

# General Terms & Conditions

Terms of contract

Vanever (FreeVenture GmbH)

Valid from 08.07.2026

## 1. Area of application

These General Terms and Conditions (hereinafter referred to as 'GTC') apply to all contracts concluded between FreeVenture GmbH, Munich (hereinafter referred to as 'FreeVenture') and its respective contractual partner (hereinafter referred to as 'Lessee') for the temporary, paid provision of a motorhome (hereinafter referred to as 'Rental Vehicle') and/or any accessories and additional equipment (hereinafter also referred to as 'Rental Items' together with the Rental Vehicle) in the version valid at the time the respective contract is concluded. Lessees are exclusively consumers. Use of the rental items for commercial purposes is expressly prohibited.

A consumer is any natural person who enters into a legal transaction for purposes that are predominantly outside their trade, business or profession. In contrast, an entrepreneur is any natural or legal person or a partnership with legal capacity who, when concluding a legal transaction, is acting in the exercise of their commercial or independent professional activity. Individual agreements made with the tenant in specific cases (including ancillary agreements, additions and amendments, which must be made in written form) shall in all cases take precedence over these General Terms and Conditions.

The following references to the validity of statutory provisions are for clarification purposes only. Even without such clarification, the statutory provisions shall therefore apply unless they are directly amended or expressly excluded in these GTC.

## 2. Subject of the contract

The subject of the contract is the rental of a hire vehicle and, if applicable, other rental items. In addition, the contract may contain other elements, in particular purchase and service contracts. However, FreeVenture does not owe the provision of a package holiday within the meaning of § 651a BGB. The regulations on the package holiday contract (§§ 651a ff. BGB) are therefore neither directly nor correspondingly applicable to the contract between FreeVenture and the tenant.

## 3. Conclusion of Contract

The offers provided by FreeVenture on its website at [www.vanever.com](http://www.vanever.com) merely constitute an invitation to submit an offer. In this respect, the options or configurations displayed by FreeVenture on the internet as available do not constitute legally binding offers by FreeVenture.

Rather, the potential tenant submits a legally binding offer to conclude a corresponding rental agreement by sending a personalized reservation request to FreeVenture. FreeVenture is entitled, within the scope of its freedom of disposition, to reject this offer.

The offer of the potential tenant is only accepted when FreeVenture sends a corresponding booking confirmation by email. In this case, the contract is concluded upon receipt of the booking confirmation by the tenant with regard to the rental items defined by the tenant. Pursuant to Section 312g of the German Civil Code (BGB), there is in particular no right of withdrawal for rental agreements concerning a motor vehicle.

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The fundamental documents governing the contractual relationship include:

1. the rental agreement in the form of the booking confirmation sent by email,
2. these General Terms and Conditions,
3. the annex to the rental agreement in the form of the digitally signed handover and return protocols containing the agreed conditions and the condition report of the rented vehicle.

## 4. Rental Vehicle and Purpose of the Contract

The description of the rental items, in particular the rental vehicle, results from the agreement made in each individual case. Unless expressly agreed otherwise, the rental items are provided in used condition and may show signs of use typical for their age, wear and tear, and cosmetic defects that do not impair their usability.

In this respect, FreeVenture owes the provision of rental items selected at its own discretion from its own inventory that meet the contractually agreed requirements. Unless expressly agreed otherwise, the tenant is in particular only entitled to the provision of a vehicle of the agreed vehicle category. The provision of a specific vehicle or vehicle model cannot be demanded. This also applies if a specific vehicle model is given as an example in the description of the vehicle category.

FreeVenture is also entitled to provide the tenant with a vehicle from another vehicle category that is at least equivalent to the agreed category, if this is reasonable for the tenant taking into account the interests of FreeVenture. A vehicle from another vehicle category shall only be considered at least equivalent if it has at least the same number of sleeping and seating places and at least the same vehicle length as at least one vehicle model from the agreed category. If FreeVenture provides the tenant with a vehicle from a category other than the agreed one, FreeVenture shall reimburse, upon presentation of the original receipts, any additional costs incurred by the tenant during the rental period due to the deviation while using the rental items properly (in particular higher ferry or parking fees).

The rental vehicle may only be used within the states of the European Union as well as the United Kingdom, Norway, Iceland, Croatia, Andorra, Albania, North Macedonia, Bosnia and Herzegovina, and Switzerland. Use in other non-EU countries is excluded, in particular in Turkey, Russia, Morocco, Algeria, and Tunisia.

The rental vehicles are rented exclusively for private purposes such as vacation trips, participation in sporting events, everyday and weekend use, and similar activities. Any commercial use, in particular subletting and/or lending, taxi and shuttle services, use for moving, or any other commercial use is prohibited. Any violation entitles FreeVenture to immediately terminate the rental relationship by withdrawing from the contract or by extraordinary termination for good cause and to assert any claims for damages.

Furthermore, the tenant is prohibited from using the rental vehicle to participate in motorsport events or vehicle tests, as well as for the transport of explosive, highly

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flammable, toxic, or otherwise dangerous substances, or for committing customs or other criminal offenses. If there are reasonable doubts regarding the proper use of the rental vehicle, FreeVenture reserves the right not to hand over the rental vehicle to the tenant or to demand the immediate return of the rental vehicle.

FreeVenture reserves the right to place its own advertising content or that of cooperation partners on the exterior surfaces of the rental vehicle. Covering and/or removing these advertising markings is prohibited. Additional advertising (co-branding) is permitted on a case-by-case basis only after prior consultation.

## 5. Authorised drivers

Authorised drivers of the rental vehicle are exclusively natural persons who are at least 18 years old at the time the rental vehicle is rented and who have held a valid Class 3 or B driving certificate in Germany and/or another EU member state or a corresponding certificate in the country in which the vehicle is driven for at least one year (hereinafter referred to as 'driver'). The respective authorised driver must prove the existence of this requirement with regard to his person before taking over the rental vehicle to the satisfaction of the Rental Firm. In this respect, the lessee guarantees that all authorised drivers fulfil this requirement. The lessee must name all drivers at check-in and at the handover of the vehicle. The lessee and the drivers must each present their driving license and credit or debit card in original form upon handover of the rental vehicle by FreeVenture.

Copies are not sufficient. However, the lessee remains the owner of the rental vehicle for the duration of the rental agreement. Only the lessee and the drivers named in the rental agreement are authorised to drive the rental vehicle. If the lessee allows an unauthorised driver to drive the rental vehicle, this is in breach of these Rental Terms and Conditions. The lessee is liable for all damage caused by an unauthorised driver. In such cases, only the statutory liability insurance provides cover.

The lessee must therefore accept responsibility for the actions of the respective driver as if they were his own. Several lessees are jointly and severally liable.

Lessee and authorised drivers are prohibited from driving the rental vehicle if their fitness to drive is impaired in any way, in particular under the influence of alcohol or other drugs, medication or illness.

## 6. Fees and other costs to be borne by the lessee

The total rental price for the rental vehicle is based on the individual contract in accordance with the prices stated at [www.vanever.com](http://www.vanever.com) at the relevant time of performance. The prices quoted are gross prices, i.e. including the respective VAT at the statutory rate.

The prices for additional rental items and any special (equipment) requests are shown separately in each case.

Rentals are for full rental days. Each commenced period of 24 hours from the time at which the lessee can demand the handover of the vehicle and any other rental items in accordance with the rental agreement is deemed to be a rental day.

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The agreed rental price per day for rental vehicles includes an unlimited mileage in kilometres, unless otherwise agreed, as well as the agreed protection cover. However, if a specific maximum mileage has been agreed, the total number of free kilometres for the entire rental period shall be decisive for compliance with this, even if a specific number of free kilometres per rental day has been agreed. If the agreed maximum mileage is exceeded, the additional kilometres driven shall be invoiced to the lessee at an amount per additional kilometre to be agreed separately in the rental agreement. If the mileage utilised by the lessee falls short of the agreed maximum permissible mileage, the lessee shall not be entitled to a pro rata reimbursement of the rent.

In addition, the lessee shall pay a flat-rate service fee for each rental in the amount specified in the individual contract and depending on whether pets are included in the respective rental vehicle.

All costs not expressly included in and covered by the total rental price shall be borne by the lessee. In particular, fuel costs, costs for AdBlue, parking, camping, parking space, toll and ferry fees as well as fines or similar are not included in the rental price. If a claimant, authority or other third party contacts FreeVenture in this context, FreeVenture will, if possible, first refer them to the lessee. In such cases, the tenant is free to defend himself against the claim at his own expense. The lessee cannot bring about a binding effect towards FreeVenture. If a referral to the lessee is not possible or if FreeVenture itself is held liable after/despite such a referral, the lessee must reimburse FreeVenture for the amount to be paid to the third party as well as all costs incurred in this connection. Irrespective of the proof of concrete costs incurred, FreeVenture can demand payment of a lump sum of €29 including VAT from the lessee in addition to the amount to be paid to the third party. In individual cases, the lessee may enjoy certain costs or fees (e.g. vignettes) paid by the previous lessee. However, there is no entitlement to additional services of this kind.

The lessee hereby authorises FreeVenture to debit the total rental price and all other claims in connection with the rental contract to the means of payment specified when the contract was concluded. FreeVenture is also entitled to offset any other recognised and/or legally established claims in connection with the rental agreement, in particular fines, against the deposit paid by the lessee.

In general, special discounts such as promotions, employee offers or trade fair promotions cannot be combined with each other or with other discounts such as early booking discounts.

## 7. Takeover and return of the rented items

The pick-up and return of the rental vehicle is location-based. The place and time at/when the Lessee may request the handover of the rental vehicle and any other rental items, as well as the place and time at/when the return of the rental vehicle and any other rental items must take place at the latest, are specified in the respective rental agreement.

When the hire vehicle is handed over to the lessee, the lessee must carefully inspect the hire vehicle for any defects and/or damage. A digital handover protocol shall be prepared. All defects or damage found must be recorded in the handover report. In addition, the rental vehicle must have the following minimum fuel levels on handover:

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Fuel tank: The vehicle must be returned with the same fuel level as when it was collected, but at least above the reserve level.

AdBlue tank (if available): at least enough AdBlue so that the tank does not require servicing.

Gas: at least one gas cylinder or the full number of cartridges corresponding to the maximum specification provided by the manufacturer for this vehicle (e.g. Grand California 11.0kg, California 2.75kg, ID.Buzz 4 gas cartridges).

If individual fill levels on return exceed the specifications stated here, the value of the additional content will not be compensated. A tank that is not completely full will be refilled by FreeVenture, whereby the respective costs of refilling the tank plus a processing fee of € 29 incl. VAT are to be borne by the lessee. FreeVenture can offset this amount directly against the deposit.

In the case of bicycle racks already fitted to the rental vehicle contrary to the express booking of the lessee, these must be accepted in order to maintain a smooth rental process. FreeVenture is not obliged to accept or dismantle bicycle racks. When travelling by ferry, the length of the rental vehicle stated on the website applies, whereby the maximum length is 7 metres.

The exterior of the rental vehicle will be cleaned by FreeVenture at the expense of the lessee upon return. If the rental vehicle is not soiled beyond the usual extent upon return, the cost of this exterior cleaning is included in the service component agreed in the rental contract. Otherwise, the additional cleaning costs shall be borne by the lessee. These are based on the actual costs incurred. Examples include contamination from oil, blood, red wine, mold, dog and cat urine, as well as comparable residues.

Unless otherwise agreed in the rental agreement, the Lessee must clean the interior of the rental vehicle and the other rental items before returning them in such a way that they can be rented to other Lessees without further cleaning measures (swept, vacuumed and mopped). In particular, the lessee is obliged to completely empty the rubbish bin, the refrigerator, the toilet cassette and the waste water tank. If the tenant fails to carry out a swept clean, FreeVenture will do so at the tenant's expense, whereby FreeVenture is entitled to charge a special cleaning fee of €200 including VAT.

It is forbidden to empty the waste water tank and/or toilet cassette on FreeVenture's premises or to leave rubbish or other objects there. If the interior of the rented vehicle is still dirty when it is returned or is soiled beyond the usual extent, FreeVenture will clean the interior at the expense of the lessee.

If heavy soiling in the interior or exterior cleaning, e.g. on the upholstery, the interior ceiling or the interior walls, leads to cleaning costs, FreeVenture is entitled to charge at least a special cleaning fee of € 350 incl. VAT.

The special cleaning charges are to be offset against the deposit. The lessee is authorised to prove that no damage has occurred or that the damage is significantly lower than the aforementioned special cleaning fee. In addition, FreeVenture is entitled to claim further damages for other offences committed by the tenant.

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## 8. Deposit

At the start of the rental period and until the return of the rental vehicle in an undamaged and cleaned condition, a separate security deposit of €1,500, €750 or €250, depending on the protection package booked, must be provided via credit card or debit card at the lessee's choice.

If the originally deposited security deposit can no longer be blocked or released after 14 days due to technical or system-related reasons of the respective credit institution (e.g., because the tenant was traveling for more than 14 days), the tenant is obliged, upon request, to provide or present a new credit card deposit on site.

This applies in particular in the event that damage to the rental vehicle has been identified. If no security deposit has been provided, the rental vehicle will not be handed over. In the absence of a security deposit payment, FreeVenture is entitled to terminate the rental agreement without notice, subject to any claims for damages. In this case, the tenant shall have no claims for damages.

If no deposit is provided, the rental vehicle will not be handed over. In the event of non-payment of the deposit, FreeVenture is entitled to terminate the rental agreement without notice, subject to any claims for damages. The lessee shall have no claims for damages in this case.

Upon proper and flawless return of the rental vehicle in an undamaged condition, apart from damages recorded in the condition report, the deposit will be refunded depending on the payment method chosen by the lessee, typically after 30 days through automated release of the deposit hold for credit or debit card payments, or within 8 weeks after the end of the rental period for deposits made by debit card. An automatic release of the deposit hold via credit or debit card occurs after 30 days. Any non-obvious, concealed, or hidden damages discovered during subsequent maintenance or vehicle cleaning, e.g., due to external contamination, must be reported to the lessee immediately. FreeVenture is entitled to claim these costs from the lessee in case of damage.

All additional expenses and costs incurred (e.g., cleaning costs, refueling costs, etc.) will be offset against the deposit upon return if these are to be borne by the lessee. FreeVenture may charge repair costs for rental items resulting from damage incidents based on respective cost estimates. FreeVenture has the right to retain the deposit until the final clarification of the amount of these costs and the cost liability.

## 9. Rental period

The rental period is the period specified in the rental agreement from the handover and acceptance of the rental object by the lessee until its final return to FreeVenture, whereby the rental period is at least 2 nights all year round.

The rental vehicle must be returned by the time specified in the rental agreement on the last day of the rental period. If the lessee continues to use the rented items after the end of the rental period, the rental agreement shall not be deemed to have been tacitly extended. It is therefore not possible to tacitly convert the tenancy into a tenancy for an indefinite period.

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If the vehicle is returned more than one hour late, a compensation fee of 50 euros will be charged in addition to the regular daily rental fee. Each subsequent hour will also cost 50 euros per hour or part thereof. If a subsequent lessee suffers damage as a result, the lessee who returned the vehicle late shall also bear the compensation costs for the subsequent rental. The decisive factor is the handover of the vehicle keys and all documents (vehicle registration document) to FreeVenture at the respective location specified in the rental agreement.

If the vehicle is returned before the specified return date, the total rental price agreed in the rental contract must be paid by the lessee.

### 10. Terms of payment

FreeVenture generally offers various payment methods such as bank transfer, instant bank transfer, credit card and similar. However, FreeVenture reserves the right not to offer certain payment methods for each booking and to refer to other payment methods.

The total rental price is to be paid as follows:

100% of the total rental price, including other extras and service charge, is due within 7 days of receipt of the booking confirmation.

If the aforementioned deadlines have already (partially) elapsed upon conclusion of the contract, the total rental price is due immediately upon conclusion of the contract.

If the amounts due are not paid on time or in full, FreeVenture has a right of retention. In this case, the lessee is also in default upon expiry of the agreed handover date of the rental object. In this case, FreeVenture is entitled to withdraw from the contract and to assert claims for damages against the lessee.

### 11. Change of booking / cancellation

It should be noted that there is no general statutory right of cancellation for rental contracts. However, FreeVenture grants the tenant a contractual right of cancellation as follows:

11.1 The lessee may withdraw from his rental contract at any time before the start of the rental period. The cancellation must be declared to FreeVenture GmbH. The customer is advised to declare the cancellation in text form. If the lessee cancels his binding booking, FreeVenture GmbH grants the lessee a contractual right of cancellation to the extent described below.

11.2 Cancellation of the rental contract as a whole is free of charge up to 48 hours after the booking is received. The entire deposit will be refunded by FreeVenture GmbH.

11.3 In the event of cancellation of the entire rental agreement up to 51 days before the agreed start of the rental period, the total rental price is payable to FreeVenture GmbH. However, the lessee will receive a cancellation voucher worth 80 % of the total rental price, to be redeemed upon conclusion of a future rental agreement. Any further claim by the lessee for a refund of the remaining 20 % of the total rental price is excluded.

If the lessee cancels the rental agreement in its entirety less than 50 days but more than 48 hours before the agreed start of the rental period, the total rental price must be paid to FreeVenture GmbH. However, the lessee will receive a cancellation voucher worth 50 % of the total rental price, to be redeemed upon the conclusion of a future rental agreement. Any

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further claim by the lessee for a refund of the remaining 50 % of the total rental price is excluded.

The terms and conditions for the cancellation vouchers are set out in clause 11.18.

11.4. If the lessee has booked the chargeable 'Flex 50' option when concluding the hire agreement, FreeVenture GmbH shall refund the total hire price in the event of cancellation up to 51 days before the agreed start of the hire, less the amount charged to the lessee for the 'Flex 50' option. If the lessee cancels between 50 days and 48 hours before the agreed start of the hire period, FreeVenture GmbH will refund 50% of the total hire price, less the amount charged to the lessee for the 'Flex 50' option. The lessee will receive a voucher for the remaining balance, to be redeemed upon conclusion of a future rental agreement.

11.5 In the event of cancellation of the rental contract as a whole, which is declared by the lessee less than 48 hours before the agreed start of the rental, the total rental price must be paid to FreeVenture GmbH if no option or the 'Flex 50' option has been booked. There is no entitlement to a rebooking or a voucher.

11.6 If the lessee books the 'Flex100' option when concluding the rental agreement, FreeVenture GmbH will refund the total rental price in the event of cancellation prior to the start of the trip, less the amount charged to the lessee for the 'Flex100' option.

11.7 Decisive for the time of cancellation is the receipt of a cancellation notice from the lessee in text form by FreeVenture GmbH.

11.8 In the event of non-collection of the rented vehicle at the agreed time without notification, the rent already paid shall be retained in full, unless the lessee can prove that FreeVenture GmbH has incurred no or lower costs as a result of the non-collection. In the event that no rent has yet been paid, claims for damages shall remain unaffected. Saved expenses shall be taken into account.

11.9 If the rental vehicle is returned prematurely before the agreed return date, the full rental price agreed in the rental contract must still be paid. The Rental Firm does not agree to automatically convert the rental agreement into a continued rental agreement for an indefinite period.

11.10 Individual services, such as accessories (e.g., bicycle racks), protection packages (e.g., Advanced or Premium), and services (e.g., interior cleaning of the vehicle), may, under the conditions described in Sections 11.2–11.6 and depending on the booked Flex option and the time of cancellation, be cancelled separately from the main booking.

11.11 A confirmed booking can be amended free of charge. If the originally confirmed total rental price increases as a result of the booking change, FreeVenture GmbH will invoice the lessee for the additional amount. If the total rental price of the changed booking is lower than the originally agreed total rental price, the conditions listed below apply depending on the time of the booking change.

11.12 If the total rental price is reduced as a result of a change to an already confirmed booking made up to 51 days before the agreed start of the rental period, the lessee shall receive a voucher worth 80 % of the difference, to be redeemed upon conclusion of a future rental agreement. If the total rental price is reduced when a change is made to a confirmed booking between 50 days and 48 hours before the agreed start of the rental period, the lessee will receive a voucher worth 50 % of the difference, to be redeemed upon conclusion

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of a future rental agreement. The voucher is only valid if the rental price has been paid in full prior to the booking change.

11.13 If the lessee has booked the chargeable 'Flex 50' option at the time of concluding the tenancy agreement, FreeVenture GmbH will refund the full difference in the event of a booking change made up to 51 days before the agreed start of the trip. In the event of a booking change made between 50 days and 48 hours before the start of the trip, FreeVenture GmbH will refund 50 % of the difference. A voucher for the remaining 50 % will be issued, to be redeemed upon the conclusion of a future rental agreement. The voucher is only valid if the rental price was paid in full prior to the booking change.

If the lessee has booked the chargeable "Flex 100" option, FreeVenture GmbH will refund the full difference.

11.14 If the booking is changed less than 48 hours before the agreed rental start date and the total rental price is reduced, the following applies:

If the lessee has booked the free "Standard" option or the paid "Flex 50" option, the reduced amount will not be refunded.

The reduced amount resulting from the booking change will be refunded in full if the lessee has chosen the paid "Flex100" option.

11.15 Changes to the booking during the trip are possible (subject to availability). If the originally confirmed total rental price increases as a result, FreeVenture GmbH will charge the additional amount to the lessee. If the total rental price of the changed booking is lower than the originally agreed total rental price, the difference will be retained by FreeVenture GmbH.

11.16 The applicable conditions for repeated cancellation and/or booking changes are determined by the shortest time period ever reached between the time of the last change or cancellation and the agreed rental start date.

11.17 For any type of cancellation, the lessee reserves the right to prove that FreeVenture GmbH incurred no damage or substantially lower damage.

11.18 The following conditions apply to cancellation vouchers

- Valid for 3 years from date of issue.
- Redeemable for new bookings.
- After cancellation of a booking paid with a cancellation voucher, the expiration date of the original cancellation voucher applies to the subsequently issued cancellation voucher.
- The current prices and terms and conditions at the time of booking apply; there is no entitlement to the original rental price.
- Cash payment of the voucher value is not possible.
- Resale of the cancellation vouchers is not permitted.

## 12. Duty of Care and Diligence

The lessee is obligated to handle the rental vehicle with care, comply with all relevant regulations and technical rules, and properly secure the rental vehicle against theft. The operating manuals of the rental vehicle and all installed devices, etc. must be observed. In particular, the lessee commits to observing the existing traffic regulations in the respective countries. Driving is only permitted with secured and locked gas bottles.

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lessees and fellow travelers are responsible for complying with foreign exchange, health, toll, passport, visa, traffic, and customs regulations, as well as any potential costs and disadvantages that may arise from non-compliance with these regulations.

Smoking is not permitted in the rental vehicles. In case of violation of this prohibition, €500 will be withheld from the deposit to compensate for the loss in value and professional removal of smoke residue. The lessee has the right to prove that no damage occurred or that it is substantially lower than the aforementioned amount.

Pets such as dogs may only be taken in the rental vehicle if the "Dog Camper" package has been booked and is recorded in the rental agreement. In all other cases, the transport of animals is prohibited. In the event of a violation being identified, the tenant shall bear all cleaning costs (removal of animal hair, ozone treatment, etc.) as well as a lump-sum amount of €350 for the loss in value of the rental vehicle. If a pet-friendly rental vehicle has been scratched or particularly soiled by the small animal, FreeVenture is authorized to separately charge the lessee for the corresponding loss in value of the rental vehicle and any additional cleaning costs.

### 13. Repair and Maintenance

During the rental period, the lessee must take all necessary measures to maintain the original condition of the rental vehicle. For this, the lessee must both pay attention to any warning lights in the vehicle display and take all necessary measures according to the operating manual.

The lessee is obligated to check the oil level, coolant level, tire pressure, and tire condition before and during the journey.

Corresponding measures, such as topping up motor oil, must be properly carried out by the lessee. The suitability of the motor oil to be added must be considered. If the wrong fuel is filled or wrong motor oil is added, the lessee is liable for the costs incurred through vehicle towing and/or repair of the damage. Furthermore, the lessee must pay attention to the warning lights in the vehicle display and take necessary measures according to the operating manual. In case of doubt, the lessee should contact FreeVenture GmbH.

At the start of the journey, the lessee takes over a full AdBlue tank. It is the lessee's responsibility to regularly check the AdBlue tank and, when warning signals light up, to ensure proper refilling of the tank immediately at their own expense.

In case of culpable violation of maintenance obligations by the lessee, they are liable for any resulting consequential damage events.

During the agreed rental period, the lessee bears the ongoing maintenance costs such as operating materials. The costs for prescribed maintenance services and necessary wear repairs are borne by FreeVenture.

Any modifications or mechanical interventions on the rental vehicle are prohibited without prior written permission from FreeVenture. If this rule is violated, the lessee must bear the costs necessary for restoring the vehicle to its original condition.

For repairs necessary for the operational and road safety of the rental vehicle during the rental period, the lessee must obtain prior approval (consent) from FreeVenture. If the lessee

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is not responsible for these repairs, FreeVenture will bear the repair costs upon presentation of corresponding receipts.

### 14. Procedure in Case of Damage

In the event of an accident or damage to any of the rental items, the lessee must immediately notify FreeVenture. For this purpose, the lessee must specifically communicate the actual circumstances that led to the damage and the extent of the damage as precisely as possible. The lessee must use the telephone number provided by FreeVenture at [www.vanever.com](http://www.vanever.com) (+49 (0) 89 62828834). This is available during regular office hours (opening hours see at [www.vanever.com](http://www.vanever.com)).

In the event of an accident or damage caused by third parties (particularly including fire, theft, vandalism, or wildlife), the lessee must also immediately notify the local police.

In the event of damage, the lessee must prepare an accident report stating the personal details of those involved (including ID number or similar), the exact time of damage, and a detailed description of how the damage occurred and its extent, and must immediately send FreeVenture a copy of the respective report (e.g., as a scan or clearly legible photo).

Additionally, the lessee must document the damage and - where relevant - the external circumstances through photographs. The corresponding images must be made available to FreeVenture immediately.

Minor damages, defined as damages less than €100, are exempt from the obligations under this paragraph.

The lessee is prohibited from acknowledging any third-party claims of any kind.

If the lessee takes or has the rental vehicle taken to a workshop, they must immediately inform FreeVenture about the respective workshop, its business hours, duration, and costs of repair before issuing a repair order. FreeVenture will only cover repair costs if they have given prior approval for the respective repair and only upon presentation of corresponding receipts. If the lessee culpably violates their duties or obligations from the preceding paragraphs, FreeVenture may demand payment of an appropriate contractual penalty, the amount of which is to be determined by FreeVenture on a case-by-case basis and is subject to review for appropriateness by the competent court, but shall be at least €250. A paid contractual penalty shall be credited against any further claims for damages. Otherwise, any further claims of FreeVenture in this context remain unaffected.

The settlement of damage to the rental vehicle may be carried out on the basis of a DAT cost estimate, even without the submission of a workshop invoice.

The tenant is entitled to have the cost estimate reviewed by a specialist workshop of their choice within a reasonable period of time.

The landlord shall decide at their own discretion whether and at what time a repair of the damage will be carried out.

The tenant has no right to demand that a repair be carried out. Likewise, the tenant is not entitled to carry out the repair themselves, arrange for it, or offer the landlord their own repair service.

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This also applies if the damage is not repaired or is repaired only at a later time, particularly after the end of the season.

### 15. Liability of the Lessee and Insurance

In the event of accidents, loss, theft, or improper operation of the rental vehicle (e.g., by driving on unpaved roads, festival grounds, or unpaved parking areas), or breach of contractual duties of care, the tenant shall be liable for repair costs as well as consequential damages, including depreciation, towing and recovery costs, and expert assessment fees. In the case of total loss, the lessee is responsible for the replacement value of the rental vehicle minus its residual value, provided the damage is attributable to the lessee. If the damage cannot be attributed to the lessee or the driver, the lessee is exempt from liability. The rental vehicle is insured for third-party liability and comprehensive coverage, with the liability insurance providing coverage of up to €100 million. FreeVenture is authorized to assert or defend damage claims on behalf of the lessee and to make all necessary declarations at its reasonable discretion.

If extrajudicial or judicial claims are made against the lessee in connection with the rental agreement, the lessee must notify FreeVenture immediately upon becoming aware of such claims.

FreeVenture grants the lessee comprehensive insurance in accordance with the guidelines of the currently applicable model terms of the General Conditions for Motor Vehicle Insurance (AKB), with a deductible and a processing fee of €29 per claim for damages calculated up to €500, €49 per claim for damages calculated up to €1,000, and a processing fee of €99 for damage amounts exceeding €1,000.

The limitation of liability covers only damages caused by an accident. This means the damage must result from an external event and be caused by mechanical force. Operational damages or damages caused by structural breakage do not qualify as accident damage. Damages between the towing and towed vehicles or trailers, without external influence, are also excluded from accident damages.

Damages are particularly excluded from the liability waiver if they result from gear-shifting errors, incorrect refueling (e.g., filling the tank with water instead of diesel), improper use (e.g., driving on unpaved roads), or the transported cargo.

**Damages caused by user errors are also not covered by the liability waiver. This includes damages to the awning, the interior of the rental vehicle, the underbody or the pop-up roof with rooftop tent.**

The following precautions must be observed:

- Extending the awning during strong winds or rain is prohibited, as is leaving it unattended while extended. In case of violation and damage or destruction of the awning, the lessee must cover the cost of a replacement awning plus installation. These costs may exceed the deposit amount.
- The water system cannot be cleaned if the tank is filled incorrectly with diesel fuel. Instead, the entire system, including tanks, boiler, pump, faucets, and lines, must be replaced. All related costs are fully borne by the lessee, including any resulting damages to the rental

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vehicle or accessories. The same applies in the event of incorrect refueling of the diesel tank.

Regardless of fault, the lessee is fully liable for the following damages:

- Tire damage: Costs for towing services, repairs, or replacement, including mounting, must be borne by the lessee. The spare tire on the rental vehicle may only be installed by a towing or roadside assistance service.
- Windshield damage: Depending on the size and location, chips in the windshield will either be repaired or the windshield replaced.
- Interior damage: Any damage to the interior of the vehicle is the lessee's responsibility.
- Other damages: Driving on unpaved roads may result in damages requiring recovery, towing, or tire repairs. Such damages are not covered by Advanced or Premium packages (Section 16).

Damages incurred during the use of the vehicle on ferries or car trains are not covered by the protection package. The lessee must bear all costs for damages occurring on these transport vehicles and must report ferry-related or transport damages to FreeVenture.

The deductible is €2,500 plus statutory VAT per damage case for all drivers. This excludes liability claims under a motor vehicle liability policy unless otherwise agreed between the parties. For such liability claims, the deductible is waived.

The lessee as well as the drivers included within the scope of the limitation of liability shall be jointly and severally liable per damage event up to the amount of the agreed deductible. Liability insurance coverage does not apply if the lessee bears full responsibility (e.g., hit-and-run).

The lessee can reduce the deductible amounts by purchasing an additional package offered by FreeVenture under the "Service" section on its website.

In all other respects, the lessee is liable for damages caused by them based on general legal principles, unless otherwise specified in these terms and conditions. If the lessee causes damage to a rented vehicle that requires partial repainting, the lessee must pay a surcharge of 15% on the net cost of the partial repainting to compensate for the potential depreciation caused by partial repainting (e.g., potential future color deviations). The replacement for depreciation may be higher or lower if FreeVenture proves greater damage or the lessee proves lesser or no damage.

The claim for liability exemption lapses if the damage was caused intentionally, particularly through the use of the rental vehicle by an unauthorized driver or for purposes not covered by the contract. In cases of gross negligence, FreeVenture is entitled to proportionally reduce the liability waiver based on the severity of the negligence. Such a reduction may also apply if the lessee or driver intentionally or negligently breaches their obligations (e.g., notification and documentation of damages) under these terms and conditions. The lessee bears the burden of proof for the absence of gross negligence in the event of a breach of obligation. Notwithstanding the above, FreeVenture remains fully obligated to provide liability exemption if the breach of obligation has no impact on the liability waiver event, its determination, or the extent of the liability waiver obligation, except in cases of fraudulent conduct, including unauthorized repairs. The liability waiver under this section applies only during the rental period.

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The lessee shall otherwise be liable in accordance with the applicable statutory provisions.

FreeVenture calculates and settles damages either on the basis of cost estimates from a German authorized repair workshop or by using standard damage assessment software (SilverDAT) through its own qualified personnel. For the processing carried out by FreeVenture of any damage arising during the rental period, a processing fee of €29, €49, or €99 will be charged (see paragraph 15).

For the loss of the vehicle registration certificate, the lessee will be charged a processing fee of €200. In the event of loss of the keys, the lessee will be charged an increased processing fee of €500–750.

Damages caused by negligent behavior of the lessee while using the rental vehicle are not covered by the offered protection packages and shall be borne by the lessee. Negligence exists in particular when the lessee fails to observe the care required in traffic and when using the vehicle, thereby causing damage.

This includes, among others, but is not limited to:

- burn holes, melting or indentation damage to furniture, worktops, table surfaces, floor coverings, or upholstery, particularly caused by hot pans, pots, or other heat sources
- damage caused by improper load securing and damage caused by unsecured or falling luggage or equipment
- loss or damage of vehicle accessories and equipment
- contamination or damage to mattresses caused by wine, blood, or oil stains
- damage caused by pets left unattended in the camper, particularly bite or tear damage to upholstery, paneling, or equipment components

These damages are not considered accident damage and must be compensated by the lessee in full.

## 16. Insurance Coverage

When a rental agreement is concluded, the vehicle is insured for both third-party liability and comprehensive coverage. The standard protection package includes the following benefits:

- Deductible: €2,500 for all drivers. By making an additional payment according to the offer at [www.vanever.com](http://www.vanever.com), the deductible can be reduced to up to €100.

- Roadside assistance: In the event of breakdowns in Germany or abroad, FreeVenture will endeavor to provide a replacement vehicle or arrange a repair as quickly as possible. In the event of a breakdown, FreeVenture must be notified directly at +49 (0) 89 62828834; outside business hours directly by email at [info@vanever.com](mailto:info@vanever.com).

- Accident assistance: All services must be arranged solely by FreeVenture and at its discretion; contact via +49 (0) 89 62828834, outside business hours directly by email at [info@vanever.com](mailto:info@vanever.com).

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### 17. Liability of FreeVenture

If a rental item has a defect at the time of handover or a defect arises during the rental period, the provisions of §§ 535 et seq. of the German Civil Code (BGB) apply, unless otherwise specified in these terms and conditions. Should the rental vehicle be unavailable at the start of the rental period for any reason, FreeVenture will provide an equivalent replacement vehicle. If this is not possible, the lessee will receive a refund of any payments already made.

If available, FreeVenture will provide a replacement vehicle during an ongoing rental period in the event of damage or a required workshop visit. Rent reduction under § 536 BGB is excluded unless the damage is due to initial defects. The rental fee must continue to be paid by the lessee during the period of damage or workshop repairs. The lessee is not entitled to reimbursement for lost vacation days or workshop days caused by damages occurring during the rental period.

The lessee must report any defects to FreeVenture immediately.

Warranty for minor impairments to the usability of the rental items for their intended contractual use is excluded under § 536 (1) sentence 3 BGB.

FreeVenture's strict liability for initial material defects is excluded. FreeVenture is only liable – except in cases involving the breach of essential contractual obligations or injury to life, body, or health – for willful misconduct and gross negligence. Essential contractual obligations are those necessary to achieve the purpose of the contract. In cases of simple or minor negligence, FreeVenture is only liable for typical and foreseeable damages, provided the claims do not involve injury to life, body, or health.

The above exclusions of liability also apply to the actions of FreeVenture's representatives and agents.

If the lessee leaves personal belongings in the vehicle upon return, FreeVenture is obligated to store these items only if it is reasonable to do so and at the lessee's expense. If private vehicles are parked on FreeVenture's premises, FreeVenture assumes no liability for potential damages or theft.

### 18. GPS Tracking of Rental Vehicles

FreeVenture reserves the right to equip rental vehicles with a modern satellite-based tracking system. This system allows the position of the vehicle to be determined and enables the vehicle to be tracked and immobilized in alarm situations (e.g., theft, robbery, sabotage, violations of entry restrictions). If personal data is collected in this context, FreeVenture will use such data solely for contractual purposes as outlined in the following provisions.

### 19. Storage of Personal Data

The processing of the lessee's personal data is necessary for the execution and fulfillment of the rental contract. The scope of data processing, including the relevant legal basis and further information in accordance with Article 13 of the GDPR, is detailed in FreeVenture's Privacy Policy, available at [www.vanever.com/datenschutz](http://www.vanever.com/datenschutz).

Data will not be shared with third parties as a rule. However, data may be disclosed in specific cases to governmental authorities or private service providers (e.g., parking

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operators or toll operators). Data may also be shared with third parties for contractual purposes (e.g., insurance providers, debt collection agencies, legal representatives). By using the vehicle's navigation system during the rental period, any entered navigation data may be stored. The same applies to the pairing of mobile phones or other devices with the rental vehicle. If the lessee wishes for such data to no longer be stored after the vehicle's return, they are responsible for deleting it prior to return.

This can be done by resetting the vehicle's navigation and communication systems to their factory settings. Instructions for this process can be found in the user manual located in the glove compartment. FreeVenture is not responsible for deleting such data.

## **20. Assignment Prohibition; Ownership of the Vehicle**

The lessee is not permitted to assign claims arising from the rental agreement to third parties, such as spouses or additional travelers. Similarly, other claims cannot be asserted in the lessee's own name.

The rental vehicle remains the property of FreeVenture.

## **21. Statute of Limitations**

If the accident has been recorded by the police, FreeVenture's claims for damages against the lessee will only become due once FreeVenture has been able to review the investigation file. The limitation period begins no later than six months after the vehicle is returned.

## **22. Applicable Law**

The contract is governed exclusively by the laws of the Federal Republic of Germany, excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG), provided the rental takes place at a FreeVenture location in Germany. If the lessee is a consumer renting at a location outside of Germany, the mandatory consumer protection regulations of the lessee's country of habitual residence apply.

## **23. Final Provisions**

If any provision of these General Terms and Conditions is or becomes invalid or unenforceable, the remaining provisions shall remain in full force and effect. The invalid or unenforceable provision shall be replaced by a valid or enforceable provision that most closely reflects the economic intent and purpose of the invalid or unenforceable provision. The text of the contract will not be stored by FreeVenture after the conclusion of the agreement and will not be accessible to the lessee.

FreeVenture is neither willing nor obligated to participate in dispute resolution proceedings before consumer arbitration boards.