

TERMS AND CONDITIONS

1. RENTAL CONDITIONS:

1.1. The rental made is not necessarily linked to a specific vehicle (make-model, color, equipment, etc.) but to a group of vehicles with similar technical characteristics and habitability, as described in title 1.19 of these TERMS AND CONDITIONS.

1.2. All prices listed in this document include VAT.

1.3. The contracted service includes the option of an additional driver at no cost, provided that the driver's age is at least 25 years and has a minimum of 3 years of driving experience.

1.4. All deliveries and pickups of vehicles at our offices will not incur any cost.

1.5. **ROADSIDE ASSISTANCE:** If you have contracted the TOTAL INSURANCE WITH DEDUCTIBLE or TOTAL INSURANCE WITHOUT DEDUCTIBLE coverage, you will have 24-hour Roadside Assistance included, both for breakdowns and accidents, as well as taxi expenses for transportation to the nearest office. Roadside Assistance will not cover the LESSEE AND/OR DRIVER who has acted negligently. Roadside Assistance is not included in the BASIC INSURANCE WITH DEDUCTIBLE coverage, and all expenses incurred will be at the LESSEE AND/OR DRIVER's expense. In the case that the LESSEE AND/OR DRIVER does not contract any of the additional coverage options, TOTAL INSURANCE WITH DEDUCTIBLE or TOTAL INSURANCE WITHOUT DEDUCTIBLE, they will not be provided with the services/coverage included in Roadside Assistance. In no case will TOTAL INSURANCE WITH DEDUCTIBLE or TOTAL INSURANCE WITHOUT DEDUCTIBLE coverage extend the services/coverage included in Roadside Assistance when traveling to unauthorized areas and/or territories and/or islands not listed in the TERMS AND CONDITIONS.

1.6. Returning the vehicle more than 59 minutes late after the contract's rental end time will result in an additional charge of one extra day, at the same price as in the contract, plus the amount for the additional rental days. In the event that the LESSEE AND/OR DRIVER does not return the vehicle on the specified date, time, and location in the contract (after the 59-minute courtesy period), CR COSTA RENTA CAR reserves the right to take the necessary legal actions for the immediate recovery of the vehicle, as well as the collection of applicable charges, and take necessary measures described in these TERMS AND CONDITIONS and GENERAL CONDITIONS. If, ultimately, the LESSEE AND/OR DRIVER does not return the vehicle and/or does not respond to CR COSTA RENTA CAR's communication, and CR COSTA RENTA CAR recovers the vehicle directly, the LESSEE AND/OR DRIVER will be charged, in addition to Processing Costs, a Vehicle Recovery Fee of 300.00€. Delays in vehicle delivery by CR COSTA RENTA CAR of more than 59 minutes may also entitle the LESSEE AND/OR DRIVER to compensation for damages and losses incurred.

1.7. The costs for damage/return in poor condition and/or loss/theft/non-return of the rented baby seat will be 120.00€. If the baby seat cover is damaged/returned in poor condition and/or lost/stolen/not returned, the charge will be 40.00€. If the booster seat is damaged/returned in poor condition and/or lost/stolen/not returned, the charge will be 40.00€. If the damage, poor return condition, loss, theft, or non-return is caused to the booster seat cover, the charge will be 10.00€.

1.8. Driver identification management service, in case of a fine, with no additional cost for the LESSEE AND/OR DRIVER.

1.9. THE VEHICLE IS NOT AUTHORIZED TO LEAVE THE TERRITORY OF THE AUTONOMOUS COMMUNITY OF ANDALUCÍA (the provinces of Sevilla, Cádiz, Huelva, Almería, Jaén, Granada, Córdoba, and Málaga), except with prior written and stamped authorization from CR COSTA RENTA CAR. This prior authorization/consent

from CR COSTA RENTA CAR is called the "Territorial Exit Certificate" (C.S.T.). Neither you nor any authorized driver may drive the vehicle outside the authorized territory without prior request/approval from the LESSEE AND/OR DRIVER. The granting of the Territorial Exit Certificate is at CR COSTA RENTA CAR's discretion. Additionally, CR COSTA RENTA CAR must ensure, upon vehicle pickup or the granting of the Territorial Exit Certificate, that the vehicle has the correct equipment to comply with the local traffic regulations of the territory where you and/or the driver will be driving. In the case of Gibraltar and Portugal, the C.S.T. includes Cross-Border Roadside Assistance.

1.10. The Territorial Exit Certificate (C.S.T.) will have the following costs for the listed destinations: Portugal 200€ / Gibraltar 50€ / Murcia 30€ / Alicante 50€ / Cáceres 50€ / Ciudad Real 30€ / Albacete 50€ / Madrid 150€ / Valencia 160€ / Barcelona 250€ / Galicia 300€ / País Vasco 300€ / Asturias 300€ / Aragón 300€ / Other cross-border countries and/or autonomous communities and provinces not listed in this list 500€. The Territorial Exit Certificate (C.S.T.) will be granted by CR COSTA RENTA CAR only for rentals of 4 days or more. CR COSTA RENTA CAR reserves the right to decrease the minimum number of days required to grant this authorization for the benefit of the LESSEE AND/OR DRIVER.

1.11. If the LESSEE AND/OR DRIVER breaches the contract and drives OUTSIDE THE TERRITORY OF THE AUTONOMOUS COMMUNITY OF ANDALUCÍA without having previously requested and paid for the C.S.T., CR COSTA RENTA CAR will charge that amount in the final invoice as "Unauthorized Exit." Furthermore, the unlimited mileage of the contract will be canceled, and it will switch to a 200 kilometers per day limit. The total computable days will be based on the contract's end date.

1.12. MILEAGE: For contracts of one or two days, the LESSEE AND/OR DRIVER will have 200 kilometers per day included. For contracts of three or more days, the LESSEE AND/OR DRIVER will have unlimited mileage. Extra mileage will be charged at 0.40€ per kilometer.

1.13. If the LESSEE AND/OR DRIVER drives outside the authorized territory, considering that our vehicles are equipped with geolocation systems, if it is detected that the territory has been exceeded, in addition to the penalty for breach of contract described above, the rental contract will be automatically terminated unless otherwise stated by CR COSTA RENTA CAR. The LESSEE AND/OR DRIVER must immediately return the vehicle. In this case, CR COSTA RENTA CAR reserves the right to take the necessary legal actions for the immediate recovery of the vehicle, as well as apply the corresponding charges.

1.14. If the LESSEE AND/OR DRIVER breaches any term or condition, they will be solely responsible for any fines that may be imposed, as well as any other costs and/or expenses that CR COSTA RENTA CAR may incur as a result, as stated in our TERMS AND CONDITIONS for damages, losses, and lost profits. Likewise, you will be responsible for penalties, costs, and/or expenses for breach of our terms and conditions. Similarly, CR COSTA RENTA CAR may be responsible for any damages, losses, and lost profits caused by your contractual breach.

1.15. FUEL: CR COSTA RENTA CAR commits to delivering the car with a full tank, as indicated by the vehicle's parameters, and it must be returned by the LESSEE AND/OR DRIVER in the same condition. Failure to comply with this will result in an additional charge of 30.00€ for operational management, plus the cost of refilling the tank (based on the average market price), which will also be paid by the LESSEE AND/OR DRIVER.

1.16. The LESSEE AND/OR DRIVER agrees to protect and care for the interior of the vehicle when transporting pets or personal belongings.

1.17. CR COSTA RENTA CAR will deliver the car clean inside. The LESSEE AND/OR DRIVER agrees to protect the interior of the vehicle from excessive dirt and stains. Smoking inside the vehicle is prohibited. Non-

compliance with this will result in charges based on the following conditions: • Trash, cigarette, and pet hair dirt: Between 20.00€ and 50.00€ • Sand dirt and stains: Between 50.00€ and 150.00€

1.18. The rental payment must be made using a Visa or MasterCard credit or debit card, bank transfer, or partially in cash (up to the amount set by law). The card must be in the name of the contract holder. In case of contract extension, the LESSEE AND/OR DRIVER must pay the corresponding amount based on the additional days. CR COSTA RENTA CAR will provide the LESSEE AND/OR DRIVER with channels for the immediate payment of this extension, without prejudice to the deposit made, as applicable to each case and contract.

1.19. The deductible amount will be temporarily blocked on the credit card or charged temporarily to the debit card and varies according to the vehicle category rented, as per the contract. The LESSEE AND/OR DRIVER authorizes, by signing this contract, that all amounts derived from this rental be charged to their credit or debit card. The maximum amount for supplementary costs that will be charged to the LESSEE AND/OR DRIVER for incidents occurring without negligence on the part of the LESSEE AND/OR DRIVER will not exceed the applicable deductible amount for each vehicle category, as referenced in the following table:

FRANCHISE PER VEHICLE GROUP (21% TAX INCLUDED)			
GROUPS	BASIC INSURANCE WITH EXCESS	TOTAL INSURANCE WITH EXCESS	TOTAL INSURANCE WITHOUT EXCESS
MT/ AA/ AM/ BA /BM	700 €	300 €	-
MT/ AA/ AM/ BA /BM	700 €	300 €	-
CA/ CM	900 €	500 €	-
LA/LM/DA/DM/SA/SM	1.100 €	700 €	-
FA1/FM1/FA2/FM2	1.300 €	900 €	-

1.20. DEPOSIT: Unless the TENANT AND/OR DRIVER takes out the FULL COVERAGE WITHOUT DEDUCTIBLE, they must deposit a security deposit at the time of vehicle delivery, the amount of which is defined in the RENTAL TERMS AND CONDITIONS. The blocked deposit (credit card) or charged deposit (debit card) will be unlocked or refunded to the TENANT AND/OR DRIVER after the vehicle is returned and once CR COSTA RENTA CAR has verified the good condition of the vehicle and proper execution of the Contract. If the deposit is made with a credit card, the maximum blocking period is 30 working days from the start of the rental. If a debit card is used, the maximum time for the return of the deposit is 15 working days after the vehicle's return, provided that the process is not interrupted due to reasons attributable to the debit card's conditions and characteristics or the bank of the TENANT AND/OR DRIVER. Any events that may delay this period will be considered beyond the control of CR COSTA RENTA CAR. In this case, CR COSTA RENTA CAR will make the necessary arrangements to finalize the deposit return without any charge to the TENANT AND/OR DRIVER. The deposit will be retained partially or fully in case of breach of contract, to cover penalties or amounts attributable to the client according to the TERMS AND CONDITIONS of this contract.

1.21. Only the TENANT AND/OR DRIVER / the declared and expressly accepted drivers by CR COSTA RENTA CAR are considered insured.

1.22. The TENANT AND/OR DRIVER acknowledges and agrees to the terms of the policy and commits to complying with its clauses and conditions. Furthermore, they agree to take all necessary measures to protect

the interests of the LESSOR and the Insurance Company of the rental vehicle in case of an accident during the term of this contract.

1.23. The insurance does not cover the loss, theft, or damage of goods or objects transported in the vehicle.

1.24. The insurance only covers the express duration of the rental, in accordance with this contract, unless an extension is expressly accepted by CR COSTA RENTA CAR. CR COSTA RENTA CAR disclaims any responsibility for accidents or damages that the tenant may cause beyond the rental period, for which they will be solely responsible.

1.25. The insurance does not cover drivers who do not hold a valid and current driver's license. When the driver is not in optimal conditions to drive according to the law, whether due to alcohol, drugs, or other causes, the tenant and/or driver will be jointly and solely responsible for any damages they may cause.

1. BASIC INSURANCE WITH DEDUCTIBLE: If this coverage is taken, the vehicle will be covered by mandatory insurance in accordance with the applicable legislation and civil liability towards third parties. The rental rates include the coverage of the Mandatory Car Insurance and the Supplementary Civil Liability for damages caused to third parties due to the use and circulation of the vehicle. These coverages are guaranteed and assumed by the insurer with which CR COSTA RENTA CAR has the corresponding insurance policy, subject to its general and specific clauses and the law. By signing the rental contract, the TENANT AND/OR DRIVER agrees to be insured under the aforementioned policy.

2. TOTAL INSURANCE WITH DEDUCTIBLE: If this coverage is taken, it will be valid provided the following conditions are met:

a) That the TENANT AND/OR DRIVER, in the event of a collision, submits to CR COSTA RENTA CAR within forty-eight hours after the incident, complete details of the other party and possible witnesses, filling out an accident report in the form of a 'Friendly Accident Declaration' (DAA), detailing the license plate, name and address of the other party, circumstances of the collision, a sketch of the accident, the insurer's name, and when possible, the insurance policy number, all signed by both drivers involved in the accident. Alternatively, provide a police report.

b) That the insurance company does not reject the claim due to reasons attributable to the tenant/driver resulting from not driving the vehicle in the physical and psychological conditions required by the Traffic Code.

c) That the collision, theft, fire, or vandalism did not occur during unauthorized use, as outlined in these GENERAL CONDITIONS.

d) That the TENANT AND/OR DRIVER informs CR COSTA RENTA CAR about the collision, theft, fire, or vandalism of the vehicle within forty-eight hours of the incident and provides the relevant documentation (accident report, police report, etc.).

e) That the TENANT AND/OR DRIVER has not left the territory of the Autonomous Community of Andalusia without C.S.T approval by CR COSTA RENTA CAR.

f) That the TENANT AND/OR DRIVER authorized by CR COSTA RENTA CAR to leave the territory of the Autonomous Community of Andalusia has paid the C.S.T.

2.1 EXCLUDED FROM THIS COVERAGE:

a) Damage to tires, rims, vehicle interiors, and undercarriage.

b) Damage to the clutch and gearbox.

c) Days of vehicle downtime until it is repaired, as certified by the workshop agreed by CR COSTA RENTA CAR.

3. TOTAL INSURANCE WITHOUT DEDUCTIBLE: If this coverage is taken, it will be valid provided the following conditions are met:

a) That the TENANT AND/OR DRIVER has not left the territory of the Autonomous Community of Andalusia without authorization from CR COSTA RENTA CAR.

b) That the TENANT AND/OR DRIVER authorized by CR COSTA RENTA CAR to leave the territory of the Autonomous Community of Andalusia has paid the C.S.T.

Upon delivery of the vehicle, CR COSTA RENTA CAR will require the TENANT AND/OR DRIVER to present a single credit or debit card in the name of the rental contract holder in order to secure the fuel deposit, which is provided full and must be returned full. Failure to comply with this clause will result in an extra charge of 30.00€ for operational management, plus the cost of refueling (market average price), which will also be paid by the TENANT AND/OR DRIVER.

The TOTAL INSURANCE WITHOUT DEDUCTIBLE covers the damages expressly excluded from the Basic Coverage with Deductible and Total with Deductible Coverage. This coverage will only be valid if the TENANT AND/OR DRIVER complies with the conditions established in these TERMS AND CONDITIONS, and does not misuse the vehicle negligently.

3.1 EXCLUDED FROM THIS COVERAGE:

a) Loss of vehicle keys and tire punctures. CR COSTA RENTA CAR offers a specific product for the TENANT AND/OR DRIVER. If the TENANT AND/OR DRIVER does not take out this additional coverage, they will be responsible for any expenses incurred due to this cause.

b) Fuel misfuelling. The TENANT AND/OR DRIVER will be responsible for any expenses incurred due to this cause.

4. PUNCTURE AND LOST KEY INSURANCE:

a) PUNCTURES: If this coverage is taken, repairs in case of punctures (excluding those caused by negligence and unauthorized use of the vehicle) will be made free of charge at the workshops authorized by CR COSTA RENTA CAR, and if it needs to be done at another workshop, the cost will be reimbursed upon presentation of the corresponding invoice.

b) LOST KEYS: If this coverage is taken, the TENANT AND/OR DRIVER will be covered solely for the loss of the vehicle keys. This coverage does not include breakage or any other damage caused to this item due to the TENANT AND/OR DRIVER's negligent use.

1.26. CANCELLATION CONDITIONS:

ONE-DAY RENTAL RESERVATIONS: If cancelled:

- 48 hours before the start of the rental, cancellation is FREE.
- 24 hours before the start of the rental, no refund is allowed.
- AFTER the rental starts or if the tenant does not show up 6 hours after the contract start time, no refund will be given, and the contract will be annulled.

MULTI-DAY RENTAL RESERVATIONS: If cancelled:

- 48 hours before the start of the rental, cancellation is FREE.
- 24 hours before the start of the rental, we will refund what has been paid minus 50% of the total rental amount.
- AFTER the rental starts or if the tenant does not show up 6 hours after the contract start time, no refund will be given, and the contract will be annulled.

Cancellation by CR COSTA RENTA CAR may entitle the TENANT AND/OR DRIVER to an equal indemnification for unilateral cancellation.

1.27. In all cases, CR COSTA RENTA CAR will notify the TENANT AND/OR DRIVER, via the communication channels such as email, phone, or address provided by the TENANT AND/OR DRIVER, of any charges made and the reasons for them, providing all possible information to the TENANT AND/OR DRIVER.

2. GENERAL CONDITIONS

2.1 In addition to the driver's license or international driving permit, it will be necessary to present a passport or ID card for identification and a credit card to rent the car.

All driving licenses MUST meet the following requirements:

- a) Always written in the Roman Alphabet.
- b) The "Driver's License" label must appear on the front in its own language.
- c) Name, date and place of birth; date of issue and expiration; issuing entity's name or stamp; driver's license number; driver's photo; driver's signature; categories of vehicles allowed to drive.
- d) The categories mentioned above must be detailed in a pictogram like the following example. In particular, we must ensure that the pictogram includes category B, which is required to drive our vehicles:

Código de la categoría/pictogramas	
A	
B	

If a RENTER AND/OR DRIVER does not meet the requirements and points mentioned above, an international permit issued in accordance with any of the models in Annex 10 of the Geneva International Convention, Annex E of the Paris International Convention, or Annex 7 of the Vienna International Convention will be required to rent a vehicle with CR COSTA RENTA CAR. Please note that, in the event that you need to present an International Driving Permit, you must present it together with your national driving permit for it to be valid. The validity of the different permits listed above is contingent on them being within their validity period. Nevertheless, it is always the traveler's responsibility to ensure they have the proper documentation in each case.

2.2 The RENTER AND/OR DRIVER acknowledges receiving the vehicle in perfect mechanical condition, provided with the necessary documentation, pneumatic tools, and legally required accessories, and commits to maintaining it in good condition.

2.3 Similarly, they commit to driving the vehicle in compliance with traffic regulations and also agree to:

- Not transporting people or goods or using it for any activity that directly or indirectly involves subleasing the vehicle.
- Not allowing anyone other than themselves or those expressly declared/authorized on the front of this contract to drive the vehicle.
- Not driving the vehicle under physical impairment caused by alcohol, drugs, fatigue, or illness.
- Not using the vehicle to push or tow another vehicle or trailers.
- Not participating in races or other sports events with the vehicle.
- Not tampering with or removing the odometer seal.
- Immediately notifying CR COSTA RENTA CAR of any breakdowns, within a maximum of 48 hours.
- Not carrying more passengers than specified by the vehicle manufacturer or allowed by applicable laws in the

authorized territory. • Ensuring the vehicle is adequately parked and protected when in use, and protecting it from weather damage.

2.4 This vehicle may only be driven by individuals aged 25 to 75. Drivers outside this age range must be expressly authorized in writing by CR COSTA RENTA CAR.

2.5 This contract becomes effective at the time and date indicated on the departure form and is signed as proof of acceptance, with any disputes being subject to the jurisdiction of the courts where the territorial competence of the Organic Law of the Judiciary and/or applicable legislation is established.

2.6 The renter is responsible for returning the vehicle at the time, date, and location specified in the contract; if not, the insurance coverage becomes invalid, and the lessor may be committing a potential offense of misappropriation as per article 535 of the Penal Code.

2.7 ACCIDENTS: The renter agrees to: a) Inform CR COSTA RENTA CAR within 48 hours of any accident, theft, or fire, even partial, and report to the police authorities all bodily damage, theft, or burglary. b) Provide details in an amicable accident report, including the circumstances, location, date, time, names and addresses of witnesses, the name and address of the opposing vehicle's owner, the vehicle's registration, and the insurance company and policy number. c) Attach to this report any police, Civil Guard, or court reports if applicable. d) Never dispute responsibility or settle with third parties regarding the accident. e) In case of an accident, the renter is liable for a deductible according to the current rate, concerning the vehicle's damages. Regardless of the coverage purchased, the RENTER AND/OR DRIVER will be fully responsible for damages caused to the interior and exterior parts of the vehicle due to negligent or unauthorized use. f) CR COSTA RENTA CAR disclaims all responsibility for accidents involving third parties or damage to the vehicle caused by the renter during the rental period if they deliberately provide inaccurate information about their identity, address, or driving permit, and in such cases, it will be invalid. g) The renter agrees:

- To immediately inform CR COSTA RENTA CAR of any letters, summons, or notifications regarding the accident and to fully cooperate with CR COSTA RENTA CAR and the insurance company in the investigation and defense of any claims or lawsuits. If the RENTER AND/OR DRIVER does not provide this information, CR COSTA RENTA CAR disclaims all responsibility for any claims against third parties for vehicle damage, regardless of the coverage purchased.
- To obtain complete details of the opposing party, along with the accident report details (how it occurred, location, date, time, etc.). h) To urgently notify CR COSTA RENTA CAR, even by phone, in the event of a serious accident.

2.8 UNAUTHORIZED USE.

1. The RENTER AND/OR DRIVER is obliged to use the vehicle with due diligence, according to its characteristics, complying with the applicable traffic regulations, and avoiding any situation that could cause damage to the vehicle or third parties. Likewise, it is the responsibility of the RENTER AND/OR DRIVER to not allow anyone other than the declared/authorized drivers under this contract to operate the vehicle, with the RENTER AND/OR DRIVER being directly responsible for any damage or harm caused to the vehicle or third parties in such cases.
2. Any violation of this contract and its TERMS AND CONDITIONS will be considered unauthorized use. The RENTER AND/OR DRIVER will be fully liable for damages to the interior and exterior parts of the vehicle due to unauthorized use, and will be required to pay all costs incurred according to the terms of this contract and its TERMS AND CONDITIONS.

3. Unauthorized use includes, but is not limited to, the following examples: a) Pushing or towing any other vehicle/object. b) Driving in places not suitable for public transport such as beaches, car tracks, forest paths, local roads, etc. c) Driving on unpaved roads, or paved ones with serious deficiencies, which could cause damage to the vehicle's undercarriage. d) Driving in restricted areas, including airport tracks and other areas associated with aviation and/or military use. e) Negligence in responding to dashboard warning lights or signals in the rented vehicle, which the RENTER AND/OR DRIVER acknowledges understanding by signing this contract. f) Transporting goods or animals, especially hazardous, flammable, and/or harmful substances for the vehicle and its occupants. g) Transporting people or goods involving direct or indirect payment to the RENTER AND/OR DRIVER. h) Subleasing the vehicle. i) Using the vehicle for any illegal activity. j) Transporting more people or luggage than authorized for the vehicle. k) Any type of tampering or intervention with the odometer, which must be immediately reported to CR COSTA RENTA CAR if malfunctioning. l) Transporting luggage or items on the vehicle's roof, even using an appropriate device. m) Leaving objects visible in the vehicle that could be stolen, leading to damage to the vehicle. n) Dirtying the interior of the vehicle beyond what is described in point 1.17 of these TERMS AND CONDITIONS. o) Driving the vehicle when fatigued, ill, or under the influence of alcohol, medication, or drugs. p) Reckless driving. q) Using the vehicle for driving lessons or teaching special driving skills. r) Driving in violation of traffic laws. s) Allowing someone not authorized in the contract to drive the vehicle, either as the RENTER AND/OR DRIVER or as an additional driver. t) Driving the vehicle outside the territory of the Autonomous Community of Andalusia without prior authorization from CR COSTA RENTA CAR. u) Using the vehicle after the rental period has ended.

2.9 For security reasons, some vehicles in our fleet are equipped with GPS trackers. The company will only access location data in the case of (i) alerts for disconnection or tampering with the system, and/or (ii) non-return of the vehicle or suspicion of driving in unauthorized areas. The RENTER AND/OR DRIVER acknowledges and agrees to this condition, refraining from interrupting or impeding its proper functioning.

2.10 From June 1 to September 30, 2024, the entry and circulation of rental vehicles without a driver are prohibited on the Island of Formentera, according to the Agreement of the Plenary of the Formentera Island Council of February 23, 2024. However, please be aware that you are never allowed to drive or use the vehicle on the Island of Formentera.

2.11 DAMAGE MANAGEMENT: Please note that depending on the type of additional coverage you have purchased, you may not have to pay for the damage to the vehicle or only partially.

2.12 Damages identified upon return of the vehicle in your presence: If damages are identified upon the vehicle's return during the inspection, in your presence and in the presence of our staff, and you acknowledge the damages by signing the vehicle return declaration, CR COSTA RENTA CAR will provide you with a quote after the relevant inspection, which will include the repair costs and immobilization of the vehicle to be billed to you.

2.13 Repair costs will vary depending on the type and extent of the damage and the group of the rented vehicle. These damages have associated costs depending on the damage level and the vehicle's group.

2.14 If you disagree with the damages and their billing and refuse to sign the vehicle return declaration, CR COSTA RENTA CAR will apply the following procedure: Damages identified in case of return outside the hour or without your presence. If damages are identified in your absence during the vehicle inspection by our staff, CR COSTA RENTA CAR will send you the following documents:

- Vehicle inspection sheet describing all identified damages.
- Images of the damages.
- A quote for repair costs (including vehicle immobilization), which will vary depending on the level of damage identified (see section (d) of title 1.25) and administrative costs for managing the damage and accident processing fee.

2.15 You can dispute the damages and their billing within 14 days from the sending of the documents by email or postal mail. If you fail to respond or justify your opposition within the aforementioned 14-day period, CR COSTA RENTA CAR reserves the right to bill you for the identified repair costs.

2.16 Complaints: In any case, you can reject the damages and their billing by submitting a complaint to our Customer Service via email at info@crcostarentacar.com.

2.17 THEFT AND LOSS OF PERSONAL ITEMS: CR COSTA RENTA CAR is not responsible for items stolen, forgotten, or lost inside the vehicle.

2.18 By signing this contract, the RENTER AND/OR DRIVER accepts the TERMS AND CONDITIONS and the GENERAL CONDITIONS of this contract.

2.19 TRANSLATION. Translations of these GENERAL TERMS AND CONDITIONS are for informational purposes only and are not legally binding in the detail of their wording, with only the Spanish version being valid.

2.20 DATA PROTECTION: In accordance with the General Data Protection Regulation, and by signing this contract, we inform you that your personal data will be incorporated into a file owned by CR COSTA RENTA CAR, for the purpose of providing the vehicle rental and/or sale service. We will process your personal data for administrative, accounting, operational, and tax purposes, as well as to send you commercial communications about our products and/or services. The data provided will be kept for the duration of the contractual/commercial relationship or as long as necessary to fulfill legal obligations. Data will not be shared with third parties unless required by law and will be processed based on your consent, the execution of a contract, or a legal obligation. You are also informed about the possibility of exercising the following rights over your personal data: right of access, rectification, deletion, limitation, opposition, portability, and to withdraw consent. To do so, you can send an email to: info@crcostarentacar.com. Additionally, you may contact the competent Data Protection Authority for further information or to file a complaint. You can find more information about the new data protection regulation (GDPR) at

<https://www.crcostarentacar.com/proteccion-de-datos-y-politica-de-privacidad/> Identifying information of the data controller: CEREZO PADILLA 2023 S.L. CIF: B72618143. Calle Newton 9, 29004 Churriana, MALAGA, 952171010.