation:

Costs will be estimated based on the current market rates for parts and labor required to repair the damages. Indie Campers has conducted a market research per vehicle model and per location (drop-off location), considering the mechanic hourly rate, the hours needed to repair each part of the vehicle, the part cost and the nightly price of the unavailability for rent of the vehicle. The result of such market research is a damage tree. The damage tree is available upon request.

47.3 Final Charges:

Indie Campers is entitled to verify any of the damages to the vehicle for 30 days after the last day of the rental agreement. During that period Indie Campers will identify and categorize the damage based on the damage tree. The Traveler will receive a Damage

Report outlining the result of such assessment and the equivalent charge, taking into consideration the protection service chosen by the Traveler.

47.4 Agreement with Methodology:

Travelers agree with the applicable methodology. In case a Traveler does not agree with such methodology, a request for a mechanic quote can be made. The costs to obtain such a quote will be charged to the Traveler, including but not limited to, the cost of relocating the vehicle to the provider that will issue the quote. The quote received will be binding, whether it is above or below Indie Campers' value presented in the initial Damage Report.

48. Charges on Payment Methods Provided by Travelers

48.1 Scope:

The deposit will be the preferred method of chargeability for any outstanding amounts. The payment methods provided provided by the Travelers are subsidiary in face of the deposit and will only be actived from the moment the deposit has been released to the client.

48.2 Liability for Fines, Tolls, and Penalties:

Indie Campers is authorized to charge the credit card on file for any additional charges that may arise, including but not limited to parking tickets, fines, traffic offence penalties, tolls, vehicle damage (interior or exterior), and overdue amounts, for which the Traveler is solely responsible.

48.3 If Indie Campers is notified or contacted by any administrative private or public entity due to the Traveler's behaviour during the booking, Indie Campers will charge the Traveler, for each individual event, an administrative fee of:

a) €25.00 if only the identification of the Traveler/ Driver was legally required (an exceptional reduced fee of €15.00 may apply to tolls' entities with which there is an established protocol); or

b) An administrative fee of €50.00 if Indie Campers had to legally make any payment on behalf of the Traveler or present any opposition/appeal, without prejudice to the complete reimbursement to Indie Campers by the Traveler of any amounts paid by Indie Campers arising by reason of the Traveler's use of vehicle during booking.

Note: All charges are converted to the original booking currency based on actual exchange rate on the day of charge.

48.4 The Traveler must provide Indie Campers with an alternative credit card that can be used to meet the Traveler's obligations under the rental agreement, in case of insufficient funds, declined transactions for any reason, and cancelled or suspended credit card.

48.5 If the deposit is insufficient or its no longer available to cover the total charges, the balance will be charged to the Traveler's payment method.The payment methods provided by the Traveler will be used to cover any and all charges that arise during the rental period, including, but not limited to, damage claims, traffic violations, tolls, fines, penalties, fees, unpaid expenses, and any other charges stipulated in the Rental Agreement.

48.6 If the Traveler defaults in payment by the due date of any amount payable to Indie Campers, then without prejudice to any of its other accrued or contingent rights provided for in this Rental Agreement or in the law Indie Campers may:

a) The Traveler agrees that any overdue payments will accrue interest at a rate of 3% above the prevailing benchmark rate applicable to the currency of the outstanding amount, from the date the payment was due until the date it is paid in full. The applicable benchmark rates are:

- **SOFR (Secured Overnight Financing Rate)** for payments in USD.
- **EURIBOR (Euro Interbank Offered Rate)** for payments in EUR.
- **RBA Cash Rate** for payments in AUD.
- **RBNZ Official Cash Rate (OCR)** for payments in NZD.
- **Bank of England Base Rate** for payments in GBP.
- Equivalent interbank offered rate for other currencies.

b) Charge the Traveler for, and the Traveler must indemnify Indie Campers from and against, all costs and expenses (including without limitation all legal costs and expenses) incurred by Indie Campers resulting from the default or in taking action to enforce compliance with the rental agreement including these rental agreement terms and conditions.

49. Debt Acknowledgment and Payment Pact

49.1 By entering into this Rental Agreement, the Traveler acknowledges and agrees to the following terms regarding any proven outstanding debts that may arise during or after the rental period.

49.2 Non-Contest of Charges:
The Traveler agrees not to contest any charges made to the payment methods provided for any outstanding amounts, including but not limited to damage claims, traffic violations, tolls, fines, penalties, fees, and unpaid expenses.

49.3 Acknowledgment of Debt:
The Traveler is aware that if the payment methods provided are insufficient, expired, or otherwise unchargeable, the debt will remain due and legally enforceable for the maximum period permitted by law.

49.4 Alternative Payment Methods:
In the event of any issue with the initial payment methods, the Traveler agrees to provide

an alternative payment method promptly or to process the payment through other means as directed by Indie Campers or any entity representing Indie Campers' interests.

49.5 Commitment to Payment:
The Traveler commits to settling all outstanding debts to Indie Campers without delay. Failure to provide an alternative payment method or process the payment as instructed may result in additional actions, including but not limited to legal proceedings, to recover the owed amounts.

50. Liability / Security Deposit and After Rental Payments

50.1 The security deposit can only be paid by credit/debit card (Visa, AMEX or Mastercard), and the credit/debit card owner must be present at the pick-up. Only debit cards which allow a hold deposit to be processed will be accepted. Under no circumstances will we accept a deposit to be charged as a transaction on any card type. We recommend you check with your issuing bank whether your debit card will allow a hold deposit to be processed.At the vehicle delivery, the Hirer is required to pay the security deposit according to the chosen Protection Plan option. This amount will be held in the Hirer's credit/debit card to ensure the excess payment in the event of robbery or accident and any other vehicle damage during the rental period.

50.2 If the security deposit amount is not authorized by the bank or by the credit/debit card owner, this Rental Agreement cannot be executed, and the vehicle cannot be delivered. In this case, the regular cancelation policy will apply, and the full booking amount will be charged to the Hirer.

50.3 The security deposit will be returned to the Hirer **5-7 business days from** the end of the rental period, by a Rental Firm staff member, **after confirming the** the vehicle **state** is in the same conditions compared to when it was collected.

50.4 Vehicle damage and equipment/extras damage costs will be charged according to the Rental Firm price table.

50.5 In case of an accident where the Hirer does not consider himself/herself responsible, the Rental Firm will hold the full amount of the security deposit until the insurance company states the responsibility.

50.6 If the damage repair costs cannot be determined immediately, the Rental Firm will hold the full amount of the security deposit.

50.7 The Hirer agrees that the Rental Firm is authorized to charge the credit/debit card on file for any further amounts that may arise such as parking tickets, fines, traffic offence penalties, tolls, damages to the vehicle (interior or exterior) and overdue amounts, of which the Hirer bears the sole responsibility. Rental Firm is entitled to verify any of the damages to the vehicle for 30 days after the last day of the rental agreement. If the Rental Firm is notified or contacted by any administrative private or public entity due to the Hirer´s behavior, the Rental Firm will charge the Hirer, for each individual event, an administrative fee of:

i) 25€ if only the identification of the Hirer/Driver was legally required (an exceptional reduced fee of 15€ may apply to tolls' entities with which there is an established protocol) or

ii) an administrative fee of € 50 if the Rental Firm had to legally make any payment on behalf of the Hirer or present any opposition/appeal, without prejudice of the complete reimbursement to the Rental Firm by the Hirer of any amounts paid by the Rental Firm arising or aggravated by the Hirer´s behavior. 46. 8) The Hirer must provide the Rental Firm with an alternative credit/debit card that can be used to meet Hirer's obligations under the Rental Firm Terms and Conditions, in case of insufficient funds, declined transactions for any reason, and cancelled or suspended credit/debit card.

50.8 All unpaid invoices will be added interest, which is the highest legal rate plus a flat fee, corresponding to 20% of the unpaid amount and any compensation for occurred damages / lost profits due by law. In the event of a legal dispute somehow related with this contract, the parties agree that the jurisdiction of the pick-up location will be applied.

51. Signature Recognition

51.1 By proceeding with the booking, the Traveler declares that they have read and understood the Platform Terms and Conditions, the Rental Contract, and the Privacy Policy, and accept that together these constitute a binding contract.

51.2 The Traveler also confirms that the digital signature is binding and carries the same legal power as a handwritten signature.

52. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the jurisdiction where the Pick-Up location of the vehicle rental is situated, excluding any conflict of law provisions that would apply the laws of another jurisdiction.

53. Arbitration Agreement

The Traveler and INDIE CAMPERS agree to resolve any disputes through binding arbitration as per the arbitration terms outlined in the Platform Terms and Conditions. This includes all claims arising from or related to this agreement, our products and services, charges, advertisements, or rental vehicles. Claims subject to arbitration include those based on contract, tort (including intentional torts), fraud, agency, negligence, statutory or regulatory provisions, or any other source of law. Arbitration shall be conducted in accordance with the rules specified in the Platform Terms and Conditions.

54. Class Action Waiver

All claims must be brought in the Traveler's individual capacity, and not as a plaintiff or class member in any purported class or representative proceeding.

55. Interpretation

In the event of any discrepancy, ambiguity, or dispute arising from the interpretation of this Rental Agreement, the English version shall prevail over any translations provided for.