

**Terms and Conditions of PANEK S.A. with respect to rent-a-car services ("Terms and Conditions")  
in force since 11.08.2022**

**Introduction**

1. Terms and Conditions issued by PANEK S.A., Grójecka 208, 02-390 Warsaw, entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for the capital city of Warsaw in Warsaw, XII Commercial Division, KRS 0000324104, NIP: 6922461623, share capital of PLN 1,000,000 fully paid-up ("Lessor") determines the terms and conditions of car rental and constitutes an integral part of the rental contract ("Contract" or "Rental Agreement"). In case of conflict between the Contract and the Terms and Conditions, the provisions of the Contract shall prevail. If Contract or other car rental document refers to Ogólne Warunki Najmu Pojazdu or OWNPN, it means that it refers to these Terms and Conditions.
2. Definitions: a) the Renter (or the Tenant") - a party to the Contract or the person who made the reservation for a car; b) the Car User - the Renter and any person indicated by the Renter in the Contract as authorised to drive the car or a person to whom the Renter actually entrusted driving the car; c) documentary form - documentary form within the meaning of the Civil Code, including in particular e-mails, text messages or recorded telephone conversations.

**Renter and driving rights**

3. The Renter of a car may be:
  - 1) A natural person who meets all the conditions:
    - a) presents to the Lessor a valid identity card or a valid passport, and
    - b) presents to the Lessor a driving licence document valid on the territory of Poland, confirming that he/she has had the right to drive vehicles (driving license of the appropriate category) for at least one year before the date of commencement of the rental (subject to section 45 c) of the Terms and Conditions), and
    - c) presents to the Lessor a credit card, and in the case of rental of an SUV Premium, E, F, G, H class car - two credit cards (subject to section 45 a) of the Terms and Conditions) - valid for more than 3 months from the end of the rental period, and
    - d) is entered into the Central Register and Information on Business Activity - if he/she concludes the Contract as an entrepreneur, and
    - e) is:
      - 19 years old – car classes: A, A automatic, B, B+, B automatic, M unless he/she pays a fee from section 52 and buys Full Protection Package;
      - 21 years old - car classes: C, C+, C automatic, C+ automatic, C Crossover, C automatic Crossover, C automatic CS Crossover, N, unless he/she pays a fee from section 52 and buys Full Protection Package;
      - 23 years old - car classes: C Premium, D, D automat, D Premium SUV, SUV automatic, VAN, VAN automatic, R, R automatic, unless he/she pays a fee from section 52 and buys Full Protection Package;
      - 28 years old - car classes: SUV Premium, E, unless he/she pays a fee from section 52 and buys Full Protection Package, and car classes F, G, H;
      - 25 years old – car class other than mentioned above unless he/she pays a fee from section 52 and buys Full Protection Package;
  - 2) A legal person or an organizational unit whose representative concluding the Contract:
    - a) presents information corresponding to the current excerpt from the Register of Entrepreneurs of the National Court Register, and
    - b) presents the document referred to in section 1 a) above and proof of authorization to conclude the Contract (e.g. power of attorney) - if such authorization does not result from the document referred to in section 2 a) above, and
    - c) fulfils the condition referred to in section 1(e) above.
4. The Renter who is a consumer agrees to obtain by the Lessor information concerning the payment credibility of the Renter in business information offices operating on the basis of the Act of 9 April 2010 on the provision of business information and exchange of business data. The Lessor has the right to refuse to conclude the Contract, if the business information office makes available negative information concerning the payment credibility of the Renter or immediate termination of the Contract, if such information is made available after the conclusion of the Contract.
5. The Renter bears full responsibility for the car and for the actions and negligence of the Car User, in particular the Car User's compliance with the Terms and Conditions and the Contract until the car is picked up by the Lessor, on the basis of the acceptance protocol signed by the Lessor. If the Contract is concluded by more than one Renter, their liability is joint and several.
6. Only the Renter and the Car User are entitled to drive a car, who at any time during the term of the Contract meet the criteria specified in Section 3(1)(b, e), have been authorised to drive a car for at least one year and have a driving licence valid in Poland (subject to section 45 c) of the Terms and Conditions).
7. In the event of a finding that the Renter or Car User does not meet the requirements specified in section 6, the Lessor is entitled to refuse to conclude the Contract or to terminate it immediately.

**Booking a car and concluding a Contract**

8. The Renter makes a car reservation using the form available on ipanek.pl website according to the prices quoted on this website on a given day. The Renter will receive a confirmation of making the reservation to the e-mail address provided.
9. The conditions for the conclusion of the Contract by the Lessor are as follows:
  - a) positive verification of the data of the Renter meeting the conditions specified in section 3;
  - b) the Renter's acceptance of the binding Terms and Conditions available at ipanek.pl;

- c) making a reservation at least 12 hours before the planned time of pick-up of the car;
  - d) providing details of a credit card(s) meeting the condition referred to in section 3.1.c) or making a payment by using pay-by-link method – via the link provided.
10. The Contract is concluded by signing it by the Renter and the Lessor's representative on the terms and conditions of the reservation, unless the Parties agree otherwise, which does not violate sections 12 and 13. The Contract may be concluded with the use of the Lessor's electronic device (e.g. tablet) for this purpose. In such a case, the signature is placed on the device in the place designated for this purpose and transferred to the Contract, the takeback protocol and other documents relating to car rental. The same rules apply to the protocol of car pick-up.
  11. When concluding the Contract, a pre-authorisation (deposit) is made on the Renter's payment card in order to secure the receivables resulting from the Contract and the Terms and Conditions. The pre-authorisation shall be released within the time limit specified in the procedures of the issuing bank. The Lessor is entitled to charge the Renter with unpaid but due amounts resulting from the Contract and the Terms and Conditions. In the event of a blockade lasting longer than 14 calendar days, the Lessor recommends the Renter to contact the bank. Exemption of pre-authorisation does not mean that the Lessor waives the claims to which he is entitled in relation to the Renter.
  12. If it is impossible to hand over a car in accordance with the confirmed reservation, the Renter may rent a car of the same or higher class for the price of the reservation, which does not constitute non-performance or improper performance of the Contract.
  13. In case of prolongation of the rental, the Renter is charged according to the last price valid for the Renter, subject to the provisions of section 33 of the Terms and Conditions.
  14. Delay in the collection of the car by the Renter lasting more than 1 hour after the planned date of collection of the car may be treated by the Lessor as resignation from concluding the Contract.

#### **Obligations of the Renter**

15. The Renter receives a clean car in good working order, in a condition enabling its proper use, and undertakes to use it with due diligence and return it in the condition in which it was handed over, with the same fuel level, with the keys and equipment. The car is equipped with a GPS monitoring device.
16. The Renter and the Car User are obliged to use the car in the manner specified in the Contract, and in accordance with the properties and purpose of the car, and in addition they are obliged to:
  - a) lock the car and secure outside the car documents of the car and keys,
  - b) carry out, at their own expense, a basic inspection of the vehicle covering in particular the checking and refilling of engine oil, fuel, windscreen washer fluid, coolant, brake fluid, AdBlue, and check the correct tyre pressure and functioning of the lights,
  - c) use the correct fuel as indicated at the filling unit,
  - d) not to turn off ESP system in the car,
  - e) not to activate launch control system in the car.
17. The cost of fuel used during the rental, service fluids and repair or replacement of damaged tyres (in the event that it is not possible to purchase a single tyre of the same type, also a second tyre for the same axle) is covered by the Renter.
18. You may travel abroad by car only to the continental parts of the following countries (islands excluded): Lithuania, the Czech Republic, Slovakia, Germany, Austria, Hungary, Estonia, Latvia, the Netherlands, Belgium, Luxembourg, Denmark, France, Switzerland, Italy, Slovenia and Croatia, provided that the Lessor agrees to the trip abroad and the Renter pays the one-off fee specified in sections 66 or 67 respectively. All costs related to breakdown, damage or theft and the return of the car located outside Poland must be covered in full by the Non-Consumer Renter. The Renter who is a consumer shall bear the costs referred to in the preceding sentence, unless he proves that he is not responsible for their occurrence and breach of the Contract.
19. If the law of the country from section 18 specifies requirements concerning the equipment of the car different from the Polish law, the Renter is obliged to adjust the car to the requirements of the law of this country at their own expense, which does not entitle the Renter to intervene in the car and does not abolish the obligation to return the car in the state in which it was handed over.
20. If the Renter uses the car in a manner inconsistent with the Contract or its intended use, as well as if the circumstances indicate a justified suspicion of its theft or misappropriation, the Lessor may terminate the Contract with immediate effect.
21. It is forbidden to smoke tobacco products, electronic cigarettes, consume alcohol, use drugs and transport animals outside a container specially designed for this purpose.
22. It is forbidden to remove or cover up the markings on the car, including the company markings of the Lessor, unless the Lessor agrees to it in writing or to the e-mail address indicated by the Renter.
23. The payment of all monetary penalties, fines, parking fees, motorway fees and other fees for the use of road infrastructure, as well as private and public legal fees resulting from the use of the car is the obligation of the Renter or the Car User, unless the Renter proves that the Renter or the Car User are not responsible for the occurrence of such amounts to be paid. The Renter is obliged to return to the Lessor the amounts encumbering the Lessor in connection with the breach by the Renter of the obligation specified in the preceding sentence.

#### **Return of the car**

24. The Renter is obliged to return the car at the place and time specified in the Contract. With the prior consent of the Lessor and for a fee from section 65, the Renter may return the car in a different place than specified in the Contract.
25. A delay in returning the car up to 59 minutes does not result in any additional charges. The return of the car after that time shall result in charging a contractual penalty in accordance with section 42 (j), subject to section 26, as well as the Renter shall bear the fees referred to in section 52 and following.

26. Extension of the car rental is possible in writing or in a documentary form only if the Lessor is notified of the will to extend the rental at least 12 hours before the return date specified in the Contract and obtains the Lessor's consent for extension and makes the payment for the whole period of additional rental.
27. A car not returned on time, also due to failure to meet all the conditions specified in section 23, is reported to the Police as stolen or misappropriated. The Renter is obliged to pay the contractual penalty and fees in accordance with section 25.
28. In the event of delay in returning the car without the consent of the Lessor, the Lessor is entitled to collect the car from any place and to charge the Renter with the full costs associated with this collection.
29. The car may be returned, subject to sections 31 and 32, exclusively to a representative of the Lessor. The return of the car is confirmed by a receipt protocol signed by the representative of the Lessor and the Renter. If the Renter avoids participation in the collection or signing the car pick up protocol or is absent from the agreed place and time of return, the Lessor may make the pick up unilaterally.
30. Rental points can be points with or without a representative of the Lessor. Information in this respect can be found on the ipanek.pl website in the Branches tab together with the working hours of the point.
31. The car shall be returned to the agent's point during working hours of that point as described in point 29 or by placing the keys in the box/ night safe. The Renter's return of the car by placing the keys in the box/ night safe is tantamount to the Renter's consent to one-sided collection of the car by the Lessor by signing a car pick up protocol by the representative of the Lessor. The return of the car in a point with a representative outside working hours of this point, as well as each time in a point without a representative takes place at the choice of the Renter:
  - a) by placing the keys and documents of the car in the box / night safe - in the case of a point with a box / night safe; the Renter thus accepts the unilateral pick up of the car by the Lessor by signing a car pick up protocol by the representative of the Lessor; or
  - b) in the presence of a representative, upon signing a bilateral car pick up protocol, for a fee from section 55. The service needs to be notified 24 hours before the end of the rental period.
32. In the event of returning the car in the absence of a representative of the Lessor at a place other than the point of rental agreed with the Lessor (eg. a car service station) - the Renter shall return the car by handing over the keys and documents of the car to the person indicated by the Lessor. In this way, the Renter accepts that the Lessor unilaterally collects the car by signing the car pick up protocol by the representative of the Lessor.
33. If the organiser of the lease is an insurance company or assistance operator, the lease rent for the period approved by that entity and other accepted fees shall be paid by the organiser of the lease. If the insurance company or assistance operator fails to make the payment, the Renter is obliged to settle the payment. If the Renter extends the lease beyond the period approved by the insurance company or assistance operator, the obligation to pay for each additional day after the period agreed with the insurance company or assistance operator is transferred to the Renter. The extension may take place in any form, in particular documentary (e.g. recorded telephone call) in accordance with the price list applicable at the Lessor. The Renter is obliged to pay the amount due in advance, and the Contract is extended only by the period paid in advance by the Renter. If the payment is not made, the Contract is terminated upon the lapse of the last paid rental day.

#### **Breakdown, damage, car theft**

34. The Renter shall make the vehicle available for inspection or replacement of tyres at the place and time indicated by the Lessor.
35. In the event of a breakdown or malfunction of the car, the Renter is obliged to immediately notify the Lessor. The Renter has no right to make repairs and tow the car without the consent of the Lessor under pain of covering their costs. In the event of leaving the car defective or damaged due to the fault of the Renter outside the place of return indicated in the Contract, the Renter shall bear the cost of its towing.
36. The Renter does not have the right to use the rented car for towing.
37. In case of car theft, damage, collision or accident, the Renter is obliged to immediately inform the Police and the Lessor about the event at the phone number +48 665 800 000. The Renter is also obliged to cooperate with the insurance company and the Lessor in the scope necessary to eliminate the damage, in particular to provide a written description of the event, copies of documents required by the insurance company, including a statement of sobriety at the time of the event or a statement of the perpetrator. In the event of the theft of the car, the Renter is obliged to immediately return the keys and documents of the car to the Lessor. The Renter is liable for damage caused as a result of the loss of the car or failure to perform the obligations arising from this section, unless he/she proves that neither the Renter nor the Car User is at fault for it.
38. In the event of a breakdown or immobilisation of the car, the Lessor shall provide the Renter with a replacement car within 12 hours in Poland or 48 hours in the countries listed in section 18 from the moment of informing the Lessor. The Renter shall not pay the rental fee for the period of waiting for the replacement vehicle. If the substitute car is of a lower class, the fee is reduced accordingly.
39. Subject to the next provision of Terms and Conditions, the provision of a substitute car is not allowed in the case of:
  - a) loss or destruction of the car keys;
  - b) damage to the car due to the fault of the Renter or the Car User;
  - c) immobilization of the car outside Poland in the event of failure to obtain the consent of the Lessor to travel abroad or to pay the fee for such travel;
  - d) parking damages and acts of vandalism, unless they prevent the use of the car and their occurrence is not the responsibility of the Renter;
  - e) tyre punctures.

The provision of a substitute car is allowed:

**a)** in case of window or tyre damage – provided that the Renter purchased Full Protection, in case of no Full Protection – provided that an additional pre-authorisation (deposit) is made on the Renter's payment card in order to secure the receivables resulting from the Contract and the Terms and Conditions

**b)** in case of other car damage due to the fault of the Renter or the Car User (other than window or tyre damage) - provided that the Renter purchased Full Protection and provided that an additional pre-authorisation (deposit) is made on the Renter's payment card in order to secure the receivables resulting from the Contract and the Terms and Conditions

The Lessor may define with the Renter the additional conditions for providing a replacement vehicle in cases specified in this section.

#### **Renter's liability and contractual penalties**

40. For events specified in sections 41 and 42 of the Terms and Conditions, the Renter shall pay the Lessor the contractual penalty specified in these sections, unless he/she proves that the event occurred for reasons not attributable to the Renter or the Car User.
41. The contractual penalty for damage or non-performance of obligations under section 37 depends on the class of the car and amounts to:
- class A, A automatic, B, B+, B automatic, M - PLN 4000/930 Euro
  - class C, C+, C automatic, C+ automatic, C Crossover, C automatic Crossover, C automatic CS Crossover, SUV, SUV automatic, N - PLN 6000/1395 Euro
  - class C Premium, D, D automatic, D Premium, VAN, VAN automatic, R, R automatic - PLN 8000/1860 Euro
  - class E, F, SUV Premium - PLN 10000/2325 Euro
  - class G, H - PLN 15000/3488 Euro
  - classes other than above - PLN 6000/1395 Euro
42. Other contractual penalties:
- a) damage or loss of a car key - PLN 1500/349 Euro
  - b) damage, loss of license plate, registration stickers on the windscreen (per each) - PLN 400/94 Euro
  - c) smoking tobacco, electronic cigarettes, alcohol consumption, drug use in the car - PLN 500/117 Euro
  - d) transporting animals outside their own container specially designed for that purpose - PLN 400/94 Euro
  - e) returning a dirty passenger car - PLN 150/35 Euro
  - f) returning a dirty vehicle other than a passenger car - PLN 200/47 Euro
  - g) returning a car with non-durable (i.e. removable under standard cleaning procedures used in professional car washes) stains on seats, upholstery, in the boot - PLN 500/117 Euro
  - h) returning a dirty child seat - PLN 50/12 Euro
  - i) returning a damaged or incomplete child seat - PLN 350/82 Euro
  - j) non-contractual car use - value of the daily rate specified in the Contract plus PLN 500/117 Euro per each commenced day
  - k) loss of the guarantee for the car due to the fault of the Renter or the Car User, repair of the car without the consent of the Lessor - PLN 2000/466 Euro
  - l) refuelling the car with an incorrect type of fuel referred to in section 16 c) - PLN 2000/466 Euro
  - m) disassembly, replacement of car parts or making alterations without the consent of the Lessor - PLN 2500/582 Euro
  - n) travelling abroad without the consent of the Lessor, travelling to non-continental part of the countries - PLN 2000/466 Euro
  - o) driving a car by a person other than the Renter, the Car User - PLN 2000/466 Euro
  - p) damage or loss of a hubcap (for each hubcap) - PLN 100/24 Euro
  - q) rim damage (per rim) - PLN 1000/233 Euro
  - r) tyre damage in the situation described in section 17 - PLN 200/48 Euro
  - s) tyre damage in the situation described in section 17 where no single tyre of the same type can be purchased - PLN 400/94 Euro
  - t) loss of a parking ticket issued by the parking operator - the cost of the operator's fee for the lack of a ticket plus PLN 50/12 Euro
  - u) refuelling of missing fuel with the original quantity for each litre of fuel (the penalty shall cover a flat-rate purchase cost and missing fuel replenishment) - PLN 12/3 Euro
  - v) turn off of ESP system, activation of launch control system (each case) - PLN 3000/698 Euro
43. The Lessor has the right to claim supplementary compensation on general principles in case the amount of damage exceeds the due contractual penalty.
44. The Renter, for a fee specified in section 59, may purchase Packages reducing their liability for external damage to the car:
- a) Partial Protection - CDW+TP (Collision Damage Waiver + Theft Protection) - the Renter's liability in section 41 is reduced by 50% and moreover section 43 applies only to cases specified in section 48;
  - b) Full Protection - SCDW+TP+WDP+TDP (Super Collision Damage Waiver + Theft Protection + Window Damage Protection + Tire Damage Protection) - section 41 (including windows, tyres, rims), section 42(p-s) and moreover section 43 applies only to cases specified in section 48.
45. Purchase of the Full Protection Package is a condition for concluding the Contract in the following cases:
- a) when the rental concerns a car of SUV Premium or E class and the Renter presents only one credit card to the Lessor;
  - b) when the Renter at the time of concluding the Contract has not reached the age required for the class of the rented car specified in section 3.1).e) of the Regulations;
  - c) when the Renter or The Car User at the time of concluding the Contract hasn't had the right to drive vehicles (driving license of the appropriate category) for at least one year;

- d) travel abroad
46. The purchase of the Package may take place at the latest upon the conclusion of the Contract and only for the entire term of the Contract. It is not possible to purchase the Package as far as car class F, G or H is concerned, as well as it is not possible to change the Package during the rental period.
  47. The packages listed in section 44 do not exclude liability for other contractual penalties not mentioned in this point and other liability specified in the Terms and Conditions (including section 48).
  48. The Renter having Partial or Full Protection purchased is liable up to the full amount of the damage if the damage resulted from his wilful act or omission or gross negligence, including:
    - a) driving a car under the influence of alcohol, drugs or other intoxicants, or without a valid driving licence;
    - b) escape from the scene of the accident or collision;
    - c) unauthorised travel by car outside the territory of Poland;
    - d) failure to return the documents of the car or a set of keys after the loss of the car or failure to fulfil other obligations required by the insurer resulting in refusal to pay compensation or inability to claim such compensation;
    - e) exceeding the permissible speed or load capacity, or any other violation of road traffic regulations in force at the place where the collision or road accident occurred;
    - f) participation in competitions, rallies, races, shows and other such events;
    - g) use of false data or documents in order to rent a car;
    - h) use of the car by a person other than the Renter or the Car User.
  49. In particularly justified cases, the Lessor has the right to withdraw from calculating in whole or in part the contractual penalty or additional fees.

#### Fees

50. Fees, including rental fee, are charged from the Lessee in advance in Polish Zloty (PLN). If it is not possible to collect a given fee in advance due to the type or timing of the obligation to pay it, the fee is collected at the end of the rental period. The parties may specify the rules of settling the amounts due differently, in particular with the participation of a third party in such settlements. If the third party refuses to cover all or part of the Lessor's receivables resulting from the rental, the Renter is obliged to pay them within 7 days from the date of the notice. The Renter may withdraw the consent to issue and send accounting documents electronically, in writing or by e-mail: reklamacje@panek.eu The prices listed in the Terms and Conditions, the Contract and on ipanek.pl are gross prices, unless the Contract or framework agreement states otherwise. The Renter shall be charged with all costs related to the payment of amounts due under the Contract.
51. In the event of a delay of the Renter in the payment of the amounts due under the Contract or the Terms and Conditions, the Lessor shall be entitled to maximum interest for the delay specified in Article 481 §21 of the Civil Code.
52. Car rental of class A, A automatic, B, B+, B automatic, M by a person aged under 19 years or C, C+, C automatic, C+ automatic, C Crossover, C automatic Crossover, C automatic CS Crossover, N by a person aged 19 - 21 years, car class C Premium, D, D automatic, D Premium, R, R automatic, SUV, SUV automatic, VAN, VAN automatic by a person aged 21-23 years or car class E, SUV Premium by a person aged 25 - 28 years (per day of rental) – fee applies separately to the Renter and the Car User - PLN 60/14 Euro
53. Issuing a car outside the working hours of the rental office - PLN 70/17 Euro
54. Returning the car in a city other than the city of issuing - PLN 299/70 Euro
55. Returning the car in the cases referred to in section 31 b) - PLN 100/24 Euro
56. Exceeding the kilometre limit payable for each kilometre exceeded - PLN 0,50/0,12 Euro
57. Delivery or collection within the limits of the city in which the rental office is located - PLN 100/24 Euro
58. Car delivery/collection outside the city where the rental office is located – 4 PLN/1 Euro per km from the city centre indicated by navigation to the place of delivery or collection, in any case not less than PLN 100/24 Euro.
59. The packages referred to in section 44 (the following daily rate is charged for each of the first 7 days of the rental period, starting from the 8th day - the daily fee is 1/3 of the daily rate):
  - a) Partial Protection - CDW+ TP**
    - classes A, A automatic, B, B+, B automatic, - PLN 69/17 Euro
    - classes C, C+, C automatic, C+ automatic, C Crossover, C automatic Crossover, C automatic CS Crossover, SUV, SUV automatic, N - PLN 79/19 Euro
    - classes C Premium, D, D automatic, D Premium, VAN, VAN automatic, R, R automatic - PLN 89/21 Euro
    - classes E, SUV Premium - PLN 109/26 Euro
    - classes other than indicated above, exclusive of classes F, G and H - PLN 89/21 Euro
  - b) Full Protection - SCDW + TP + WDP + TDP**
    - classes A, A automatic, B, B+, B automatic, M - PLN 89/21 Euro
    - classes C, C+, C automatic, C+ automatic, C SUV, C SUV automat, SUV, SUV automat, N - PLN 109/26 Euro
    - classes C Premium, D, D automat, D Premium, VAN, VAN automat, R, R automat - PLN 129/30 Euro
    - classes E, SUV Premium - PLN 159/37 Euro
    - classes other than indicated above, exclusive of classes F, G and H - PLN 129/30 Euro
60. Each Car User other than the Renter for each day of rental - PLN 30/7 Euro
61. GPS navigation with a map of Poland (per day, but not more than 10 days) - PLN 29/7 Euro
62. Child seat or cushion (per day, but not more than 10 days) - PLN 39/10 Euro
63. Administrative fee for handling fees or charges referred to in section 23 - PLN 100/24 Euro



- 64. Resignation from the performance of the Contract (cancelling the reservation) 48 hours or less before the commencement of the rental period - PLN 250/59 Euro
- 65. Returning the car in a different place than specified in the Contract - PLN 450/105 Euro
- 66. Travelling to: Germany, Czech Republic, Slovakia, Lithuania, Austria - PLN 300/70 Euro
- 67. Travelling to: Hungary, Latvia, Netherlands, Belgium, France, Switzerland, Luxembourg, Italy, Slovenia, Croatia, Estonia, Denmark - PLN 900/210 Euro
- 68. Cancelling the car rental reservation without additional fee - PLN 150/35 Euro

#### **Final provisions**

- 69. Complaints should be sent to the Lessor's address from section 1 or by e-mail: reklamacje@panek.eu The complaint shall be reviewed within 30 days from the date of its receipt by the Lessor, and the Renter shall be informed about the manner in which the complaint has been processed in the form in which the complaint was received.
- 70. Any amendment or termination of the Contract shall be in writing or in a document form.
- 71. The personal data administrator is the Lessor PANEK S.A. with its registered office in Warsaw (02-390), ul. Grójecka 208. The principles of personal data processing by the Lessor and the clauses concerning the fulfilment of information obligations by the Lessor are included in the Privacy Policy.
- 72. The Renter is not entitled to withdraw from the Contract or extend the Contract pursuant to Article 27 of the Act of 30 May 2014 on Consumer Rights pursuant to Article 38 point 12 of this Act.
- 73. The Terms and Conditions and the Contract are governed by Polish law. Any disputes arising in connection with the Contract shall be resolved by a court having jurisdiction over the Lessor's registered office, except for cases where the party is a consumer or is a physical person entering into Contract directly related to his/her business activity when it follows from the content of the Contract that the Contract has no professional character to this person, which shall be resolved by a court of general jurisdiction.