

GOVOLT SHARED MOBILITY SERVICE GENERAL TERMS AND CONDITIONS

1 GENERAL

- 1.1 For registration in the "**Customer List**" is necessary to accept this contract proposal ("**Contract**"). Go Volt S.r.l. ("**Service Provider**" or "Provider") offers: (i) an electric moped rental service ("**Moped**"); (ii) an electric or no electric scooter rental service ("**Kick Scooter**" and, together with Moped, the "**Vehicles**"). Acceptance is also a necessary condition for every rental service, according to Terms and Conditions of this Contract, of Regulations of the Service ("**Regulations**") and Italian Laws.
- 1.2 The Client can formulate the contract proposal, through the complete insertion of the requested data in the electronic form ("**Module**") available on the app of the Provider ("**App**") and selecting the appropriate registration button to the Service. The selection of the aforementioned button must be understood as signature for the purposes of this Contract and entails the conclusion of the Contract ("**Subscription**") to all effects of the law (it is not necessary to sign a paper contract).
- 1.3 The contract proposal is valid for 15 days starting from its date of formulation. The Contract is concluded when the Customer receives the communication of acceptance by the Provider. This acceptance will be communicated via e-mail to the Customer within 15 days from the date of Subscription of the Form.
- 1.4 The Customer can exercise the right to reconsider, without any penalty and without specifying the reason, by written notice to be sent to the Provider, in the terms indicated below, by registered letter with return receipt, or by certified e-mail ("**PEC**"). The address for this communication is at Article 21.
- 1.5 The Customer can exercise the right of reconsideration revoking the proposal during the period of its validity and before receiving the communication of acceptance by the Provider or withdrawing from the Contract within the fourteen working days following the date of receipt of the communication of acceptance of the proposal by the Provider.
- 1.6 In any case, the use of the Service implies the automatic and implicit acceptance by the Customer of this Agreement.
- 1.7 The Customer can never replace, even temporarily, others to himself in the exercise of the rights deriving from the Service and from the single Rental (as defined below).
- 1.8 In case the Customer uses the Service on the basis of terms and conditions other than those set out in this Agreement (including, without limitation, agreements between the Provider and Customer's employer), such terms and conditions shall prevail over this Agreement in the event of any conflict.
- 1.9 In the event that the Customer uses the Service through an Aggregator App (as defined in Section 20), the conditions of this Agreement and the Provider Regulations will prevail over those of the Aggregator Partners (as defined in section 20.9). For explanatory and non-limiting purposes only, in the event that the Aggregator Partner allows Customers over the age of 14 to subscribe to their Service, while the Provider allows it only to Customers over the age of 18, the Customer must be at least 18 years of age to access the Provider's Service.

2 REGULATION OF SERVICE

- 2.1 The Customer has the right to reserve and rent the Vehicles of the Provider accessing it also in the special areas reserved for them and in accordance with the provisions of the Regulation and the Contract.
- 2.2 Access to the Service Vehicles is regulated through the methods of use regulated in the Regulation.

- 2.3 Each individual rental is considered active by the Customer when he has successfully booked the Vehicle and it ends when the Customer regularly returns the Vehicle in the same city where he started the procedure for using it, as described and regulated in the Regulation (“**Rental**”).
- 2.4 The Client, for each Rental and for the entire period in which he is a Customer of the Service, is obliged to comply with the provisions of this Agreement and of the Regulations which, together with all the attachments, the Customer declares to have examined and therefore to know well and which are an integral and substantial part of the Contract and are to be understood herein as fully referred to.
- 2.5 The Provider may at any time update and integrate or modify for justified reason (for example legislative / regulatory changes, technical / economic requirements, etc.) the provisions of the Regulations and of the Contract by publication on the website www.govolt.it by direct communication to the Customer at the e-mail address communicated by the Customer during the registration in the Customer List. The modifications will be applied starting from the beginning of the fifteenth day following the one in which the Provider has announced them to the Customer in writing, unless the law or administrative provisions do not impose or lead to an early application date. In the event of disagreement, the Customer may withdraw from the Contract without charge, by registered letter with return receipt or by PEC to be sent to the addresses referred to in Article 22, which must be received by the Provider no later than 15 calendar days from the date of receipt of the Provider’s communication. In this case, the withdrawal will become effective at 24:00 on the day preceding the one in which the modifications would otherwise have been applied.

3 REQUIREMENTS TO JOIN THE SERVICE

- 3.1 The Provider has the right to deny adherence to the Service based on its unquestionable assessment of the solvency of the potential Client, or on its past unfair trade with the Provider to whom the contract proposal is addressed or with any other operator operating in the sector of shared mobility.
- 3.2 To use the Service, the Customer must:
- (i) be older than 18 years at the date of signing the Module;
 - (ii) for the Moped Rental, be in possession of a valid driving licence ("License") obtained in Italy ("Italian License") or in a foreign country ("Foreign License");
 - (iii) have a smartphone ("Device") with the technical requirements to support the App; during the registration phase a phone number and a valid email could be required, this information will be verified by sending an SMS and/or an e-mail;
 - (iv) give to the Provider the details of a valid Payment Method (including, without limitations: credit cards, debit card, prepaid cards, digital payment methods such as Paypal, Satispay, GooglePay, ApplePay, etc.) accepted by the Service (the “**Payment Method**”);
 - (v) at the time of completing the Module, to not be a debtor of the Provider for any reason.
- 3.3 For the Moped Rental, both at the time of subscription to the Service and during the entire term of the Contract, the Client must have a valid and non-suspended driving license, withdrawn or in any case no longer available by order of the authorities or regulatory provisions, as a qualification for driving.
- 3.4 The Customer undertakes immediately to communicate promptly to the Provider any withdrawals, suspensions, revocations, loss, etc. that may concern your driving license. This communication must be sent to the Provider via e-mail to the address referred to in Article 22.

Following this communication, the Provider will immediately suspend the Customer from the Service and evaluate the opportunity to terminate this Agreement with the cancellation of the Customer from the Customer List.

- 3.5 The Customer, in case of revocation or cancellation of the aforementioned measures, will be able to access the Service with a new application for membership, should the Provider have declared the Contract terminated. Instead, in the event of suspension from the Service, the Customer may request reactivation by communication to the e-mail address referred to in Article 22, attaching the probative documentation of attribution or reactivation of the driver License following revocation, withdrawal, suspension, etc.
- 3.6 The Provider, following the acceptance of the contract proposal, after verification of the existence of conditions referred to in Article 3.2, provides a new registration, or reactivation, in the Customer List attributing to the Customer a new account ("**Account**").
- 3.7 In case of violation by the Customer of even one of the obligations referred to in Articles 3.2, 3.3 and/or 3.4 the Provider may declare the Contract terminated, in accordance to Article 16 of the Contract.
- 3.8 The Provider does not guarantee any technical compatibility between the App and the Customer's Device and does not assume any responsibility in relation to the compliance of the Device with the technical requirements requested from time to time by the App.
- 3.9 With the completion of the registration process on the App, the Client:
- (i) declares to be over 18 years of age;
 - (ii) declares to have saved and/or printed a copy of the privacy policy, of this Contract and of the Regulation, to have read and understood them and to have nothing to object to;
 - (iii) fully accepts this Contract and the related penalty fees;
 - (iv) fully accepts the Regulation;
 - (v) fully accepts the Tariffs;
 - (vi) declares to be able and to know how to use the Vehicles offered in the Service.

4 TERM AND WITHDRAWAL

- 4.1 The registration in the Customer List will be considered completed starting from the date of communication by e-mail by the Subscription Provider in the Customer List.
- 4.2 The Customer may withdraw from this Agreement, giving a thirty-day notice, to the Provider by means of registered letter with return receipt or certified e-mail to the addresses referred to in Article 22, without prejudice to the obligation to pay any amounts already accrued against you for having used the Service through the Rental of Vehicles even during the period of notice.
- 4.3 Once the withdrawal notice has been received, the Provider will delete all the personal data provided by the Client during the Registration. The data regarding the past Rentals will be anonymized.
- 4.4 The Provider may, at any time, withdraw from the relationship, with a 60-day notice, notifying the Customer by registered letter with return receipt or PEC to the addresses provided by the Customer during registration in the Customer List.
- 4.5 The withdrawal of one or the other party or the termination of the present Contract entails: (i) the loss of the quality of Customer and the deactivation of the Account with the automatic dissolution of the constraints of the Regulation and of any consequential and connected relationship to the Service and; (ii) will not entail the right of the Customer, nor will it give rise

to any obligation on the part of the Provider, to the restitution by the Provider of amounts already paid by the Customer to the Provider as a deposit, advance, credit or other for the use of the Service.

- 4.6 The Manager may suspend the Customer's right to access the Service suspending the Customer's Account. The exercise of this right by the Manager may occur as a result of the Customer's breach of the obligations arising from the Contract. The suspension is not an alternative to the Manager's right to use, where required, the express termination clause in the event of a serious breach by the Customer referred to in Article 16. The prior suspension of the Service in no case implies a waiver by the Provider to avail itself of the remedy for termination due to breach by the Customer or withdrawal.

5 USE OF THE VEHICLES

- 5.1 The Vehicles, for each individual Rental, must be used in according to this Agreement and the Regulations.
- 5.2 In particular, the Vehicle must be driven in according to the rules of the Italian Highway Code and the relative Regulations and, in general, with the diligence of a good family man, without tampering any part of it.
- 5.3 Only the Customer can use the Vehicles. Vehicles can't be used by third parties, even in the presence of the Customer.
- 5.4 The use of the Vehicles beyond the borders of the Italian national territory is not permitted, unless expressly agreed by the Provider. Special conditions, regarding the Customer's responsibility, for the use of Service Vehicles in other EU countries may be governed by the Regulation.
- 5.5 The Provider will be relieved of all responsibility for all infringements, seizures and other responsibilities connected with the use and condition of the Vehicles by the Customer.
- 5.6 Vehicles must not be used:
- (i) for the transport of goods;
 - (ii) for the transport of people in contrast with laws and regulations in force in the place where the Vehicle is driven;
 - (iii) for the transport of weapons, explosives, radioactive material, biological and the like;
 - (iv) to push and / or carry other Vehicles;
 - (v) in the case of Mopeds, for the transport of a number of people exceeding the quantities provided for by the registration certificate and the use and maintenance booklet;
 - (vi) in the case of Kick Scooters, for the transport of more than one person at the same time;
 - (vii) for the transport of animals;
 - (viii) for the transport of people with any kind of remuneration or competitions of any kind;
 - (ix) to practice or teach someone how to drive Vehicles in any case;
 - (x) for any kind of illicit purposes;
 - (xi) to drive in areas temporarily forbidden to use Vehicles or closed to traffic by the authorities;
 - (xii) to display any commercial or non-commercial advertising without prior written consent of the Provider;

- (xiii) to reproduce, modify, prepare derivative works based on, distribute, authorize by license, lease, sell, resell, transfer, publicly display, publicly perform, transmit, stream, broadcast or otherwise exploit the Services and/or contents of the application except as expressly permitted in writing in advance by the Provider;
 - (xiv) create or launch any program or elaborate in order to collect, index, examine or use other methods of data extraction on any part of the Services or of the Application or unduly hamper the functioning or management of the same;
 - (xv) in violation of any provision of this Agreement or the Regulations.
- 5.7 Only Mopeds are allowed to carry one passenger and the maximum permissible total load weight is 200 kilograms. The maximum load in the Moped top box is 4 kilograms. In any case, the Moped top box may not be used to transport animals of any kind and/or species, or dangerous objects or materials.
- 5.8 In any case, the Customer must not remove trademarks or other distinctive signs of the Scooter or Mopeds, or an indication of copyright protection from the Vehicles.
- 5.9 Kick Scooters: (i) must be used within the speed limits provided by any applicable legislation; (ii) must not be used in areas with a high density of pedestrians; (iii) they must in any case be used only in the areas permitted and foreseen by any applicable legislation; and (iv) must not allow the transport of passengers or goods during the Rental.
- 5.10 Before each Vehicle is used, the Customer must carefully check that the Vehicle is free of malfunctions, defects or damage. The verification must be particularly rigorous with respect to the braking system, the handlebar, the structure, the tires and acceleration device of the Vehicle, which must be tested in advance by the Customer - together with his ability / ability to drive the Vehicle - several times along a safe route and in the absence of other people or Vehicles.
- 5.11 The Customer must promptly report to the Provider, through the Customer Service, any malfunction, defect or damage detected with reference to the Vehicle.
- 5.12 The Customer is aware, acknowledges and accepts that, in the event of failure to notify the Provider pursuant to the foregoing Article 5.11, any damage or malfunction will be attributed entirely to the Customer who used the Vehicle at that time.
- 5.13 The Customer is also obliged not to destroy, alter, remove or take copies of the registration certificate, helmets and hygiene caps on board the Vehicle.
- 5.14 It is strictly forbidden to carry out or have any modifications and / or repairs to the Vehicles without the prior written consent of the Provider.
- 5.15 The Customer, in any case, may not block or bind the Vehicle with any type of device (eg chains, padlocks, cables, etc..).
- 5.16 The Customer cannot, under any circumstances, terminate the Rental in a private parking lot or an area not accessible by the public.
- 5.17 Without prejudice to the application of Penalties (as defined below) and the Provider's right to terminate the Contract pursuant to Article 16, in the event of default or irregular fulfilment by the Customer of its obligations under this Article 5, and in particular in the event of the Customer's carelessness, fault, negligence or inexperience, the Customer will be charged the maximum amount of €400.00 (four hundreds/00).
- 5.18 When booking a Vehicle and during all its use, the Customer must ensure that the Vehicle's battery has enough autonomy to correctly complete the Rental within the Service performance area indicated in the Regulation ("**Operational Area**"). In the event that a Vehicle is left by the Customer outside of the Operational Area due to the autonomy of the battery

being insufficient to terminate the Rental within the Operational Area, the Customer will be charged with the amount of €50.00 (fifty/00) per reimbursement of expenses and penalty for Vehicle recovery.

- 5.19 The Customer is expressly prohibited from: (i) assigning, renting, selling or in any other way lending the Vehicle temporarily, personal access to the GoVolt App, equipment, instrumentation and / or Vehicle accessories and / or any part or piece thereof; or (ii) use the Vehicle in any way which may cause any kind of damage to the Provider, to third parties or to the Customer himself.
- 5.20 The Customer must stop the Vehicle immediately, and turn it off, if warning lights or warnings are lit on the panel control, or if he perceives anomalies in the Vehicle's operation. In this case, the Customer must immediately contact the Provider's Customer Service (the "**Customer Service**") via the GoVolt App or other contacts indicated in section 22.
- 5.21 The transport of the Vehicle on any other type of means of transport is not permitted (for example: trains, buses, etc.).
- 5.22 It is expressly forbidden to carry passengers or goods while using Kick Scooters.
- 5.23 The Vehicle documentation (including the registration certificate and the insurance certificate) must always be kept in the Vehicle and must never be removed from the Vehicle.
- 5.24 The Client takes note and acknowledges that Vehicles equivalent to 50cc displacement (hence including Mopeds and Kick Scooters) cannot circulate on motorways, on main extra-urban roads and on other roads identified by decree of the Minister of Infrastructure and Transport and indicated with appropriate signs at the beginning and end.
- 5.25 The Customer must park the Vehicle in an area used for parking motorized two-wheeled Vehicles (mopeds or motorcycles) always within the Operational Area, in accordance with the provisions of the Contract.
- 5.26 The Customer must park the Kick Scooters in areas and in a manner that does not constitute an obstacle to pedestrians or traffic and circulation of Vehicles, as better described in the Rates Attachment.
- 5.27 In case of violation by the Customer of even one of the obligations referred to in this Article 5, the Provider may declare the Contract terminated, pursuant to Article 16 of the Contract.

6 DRIVING LICENSE FOR MOPEDS RENTAL

- 6.1 The Customer must be in possession of a valid Driving License which is not suspended, withdrawn, revoked upon subscription to the Service and for the entire duration of it.
- 6.2 The Customer must be and remain, for the entire duration of the Service, in possession of the driving License for the category corresponding to the type of Vehicle they intend to use.
- 6.3 The Client in possession of a Foreign License issued by a non-EU foreign State, must be in possession and provide the Provider, at latter's request, a copy of the international driving permit or of sworn translation of the Foreign License. The documents must be effective and valid for the entire duration of accession to the Service.
- 6.4 At each use of the Vehicle, the Provider reserves the right to verify the existence of the requirements referred to in this Article 6.
- 6.5 In the event of withdrawal or suspension of the Customer's driving License, the Provider will suspend the Customer's Account in relation to the use of Mopeds, and in any case reserves the right to suspend it in relation to the use of Kick Scooters.
- 6.6 In case of violation by the Customer of even one of the obligations referred to in this Article 6, the Provider may declare the Contract terminated, pursuant to Article 16 of the Contract.

7 TARIFFS

- 7.1 The Service provides the following types of pricing, specified in the Rates Attachment:
- (i) Unlocking fee. Applicable only to the use of Kick Scooters. Whenever a Client wishes to rent a Kick Scooter, the unlocking of the same will result in the charge of the amount indicated in the Rates Attachment.
 - (ii) Rate per minute. It is calculated based on the time of each individual rental and includes all costs associated with normal Vehicle use. The partially used minutes are considered for rounding equal to sixty seconds starting from the thirty-first second. Any additional amounts applied for access to reserved areas included in the Rental are described in the Rates Attachment. Once the Rental is started, the Customer automatically begins to pay the rate per minute.
 - (iii) Prepaid Package Deals. They consist of credit packages in Euros, purchased at a discounted rate. They can have a predefined maximum duration, before they expire.
 - (iv) Promotions and / or Third Parties Discount Agreements. Based on GoVolt promotions or specific commercial agreements with third parties, the Customer may have promo codes and/or Vouchers ("Vouchers") and/or discounted rates for using the Service. GoVolt will verify the existence and permanence of the benefits deriving from these benefits for the Customers. The price concessions or promo code may have a maximum term, according to the promotions or agreements relating to them. Furthermore, each promo code, expressed in Euros, does not constitute an economic recognition by GoVolt to the Customer and cannot be converted into money. It can only be used as a rental fee. In the event that the customer at the end of a rental has a promo code, this will be used automatically to compensate for all or part of the rental fee due by the Customer. The undue use of these benefits by the Customer constitutes a serious contractual breach and may result in the termination of the Contract.
 - (v) Parking fee. It is applied when the Customer selects the "pause" option on the app during the Rental.
 - (vi) Additional Minute Booking Rate. Applied from the sixteenth minute of reservation of the Vehicle until the unlocking of the Vehicle or the cancellation of the reservation. Partially used minutes are considered for rounding off equal to sixty seconds from the thirty-first second.
- 7.2 At the end of each Rental the total amount due is calculated and charged according to the application of the rates described above.
- 7.3 The Provider has the right to request a pre-authorization as a security deposit, in the amount of € 10.00 (ten/00), on the Customer's Payment Method. If the pre-authorization is not successful, the Customer will not be able to use the Service.
- 7.4 The Customer hereby authorises the Provider to charge the amount due in relation to the Fees on the Payment Method provided during the registration to the Service.
- 7.5 Based on the Provider's promotions or on the Provider's specific commercial agreements with third parties, the Customer may have a Voucher ("**Voucher**") and / or special rates to use the Service.
- 7.6 The Provider will verify the existence and the permanence to the Customers of the advantages deriving from the aforementioned benefits. These tariff reductions or Vouchers may have a maximum term depending on the promotions or agreements related to them. Furthermore, each Voucher, expressed in euros or minutes, does not constitute an economic

acknowledgment by the Provider to the Customer and cannot be converted into money, but can only be used as a consideration for the Rental.

- 7.7 If the Customer has a Voucher, at the end of a Rental this will be automatically used to offset all or part of the Rental fee due from the Customer.
- 7.8 The improper use of benefits by the Customer constitutes a serious contractual breach and may lead to the termination of the Contract pursuant to Article 16.
- 7.9 The Provider may proceed with updating the tariffs at any time. Any changes to the rates will be communicated to the Customer by means of publication on the www.govolt.it website and by direct communication to the Customer at the e-mail address provided by the Customer during registration in the Customer List. The modifications will be applied starting from the beginning of the fifteenth day following the one in which the Provider has announced them to the Customer in writing. In the event of disagreement, the Customer may withdraw from the Contract without charge, by registered letter with return receipt or certified e-mail to the addresses indicated in Article 22, which must be received by the Provider no later than fifteen calendar days from the date of receipt of the communication of the Provider. In this case, the withdrawal will become effective at 12 p.m. on the day before the one in which the modifications would otherwise have been applied.

8 AVAILABILITY OF THE SERVICE

- 8.1 The Customer acknowledges, waiving in this regard to raise any objection, that: (i) the Moped Rental Service is available 24 hours a day, 7 days a week; and (ii) the Kick Scooter Rental Service is available 24 hours a day, 7 days a week.
- 8.2 The Provider can never be held responsible for any negative effect or consequence suffered by the Customer (e.g. delays) resulting from the unavailability of the Vehicles.
- 8.3 The Customer is aware that the Service may be subject to limitations and impediments beyond the control of the Provider such as, but not limited to:
- (i) the malfunctioning of the Customer's and/or the Provider's Internet connection;
 - (ii) the malfunctioning of the Platforms and / or of the Aggregators Partners App or systems;
 - (iii) the malfunctioning of electronic equipment (e.g. the malfunctioning of electronic equipment such as GPS and/or data network and mobile phone systems) used by the Provider to perform the Service and/or monitor the Vehicles;
 - (iv) interruption of the Service due to natural disasters (e.g. earthquakes or floods) or force majeure (e.g. strikes, lockouts);
 - (v) damage to the Vehicles;
 - (vi) failure to charge or insufficient charging of the battery of the Vehicles.
- 8.4 The Provider reserves the right to suspend the Service temporarily, in whole or in part, without notice to the Customer and for a period at their discretion, without any compensation or indemnity being due or payable to the Customers, for any reason whatsoever.
- 8.5 The Provider also reserves the right, at their sole discretion, to discontinue the provision of the Service in any city by giving reasonable written notice to the Customers in advance, without any compensation or indemnity being due or payable to the Customers, for any reason whatsoever.

9 BILLING AND PAYMENTS

- 9.1 The total amount due for the Rental will be charged at the end of the Rental on the Payment Method indicated by the Client during the subscription of the Service. This Payment Method may be modified by the Client by accessing their profile through the App.
- 9.2 For Customers subscribed to the Service with prepaid credit card, the Provider, at the time of booking of the Vehicle, may charge in advance the fixed amount of € 10.00 (ten/00). This prepayment will be fully or partially offset with the total amount due for the Rental. In the event of a negative debit, the reservation will be automatically cancelled.
- 9.3 If the Client benefits from additional minutes of booking (for a fee) without starting the Rental, the relative amounts will be charged to the Client upon cancellation of the booking.
- 9.4 In the case of prolonged Rental for periods longer than 30 minutes, the Provider, during the same Rental, reserves the right to periodically charge the total amount accrued even if the Rental is not yet completed. At the end of the Rental period, the remaining amount accrued will be charged to the Customer.
- 9.5 If the credit card or prepaid card, where allowed, registered by the Customer refuses a charge, GoVolt will proceed to make further attempts to debit and, in the event of non-charge or refused charge, GoVolt will communicate the non-payment to the Customer, reserving the right to suspend the Customer from the Service until the debt is paid.
- 9.6 If there are not enough funds available on the Customer's account for the ride, the remaining balance will be charged as soon as the funds are added to the account.
- 9.7 At the time of a charge, any Vouchers or other credits available to the Customer will be compensated.
- 9.8 For each rental, the Provider has the right to request a pre-authorization as a security deposit from the issuer of the Customer's credit card. This amount will not be collected by the Provider and will be released to the Customer no later than 7 (seven) days from the end of the Rental Period.
- 9.9 The Customer may use the Moped outside the Operational Area. Should the Provider find an abnormal use of the Vehicle moving away from the Operational Area, the Provider may charge the Customer, by way of advance payments, the sum of € 50.00 (fifty/00) upon exceeding the first 10 kilometres travelled outside the Operational Area. After the first advance debit, the subsequent charges will always be for an amount of € 50.00 (fifty/00) and will be applied on each 15 km distance away from the Operational Area, up to a maximum of upfront charges of € 300.00 (three hundreds/00). Any amounts credited to the Customer, accrued for the prepaid charges, will be re-credited to the Customer at the end of the Rental within the Operational Area of the City where the Rental began, if they exceed the total cost of the Rental. In any case, the prepaid charges will be totally or partially offset with the final cost of the Rental.
- 9.10 If the Payment Method registered by the Customer refuses a charge, the Provider will communicate the non-payment to the Customer. The Provider reserves the right to suspend the Customer from the Service until the balance of any debts.
- 9.11 In the event of failure, delay or partial payment, the default interest will be applied to the Customer pursuant to Legislative Decree no. 231/2002.
- 9.12 The Customer takes note, acknowledges and accepts that in the event of failure to make payment, late payment or partial payment, the Provider shall have the right to proceed immediately, on a monitoring and enforcement basis, with the recovery of the debt.
- 9.13 With the Rental, the Customer has no time limits for the return of the Vehicle. However, the Provider, in the event of non-payment or impossibility of payment by the Customer due to insufficiency or overshoot of the Payment Method's limit communicated and admitted during

registration, at any time, reserves the right to oblige the Customer to return the Vehicle also by locking the Vehicle in compliance with the safety of the Customer and third parties.

- 9.14 In the case of a delay following an explicit request from the Provider to return the Vehicle, the Client will be charged a Penalty for every hour of delay in the fulfilment of the request for return, except the suspension of the Account and the termination of the Contract due to serious breach by the Customer, pursuant to Article 16 of the Contract.
- 9.15 The billing frequency (where applicable) is monthly. The invoice will report the charges and / or credits made during the month, specifying the relative uses and any additional costs (for example Penalties). The invoice is issued in electronic format upon request.
- 9.16 The non-payment or late payment of the consideration of even one single Rental both at the end and in the course of the same may lead to the termination of the Contract pursuant to Article 16 and the relative amounts will be recovered by the Provider pursuant to the law.
- 9.17 In the event of complaints from the Customer to the Provider for any malfunctions that may have occurred resulting from the use of the Service, the Provider reserves the right to analyse the Vehicle object of the Rental in question, at his discretion, using technological tracking tools, and to draw the appropriate conclusions. Any repayment of Rental minutes lost by the Customer due to problems not attributable to the Customer will be returned to the Customer by means of credit of Rental minutes that can be used by the Customer through the App.

10 BOOKING, PICK-UP, USE AND RELEASE OF THE VEHICLE

- 10.1 The methods of picking up, using and releasing of the Vehicles are regulated by the Regulation.
- 10.2 The Customer must respect for each Vehicle Rental, the provisions of the Regulations.
- 10.3 The Customer undertakes to always consider valid and reliable the metrics and telemetric data collected and provided by the Provider, and by the sensors installed on the Vehicles, in relation to the use of the Vehicles, and not to object or dispute the validity or reliability for any reason and under any circumstances.

11 DAMAGE TO THE VEHICLES

- 11.1 All Mopeds are covered by kasko insurance.
- 11.2 In the event of damage to the Moped, the Customer will only be required to pay the excess, which includes the management costs of the case, up to the maximum amount of € 400.00 (four hundreds/00).
- 11.3 Scooters are covered by an insurance policy with a coverage limit of € 6,070,000.00 (six millions seventy thousands/00) for the RCT for every claim, including the coverage of damages to structures and damages suffered by users of the Service.
- 11.4 The cost of the insurance is included in the fee of a Scooter. The Customer cannot renounce to the insurance. The insurance does not provide coverage in relation to any injury or damage that the Customer might incur, in the event of an accident. The Customer acknowledges that and is aware that GoVolt recommends to the Customer to activate suitable and autonomous insurance coverage in relation to the use of the Service. To this end, the Customer can arrange to activate the coverage he deems most appropriate with insurance companies of his own trust in order to protect damages deriving from the use of the Scooter or Moped on his person.
- 11.5 In the event of damage to Kick Scooters, the Customer will be required to fully compensate the Provider upon presentation of the relevant invoice by the Provider. The insurance deductible (*franchigia*), which includes management costs, is € 2500.00 (two thousands five hundreds/00).

12 THEFT AND ROBBERY

- 12.1 In the event of theft or robbery of the Vehicle and vandalism on the Vehicle, the Customer, except as provided in the Regulations, will be required to:
- (i) contact Customer Service immediately;
 - (ii) to report and inform immediately, and in any case not later than 12 hours from its occurrence or from the moment in which it became known, the event to the competent authorities, by ways permitted by law;
 - (iii) send the copy of the report via e-mail to the Provider at the address referred to in Article 22, within 24 hours of submission to the authorities;
 - (iv) send to the Provider the original copy of the report by registered letter with return receipt to the address referred to in Article 22 no later than 3 working days from the date of submission of the report to the competent authority;
- 12.2 In the event of failure to comply with the provisions of Article 12.1, the Customer will be required to pay the Provider an amount of € 500.00 (five hundreds/00).
- 12.3 The Provider reserves the right to retaliate against the Customer in the event that the Customer has determined or facilitated the theft for malice, negligence, or carelessness by charging him, by way of compensation for damages for breach or irregular compliance, an amount equal to the Eurotax Yellow value at the time of the theft.
- 12.4 In case of violation by the Customer of even one of the obligations referred to in this Article 12, the Provider may declare the Contract terminated, pursuant to Article 16 of the Contract.

13 SANCTIONS

- 13.1 All expenses, amounts, charges incurred by the Provider and the Penalties applicable as a result of proceedings and sanctioning measures will be charged to the Customer who had rented the Vehicle at the time the sanction was applied or whose behaviour in use and release of the Vehicle (including the parking of the same) has involved the application of the sanction.
- 13.2 The Customer is obliged to check that there are no temporary bans (for example for washing of roads, market, road works, etc.) in the parking area where the Rental will be terminated. The Customer cannot release the Vehicle in the event that the temporary ban starts before 48 hours from the time the Vehicle is released (for example, if the parking ban begins on Tuesday at 09:00, the Customer is authorized to issue the Vehicle no later than 09:00 on the immediately preceding Sunday).
- 13.3 The Kick Scooters must be parked following the regulations of the Italian Highway Code and of any Municipal Regulations that may apply. A summary is shown in the Tariff Annex at the end of this document. Under no circumstances may Vehicles be parked in a way that could hinder regular traffic or compromise the integrity of the Vehicle itself.
- 13.4 In case of forced removal of the Vehicle during the Rental, the Customer must promptly contact the Customer Service that will start the procedures for the recovery of the Vehicle.
- 13.5 All costs and penalties resulting from the forced removal of a Vehicle, both during and at the end of a Rental, will be charged to the Customer in addition to the relevant Penalty, subject to compensation for greater damages.
- 13.6 If, due to the poor or missing connection of the Device, it is not possible to terminate the Rental, the Client must park the Vehicle elsewhere and repeat the operation of termination of the Rental.
- 13.7 If the Client leaves the Vehicle without having duly completed the Rental, the same will continue with the consequent charge of the corresponding amounts as provided by the Rates in force at the time of activation of the Rental.

13.8 In case of violation by the Customer of even one of the obligations referred to in this Article 13, the Provider may declare the Contract terminated, pursuant to Article 16 of the Contract.

14 ACCIDENT OR VEHICLE BREAKDOWN

14.1 In the case of a breakdown or damage to the Vehicle, the Customer must immediately notify the Provider according to the methods and timing regulated by the Regulation.

14.2 The Customer will be responsible for all damage to Mopeds and/or people and goods attributable to the Customer as a result of the use of Mopeds, up to a maximum amount of € 400.00 (four hundreds/00).

14.3 The Customer will be responsible for all damage to Kick Scooters and/or people and goods attributable to the Customer as a result of the use of Kick Scooters, that are not covered by insurance.

14.4 In the case that the Provider receives a request for compensation for damages following a claim, without having received the notification and the documentation from the Customer who was using the Vehicle at the time of the same claim, the Provider reserves the right to apply Penalties and possibly to suspend Customer Account.

14.5 In the event of violation by the Customer of even one of the obligations referred to in this Article 14, the Provider may declare the Contract terminated, pursuant to Article 16 of the Contract.

15 INSURANCE AND RISK COVERAGE

15.1 Mopeds have third-party motor vehicle insurance with a ceiling of €26,000,000.00 (twentysix millions/00) without excess paid by the Customer, as well as kasko insurance with a maximum excess payable by the Customer of € 400.00 (four hundreds/00), which includes the costs of handling the file.

15.2 The Kick Scooters have insurance with a maximum coverage of € 6,070,000.00 (six millions seventy thousands/00) for the civil liability for each event, including the coverage of damage to the structures and damage suffered by users of the service, with a maximum deductible paid by the Customer of € 2500.00 (two thousands five hundreds/00) , which includes handling costs.

15.3 All damages caused by the Customer to himself as a result of the use of Mopeds and Kick Scooters will be fully borne by the Customer.

15.4 The Provider also provides to cover the risks for fire and theft of the Mopeds, without the franchise charged to the Customer.

15.5 Kick Scooters do not have any insurance coverage for theft, robbery and fire. Therefore, in the event of theft, fire or robbery of the Kick Scooter during a Rental, the Customer will be fully responsible for the damage suffered by the Provider.

15.6 The Customer acknowledges and is aware that the Provider recommends the Customer to activate at its own expense appropriate insurance coverage in relation to the use of the Service.

16 TERMINATION OF THE CONTRACT

16.1 In addition to the provisions in other parts of this Agreement, it will constitute cases of serious breach of the Contract, in the event of which the Provider will have the right to terminate the Contract pursuant to art. 1456 of the Civil Code due to the fact and fault of the Customer and subject to compensation for further damage, by simply sending a written communication by registered letter with acknowledgement of receipt or by sending an electronic certified mail, in the following cases:

- (i) the Client that results under 18 years of age at the time of signing the Module;

- (ii) the Client who is not in possession of a driver License and, where applicable, a copy of the international driving permit or sworn translation of the driver License, at the time of the Moped Rental;
- (iii) the Client's failure to notify the Provider of the suspension, revocation, withdrawal, etc. of the driver License and/or of the international driving permit;
- (iv) the use of false credentials and/or documents which cannot be traced back to the Client, when registering to the Service and/or when booking and renting the Vehicles, including the indication of promotional codes or agreements without having the right to do so;
- (v) multiple bookings of one or more Vehicles without starting the Rental;
- (vi) the Client's failure to comply with even one of the obligations relating to the conditions of use of the Vehicles as governed in paragraph 5 of the Regulations;
- (vii) failure to pay or delay in payment of the amounts resulting from the use of the Service at the end of or during even one Rental;
- (viii) release of the rented Vehicle, at the end of the Rental, in an area without satellite coverage or located outside the Operational Area where the Rental began;
- (ix) if the Client soils or performs any act of vandalism to the detriment of the Vehicles;
- (x) if the Client, despite a written warning, within the next 15 days does not remedy a serious breach of the Contract and/or of the Regulation;
- (xi) if the Client habitually uses, or there's reason to suspect that he is habitually using, drugs or alcohol or narcotic or psychotropic substances, or is caught driving Vehicles while drunk or under the influence of narcotic or psychotropic substances;
- (xii) if the Client, even at the request of the Provider, does not return a Vehicle;
- (xiii) failure to promptly pay, within a maximum of 30 days, the Penalties applied by the Provider;
- (xiv) driving of the Vehicle Rented by a different party than the Client who made the Rental;
- (xv) the Client's failure to comply with any of the obligations relating to the use of the Vehicles referred to in Article 5 of the Contract;
- (xvi) the Client's facilitation or commission of theft, robbery, fire and vandalism to the detriment of the Vehicle in accordance with Article 12 of the Contract;
- (xvii) if the Client incurs financial penalties during the Rental period in accordance with Article 13 of the Contract;
- (xviii) if the Client, through their own cause and fault, has caused an accident or breakdown of the Vehicle;
- (xix) in case of improper use by the Client of the advantages deriving from the attribution of Vouchers and from conventions or agreements in force between the Provider and third parties;
- (xx) in case of use of the Vehicles outside the territory of the Italian State;
- (xxi) if the Client blocks or ties the Vehicle in any way (e.g. by means of chains, padlocks, cables, etc.).

16.2 The Provider, also for the purposes of the previous paragraph, has the right at any time to detect the position and other data of the Vehicle and to block it.

17 LIMITATION OF LIABILITY

- 17.1 Excluding the cases of wilful misconduct or gross negligence of the Provider, the latter is not liable for direct or indirect damages of any nature that the Customer or third parties may in any way suffer as a result of the Service, or changes in the methods, schedules and / or conditions of supply of the Service as well as due to suspension, interruption or in any case unavailability of the Service itself dependent on vehicles, technological equipment, telecommunications computer systems and in any case from causes attributable both to the suppliers of the Provider and to third parties in general.
- 17.2 Furthermore, any liability of the Provider for the total or partial non-fulfilment of the obligations undertaken due to force majeure is excluded, such as, by way of example and not exhaustive: acts of the State and the Public Administration, acts of the Public Authority, legal limitations, fires, floods, explosions, mobilizations, riots, strikes, industrial disturbances, lack of raw materials, lack of electricity, interruption of telephone lines, lack of fuel oils and others.
- 17.3 The responsibility for the damage to persons or property of the Customer and/or third parties during the use of Vehicles is the responsibility of the Customer.
- 17.4 The Customer in any case expressly exempts the Provider from any liability for any damage of any kind suffered by the Customer and/or third parties in connection with the execution of the Contract not deriving from malice or gross negligence of the Provider.
- 17.5 In addition, the Customer will be held fully responsible for any loss or damage caused using the Vehicle or on the Vehicle itself. By way of example and not limited to, shall compensate any loss of income to the Provider due to the inability to Rent the Vehicle due to damage or for other reasons (such loss will be calculated on the basis of the hourly or daily rate in force for the Vehicle and for a maximum period of 30 days); any type of charge imposed by the authorities if the Vehicle is seized by them; any other type of sanction arising from the use of the Vehicle, including, traffic offences, blocking/removing the Vehicle and the deposit of the same; VAT and other taxes relating to the above items; the costs of expertise and transport; the devaluation of the Vehicle.
- 17.6 The Provider assumes no responsibility in relation to the products and/or services provided by or through third parties, even if indicated or selected by the Provider, in connection with, or in conjunction with the provision of the Service by the Provider and/or use of the Service by the Customer.
- 17.7 The Provider is not responsible for the traffic restrictions and speed limits of the Service imposed by current legislation.
- 17.8 The Provider assumes no responsibility for malfunctions to the Service caused and due by Aggregators' App.

18 PENALTIES

- 18.1 The Provider reserves the right to apply to the Customer the penalties indicated in the specific Attachment of the Contract ("**Penalties**") to the materialization of the cases envisaged and regulated by the Contract and by the Regulation, except in any case the compensation for greater damage.
- 18.2 In particular, after having carefully examined the case and ascertained the involvement of the Customer, the Provider notifies the Customer via e-mail of the reason and the amount of the Penalty, following the communication, this will be charged to the credit card or prepaid card registered by the Customer.
- 18.3 Failure to pay the Penalties may result in the suspension and termination of the Contract pursuant to Article 16 and the relative amounts will be recovered by the Provider pursuant to law.

19 APPLICABLE LAW AND DISPUTES

- 19.1 The Contract, the Regulations and the Attachment are regulated by the Italian law.
- 19.2 In the case of a Customer that can be qualified as a consumer, for any dispute arising from the Contract or connected to it or deriving from it, the place of residence or domicile elected by the Customer in the Italian territory will be the exclusive jurisdiction. In all other cases, the Court of Milan will have exclusive jurisdiction.

20 SERVICE PROVIDED THROUGH EXTERNAL PARTNERS

- 20.1 Telepass Pay S.p.A. (<https://www.telepass.com>) ("TPay") is an Electronic Money Company authorized to operate pursuant to article 114 quater of Legislative Decree ("D.L.") no. 385/1993, for the purpose of providing payment services and which, as part of its operations, executes payment orders given by its Customers through electronic Devices, which allow them to purchase goods and/or services offered by subjects authorized to acceptance of such payment solutions.
- 20.2 "TPay Customer" is the person who has signed a contract with TPay concerning exclusively the provision of payment services offered by TPay. TPay Customer intends to make the payment of the GoVolt Rental through the solutions of payment of TPay for his personal usage.
- 20.3 "TelepassPay App" or "TPay App" is the software application owned by Tpay, and aimed at allowing Tpay Customers to pay the amounts due for the GoVolt Rental (among others). Such Tpay App is used by the Customers themselves and can be accessed by mobile Devices using operating systems such as Android or iOS. The TPay App is integrated, through a specific software connection, with the GoVolt App.
- 20.4 "Rules for the Use of the TPay Payment Service": the Rules and conditions regulating the payment service provided by TPay.
- 20.5 URBANnext SA (<https://en.urbi.co/>) ("Urbi") is a company with a permanent secondary office in Italy - developer and owner of an app called "Urbi" ("Urbi App") -, which carries out, inter alia, a role of aggregator of urban mobility services offered by third parties, through the interconnection of networks and means of transport in Italy and in Europe.
- 20.6 Urbi users ("Urbi Customers"), through the Urbi App, can display on mobile Devices the mobility services offered by operators affiliated with Urbi. Urbi Customers can access such Services by registering and, therefore, entering their identification information in the APP (Customer ID and password). By doing so, Urbi Customers can access to certain application services such as, by way of example and not limited to, their location, the possibility to book and rent Vehicles, then pay for the Service itself, and so on. The Urbi Customer has signed a contract with Urbi concerning exclusively the provision of payment services offered by them. Urbi Customers intends to make the payment of the GoVolt Rental through Urbi's payment solutions and for their personal usage only.
- 20.7 The Urbi App is aimed, among other functions, at allowing Urbi Clients to pay the amounts due for the GoVolt Rental used by the Clients themselves and to which the Urbi Client can access through operating systems such as Android/iOS, installed and operating on mobile Devices. . The Urbi App is integrated, through dedicated software integration, with the GoVolt platform.
- 20.8 "Rules for the Use of the Urbi Payment Service": the Rules and conditions for the use of the payment service relating to the use of Electric Scooters and Mopeds exclusively regulating the payment service provided by Urbi.
- 20.9 To the end of this contract, (i) Telepass Pay and Urbi (collectively referred to as "Aggregator Partners"). (ii) TPay App and Urbi App (individually referred to as the "Aggregator App" and collectively referred to as the "Aggregators Apps"). (iii) TPay customer and Urbi customer

(individually referred to as the "Aggregator Customer" and collectively referred to as the "Aggregators Customers").

- 20.10 The use of the Service by a Customer or an Aggregator Customer through the use of an Aggregator App implies the knowledge and the integral and unconditional acceptance, by the Customer and / or the Aggregator Customer, of this Agreement, which it is made possible by the Aggregating Apps that interface with the GoVolt App.

21 MISCELLANEOUS

- 21.1 The fact that the Provider does not at any time assert the rights and the faculties recognized to it by this Contract and/or by the Regulations and/or by the relative Attachments, cannot in any case be interpreted as a waiver by the Provider of said rights or faculty, nor will it prevent the Provider from claiming its full, punctual and rigorous respect in another moment.
- 21.2 The eventual nullity and ineffectiveness of one or more clauses of the Contract, also deriving from amendments to the current legislation, introduced with rules of the State and/or European Union, does not affect the validity of the Contract as a whole.
- 21.3 The Contract will always be interpreted and integrated as if it contained all the clauses that allow to reach, in a manner compliant with the law, the essential purpose pursued by the agreement of the parties.
- 21.4 In the event of a conflict between the provisions of this Agreement and those of the Attachments and/or the Regulations, the provisions of this Agreement shall prevail.

22 CONTACTS

- 22.1 For each communication to the Provider for the purposes of this Agreement reference will be made to:

GoVolt S.r.l.

Via Carlo Poma, 2 – 20129 Milano

PEC: govolt@pec.it

Customer Service: +39 02 808 967 21; +39 351 957 7587; servizioclienti@govoltmobility.com

23 ASSIGNMENT OF THE CONTRACT BY THE PROVIDER

Pursuant to and for the purposes of art. 1407 of the Civil Code, the Customer now gives his consent to the transfer by the Provider of this Contract to any third party, which will be promptly communicated to the Customer.

The Customer

GoVolt S.r.l.

* * *

The Customer, after having read this Agreement, declares, pursuant to and for the purposes of art. 1341 and 1342 of the Civil Code, to fully accept and specifically approve the following clauses:

Article 2.5(Unilateral modification of contractual conditions); Article 3 (Requirements for joining the Service); Article 4.2(Withdrawal); Article 4.6(Suspension of Account); Article 5.5(Limitation of Liability); Article 6.5 (Suspension of Service); Article 7.9(Updating of Tariffs); Article 8.2(Limitation of Liability); Article 8.4(Suspension of Service); Article 8.5(Interruption of Service); Article 9.7(Suspension of Account); 10.3(Limitation of Exception); 14.5(Suspension of Account); Article 17 (Limitation of Liability); Article 19.2 (Exclusive Court).

The Customer

Rates, Transits and Parking Attachment

Tariffs (VAT included)	
Unlocking fee (only applicable for Kick Scooter Rental)	EUR 1.00 for each unlock
Tariff per minute for Mopeds	EUR 0.26/minute
Tariff per minute for Kick-Scooters	EUR 0.15/minute
Prepaid Package Deals	Price / Credit (discount) <ul style="list-style-type: none"> • EUR 9.00 / EUR10.00 (10%) • EUR 17.00 / EUR 20.00 (15%) • EUR 40.00 / EUR 50.00 (20%) • EUR 75.00 / EUR 100.00 (25%)
Parking Tariff	EUR 0.26/minute
Third Parties Agreements	As per specific contract terms
Tariff for Additional Minutes of Reservation	EUR 0.26/minute
Access to reserved areas included in the Rental	
Municipality of Milan Area C	Free Access
Transits	
Municipality of Milan	Mopeds: Anywhere permitted by the Highway Code (Codice della Strada)
	Scooters: <ul style="list-style-type: none"> • Allowed in the Operating Area with speed limit at 25km / h • Allowed in pedestrian areas at speeds limited to 6km/h. Limit imposed remotely by the Provider through GPS location • Allowed on cycle lanes

	<ul style="list-style-type: none"> • Prohibited on sidewalks, in tunnels, in parks and on some specific roads indicated through road signs, and/or Rendering on App, Pop-Up or Notifications
Free parking allowances	
Municipality of Milan	Moped: Permitted spaces for parking mopeds in the Municipality of Milan and everywhere permitted by the Italian Highway Code
	<p>Kick Scooters:</p> <ul style="list-style-type: none"> • in the central area corresponding to the so called “Cerchia dei Navigli” Area. Parking is allowed only in the special stalls or areas dedicated to kick scooters. They are drawn in the Operating Area on the App. • Outside the central areas corresponding to the “Cerchia dei Navigli”, and within the Operating Area, parking is permitted wherever permitted by the Highway Code (“Codice della Strada”)
Other Municipalities	Moped: Allowed spaces for parking mopeds in the Municipality and everywhere allowed by the Highway Code
	Kick Scooters: wherever the Highway Code and/or Municipality Regulation allow

Penalties Attachment

All amounts shown below are excluding VAT.

Administrative Notifications	Penalty Amount
Notifications of financial penalties	EUR 30.00
Account Reactivation following suspension	EUR 6.00
Administrative costs outstanding invoices	EUR 25.00
Need for Intervention	Penalty Amount
Loss or damage of Vehicle documents	EUR 30.00
Failure to comply with the instructions provided by the Customer Service or by the operator intervening on the spot (in case of breakdown, accident, etc.)	EUR 50.00
Vehicle returned without helmets	EUR 90.00 For each helmet
Vehicle returned to a prohibited parking lot, out of the spaces allowed or causing obstruction, with or without removing the Vehicle	EUR 50.00
Vehicle returned with top box left open	EUR 50.00
Roadside assistance for damage caused by the Customer, with or without a counterpart (e.g. Passive CID)	EUR 100.00
Incorrect positioning of the Vehicle	EUR 200.00
Operating costs for Vehicle repositioning due to incorrect parking	EUR 50.00
Assistance costs for Vehicles with low battery due to Customer negligence	EUR 50.00
Other	Penalty Amount
Termination of Rental in private parking areas other than those reserved for Service Vehicles	EUR 200.00
Management of Vehicle removal or self-inflicted damage to the Vehicle	EUR 100.00
Forced removal of the Vehicle following infringement	EUR 250.00
Accident management not communicated by the Customer	EUR 200.00
Claims management	EUR 100.00

Failure to communicate a claim and/or version of the facts reported by the Customer differently from how they actually occurred	EUR 900.00
Driving the Vehicle abroad	EUR 2000.00
Non-compliance by the Customer (improper use and Vehicle repair, special Vehicle cleaning)	EUR 100.00
Vehicle recovery from outside the Operational Area	EUR 50.00 per 10 km from the boundaries of the Operating Area up to a maximum of EUR 300.00
Restitution failure after Customer Service request	EUR 100.00/hour
Franchise charged to the Customer in the event of an accident	EUR 400.00
Fixed Penalty in the event of an accident (Passive third-party motor vehicle insurance)	EUR 150.00
Penalty for letting third parties other than the customer drive the Vehicle	EUR 1000.00
Parking in private covered/underground spaces	EUR 500.00
Vehicle structural damage (steering column, control unit, frame, rims and or/easel)	EUR 500.00
Damage to accessories (mirrors, levers, accelerator, saddle, trunk, bodywork, mudguard, mobile phone holder)	EUR 250.00
Damage to the light panel and/or dashboard	EUR 250.00
Damage to helmet	EUR 90.00
Driving without documentation or valid license	EUR 1000.00
Driving in a drunken state or under the influence of narcotic or psychotropic substances	EUR 5000.00
Travel on motorways, extra-urban roads and other roads not accessible to Vehicles	EUR 750.00
Abandonment of the Vehicle without terminating or suspending Rental	EUR 300.00
Lock or constraint of the Vehicle by the Customer using any type of device (e.g. chains, padlocks, cables, etc..)	EUR 500.00
Transport of passengers or goods on Kick Scooters	EUR 500.00

Driving License Attachment

Driving License	Category	Age
Obtained until 2013, 01/19	A1; A2; A; B and superior category	18 years old and above
Obtained after 2013, 01,19	AM; A1; A2; A; B and superior category	18 years old and above