General Terms and Conditions

Preamble

The following General Terms and Conditions (GTC) apply to all contractual agreements between VANTOPIA and the Renters, whereby the term "Renter" is to be understood as a gender-neutral form. Regardless of the wording used, all terms used in these GTC that refer to gender (such as "Renter") apply equally to all genders. The rights and obligations therefore apply to Renters without exception.

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§ 1 Company information

Contracting party for bookings in Hamburg:

VANTOPIA GmbH (hereinafter "VANTOPIA")
Frohmestraße 59
22459 Hamburg

Tel.: +49 (0)40 360 369 90
E-mail: hej@vantopia-hamburg.de hej@vantopia-hamburg.de

Registered with the Commercial Register of the Local Court of Hamburg under HRB 15512, represented by Managing Director Mr Bastian Gembler and Managing Director Ms Larissa Gembler.

VAT identification number pursuant to § 27a UStG: DE118599843

Contracting party for bookings in Munich:

VANTOPIA München GmbH (hereinafter "VANTOPIA")
Siemensstraße 12a
85716 Unterschleißheim

Tel.: +49 (0)89 248 825 490
E-mail: hej@vantopia-muenchen.dehej@vantopia-muenchen.de

Registered with the Commercial Register of the Local Court of Munich - Registry Court - under HRB 279632, represented by Managing Director Ulrike Köpple-Scherber and Managing Director Bastian Gembler.

VAT identification number pursuant to § 27a UStG: DE357114578

§ 2 Scope of application, contract language, formal requirements

(1) These General Terms and Conditions (hereinafter "GTC") apply equally to consumers and entrepreneurs (hereinafter "Renter/s"). For the purposes of these GTC

- a "Consumer" is any natural person who enters into the contract for a purpose that can be attributed neither to their commercial nor to their self-employed professional activity (§ 13 BGB) and

- an "Entrepreneur" is any natural or legal person or partnership with legal capacity who, when entering into the contract, acts in the exercise of their commercial or self-employed professional activity (§ 14(1) BGB).

(2) All offers, rental agreements and other services based on and in connection with bookings by the Renter are subject to these GTC. Terms and conditions of the Renter shall not apply, even if their application has not been separately objected to in an individual case.

(3) Individual agreements made with the Renter in a specific case (including ancillary agreements, additions and amendments) shall in all cases take precedence over these GTC. Subject to proof to the contrary, the content of such agreements shall be determined by a contract or confirmation by VANTOPIA GmbH/VANTOPIA München GmbH in text form.

(4) The GTC apply in particular to contracts for the rental provision of camping vehicles (hereinafter "vehicle/s").

(5) The languages available for conclusion of the contract are German and English.

(6) Legally relevant declarations and notices by the Renter in relation to the contract (e.g. setting of deadlines, notice of defects, withdrawal or reduction) must be made in text form (e.g. letter or e-mail).

§ 3 Applicable law, mandatory consumer protection provisions

(1) The law of the Federal Republic of Germany shall apply, excluding the conflict-of-law rules of private international law, if

(a) the Renter has their habitual residence in Germany, or
(b) their habitual residence is in a state that is not a Member State of the European Union.

(2) If the habitual residence of the Renter is in a Member State of the European Union, German law shall also apply; however, mandatory provisions of the state in which the Renter has their habitual residence shall remain unaffected.

§ 4 Subject matter of the contract

The subject matter of the contract is the rental provision of a vehicle to the Renter for private purposes. The Renter designs the intended journey and accommodation during the trip independently and on their own responsibility. VANTOPIA does not owe any travel services or package of travel services within the meaning of §§ 651a-l BGB.

§ 5 Conclusion of the contract

(1) The presentation of products and services (rental Vehicles, accessories, additional services) in VANTOPIA's online shop does not constitute a legally binding offer by VANTOPIA, but an invitation to submit an offer by the Renter (invitatio ad offerendum).

(2) By clicking the "BOOK NOW" button in the final step of the booking process, the Renter submits a binding offer to book the services displayed in the booking overview. Until that point, the Renter may correct entries or refrain from making the contractual declaration. Only by finally pressing the "BOOK NOW" button is a binding offer submitted. A contract between the Renter and VANTOPIA is concluded only once VANTOPIA accepts the booking by a separate e-mail. The Renter is advised also to check the spam folder of their e-mail inbox regularly.

(3) To book a vehicle from VANTOPIA, the Renter accesses an input form via the "BOOK" button, where the Renter can enter the data required for a booking offer. There, the Renter can first select the desired location, booking period and desired vehicle type. After clicking the "NEXT" button, additional extras may be added to the booking offer and the times for handover and return of the vehicle may be selected. After clicking the "NEXT" button again, the Renter reaches another input form in which the personal data required for the reservation request can be entered. Finally, the Renter reaches an overview page on which all selected services, the booking period and the total costs are listed again. After confirming that they have read and accepted the Privacy Policy and the General Terms and Conditions, the Renter has the opportunity, by clicking the "BOOK NOW" button, to submit a binding offer to book the selected contractual services within the meaning of § 5 (2) of these GTC to VANTOPIA.

(4) During the booking process, the Renter is always shown an overall overview of the services selected by the Renter and the current total price. Until completion of the booking process, the Renter may at any time change or completely remove the selected services using the usual browser functions. If the Renter wishes to cancel the booking process completely, the browser window can simply be closed. Otherwise, the Renter's declaration becomes binding within the meaning of § 5 (2) of these GTC by finally clicking the confirmation button "BOOK NOW".

(5) Upon handover of the vehicle, the Renter signs a rental agreement in which the Renter's data, the rental period with handover and return time and the rental object, i.e. the vehicle with registration number, all equipment items contained therein and any additional equipment booked, are listed. All drivers are entered with first name and surname. Part of the rental agreement is also the handover report to be completed in full and signed by the Renter and VANTOPIA upon vehicle handover. This handover report lists all damage already present on the vehicle and the current mileage at handover.

§ 6 Storage of the contract text

VANTOPIA stores the contract text and, after acceptance by VANTOPIA, sends the Renter a booking summary with the booking details and these GTC by e-mail. The complete contractual provisions may be requested from VANTOPIA for a period of five years from conclusion of the contract.

§ 7 Collection, storage and processing of personal data

(1) To perform and process the booking, VANTOPIA requires the following data from the Renter:

- First name and surname
- E-mail address
- Postal address
- Mobile phone number
- Payment information
- Valid identity document
- Valid driving licence of all drivers to be recorded in the rental agreement

In this respect, Art. 6(1)(b) GDPR serves as the legal basis.

(2) VANTOPIA uses the data provided by the Renter, without separate consent, exclusively for the fulfilment and processing of the contractual relationship, for example for communication and for sending invoices to the address provided by the Renter. In the case of payment by bank transfer, VANTOPIA also uses the bank details for payment processing.

(3) Further information on the processing of personal data can be found in VANTOPIA's Privacy Policy at www.vantopia.de/datenschutzerklaerung.

(4) All Vehicles of VANTOPIA are equipped with technology that enables VANTOPIA to determine the position of the vehicle. The Renter consents to VANTOPIA collecting, storing or using GPS coordinates and speed data or commissioning this if the vehicle is not returned within the agreed rental period, if the vehicle is used outside the contractually agreed area or in border areas or in port areas. The collection, storage and use of the data serves exclusively the purpose of protecting VANTOPIA's vehicle fleet and VANTOPIA's contractual rights. We point out that VANTOPIA may be obliged to disclose this data due to orders by public authorities.

(5) VANTOPIA's Vehicles are largely equipped as standard with information and communication systems such as navigation devices and mobile phone systems. VANTOPIA does not pursue the purpose of collecting personal data of Renters and drivers by offering these information and communication systems. If the Renter/driver wishes the aforementioned data no longer to be stored in the vehicle after return, they must ensure deletion before returning the vehicle. In every vehicle of the fleet there is an operating manual

that contains instructions for resetting the information and communication systems to factory settings. VANTOPIA is not obliged to delete the aforementioned data.

§ 8 Right of withdrawal

Pursuant to § 312g(2) sentence 1 no. 9 BGB, there is no right of withdrawal for the rental of motor vehicles for a specific date or period, even for bookings concluded exclusively by means of distance communication or away from business premises.

§ 9 Prices and payment terms

(1) All prices stated on VANTOPIA's website are gross prices in euros (€) including statutory VAT. A detailed list of prices for VANTOPIA's additional services can be found in VANTOPIA's price list.

(2) The rental price is based on the agreed rental period in conjunction with the price list valid at the time of conclusion of the contract. The stated rental prices include vehicle taxes, the premium for the basic insurance coverage and lubricants for the drive units. Further usage-dependent costs, in particular costs for fuel, toll charges and pitch fees, are borne by the Renter.

(3) In addition to the daily rental price, a service fee becomes due upon booking, which covers the costs of provision and final cleaning of the vehicle. The service fee is €99 for the Dreamer, €139 for the Traveler and Traveler Compact and €179 for the Cruiser.

(4) The relevant rental duration begins with the agreed commencement of the rental relationship and ends with proper return of the vehicle. The minimum rental duration for each booking period can be found in VANTOPIA's price list.

(5) Subject to payment by bank transfer (see § 9 (7) no. 2 of these GTC), the rental price becomes due in full in advance immediately upon conclusion of the contract.

(6) Before handover of the vehicle, the Renter must pay a security deposit of €750 to VANTOPIA. This may be done by bank transfer or in cash upon handover. Payment of the security deposit is acknowledged in the rental agreement. Without deposit of the security deposit, the rental vehicle will not be handed over. Failure to pay a down payment, full payment or security deposit on time entitles VANTOPIA to terminate the rental agreement without notice for good cause.

(7) The following payment methods and payment service providers are generally available to the Renter on VANTOPIA's website:

(a) Payment by credit card
When paying by credit card, payment is made at the end of the booking process by entering the credit card details. The Renter's credit card is charged immediately after conclusion of the contract with the actual

invoice amount after deduction of any discounts, gift vouchers, etc. Processing of the credit card payment method is carried out in cooperation with Stripe Payments Europe (hereinafter: "Stripe"), subject to the Stripe terms of use, available at https://stripe.com/de/legal, to which VANTOPIA assigns the payment claim. Stripe collects the invoice amount from the Renter's specified credit card account. In the event of assignment, payment with discharging effect can only be made to Stripe. VANTOPIA remains responsible for general enquiries even when the credit card payment method via Stripe is selected. If a booking has been paid by credit card and is cancelled by the Renter at a later date, the Renter will be charged a cancellation fee in the amount of 1.5-3.0% (depending on the credit card institution) of the amount paid by credit card (credit card fees). This applies irrespective of any further cancellation fees within the meaning of §10.https://stripe.com/de/legal

(b) Bank transfer
For the payment method bank transfer, a down payment of 50% of the total rental price must be paid. This must be received in VANTOPIA's account no later than three working days after conclusion of the contract. The remaining 50% of the total rental price must be paid no later than 30 days before the start of the rental period. In the case of a booking less than 30 days before the start of the rental period, the total rental price is due immediately. If the aforementioned payment deadlines for the bank transfer payment method are exceeded, VANTOPIA is entitled to cancel the booking without the need for a separate grace period. § 10 of these GTC applies accordingly.

Bank details Hamburg: Hamburger Sparkasse, DE64 2005 0550 1002 3155 94
Bank details Munich: VR Bank Neu-Ulm eG, DE45 7306 1191 0007 2117 32

(8) By selecting the respective payment provider, the Renter consents to the forwarding of personal data for payment processing. Specifically, this is the following provider:

Stripe Payments Europe, Ltd.
c/o A&l Goodbody, Ifsc, North Wall Quay
Dublin 1, Ireland

VANTOPIA reserves the right to change the payment methods and payment service providers offered at any time.

(9) Refunds in the event of late collection or early return of the vehicle shall not be made unless the Renter proves that VANTOPIA has incurred no or only a lower loss due to alternative rental.

(10) The Renter agrees that VANTOPIA's invoice will be issued in electronic form, that the Renter will not receive a paper invoice and that VANTOPIA will send an electronic invoice complying with statutory requirements to the e-mail address provided by the Renter. The Renter may object to the transmission of

the invoice in this form at any time. In this case, the Renter must bear the additional costs for sending the invoice in paper form and the postage for this.

(11) The Renter agrees to bear all costs incurred for transfers from abroad, whether for the total rental price or for the transfer of the security deposit pursuant to § 9(6), or to have these costs charged on in full by VANTOPIA.

§ 10 Cancellation and rebooking

(1) Cancellation can generally only be made in writing by e-mail. The cancellation is deemed received as soon as the e-mail with the request for cancellation has been received by VANTOPIA.

(2) The Renter may cancel the booking free of charge up to 60 days before the start of the rental relationship.

In these cases, all payments made in advance to VANTOPIA will be refunded within 14 days from receipt of the cancellation via the selected payment method. Excluded from this are any credit card fees. These amount to 1.5% (1.9% for payment with Amex) of the amount paid by credit card (see § 9.7.1).

(3) After this period has expired, the Renter may cancel the booking - provided that the start date of the booked trip is outside the high season (high season = summer holidays of the respective location in the respective calendar year) - up to 48 hours before the start of the rental relationship in return for a travel voucher in the amount of the total rental price. For bookings where the start date falls within the high season, a period of 14 days before the start of the rental relationship applies for this rule.

(4) The travel voucher for the sum of refunds resulting from cancellations or rebookings is issued without an expiry date, is transferable and can be used for future bookings with VANTOPIA. Cash refund is excluded. The travel voucher can be redeemed at all VANTOPIA locations.

(5) In the event of cancellation after expiry of the deadlines stated in (2) and (3), VANTOPIA charges a cancellation flat rate in the amount of 100% of the agreed total rental price.

In this case, VANTOPIA will, in the interests of the Renter, attempt through short-notice re-rental of the vehicle to keep the actual loss lower than the stated cancellation fees and to refund any remaining amount arising from full or partial re-rental against the cancellation fees.

The Renter has no claim to this; however, the Renter remains free to prove that the actual loss incurred by VANTOPIA is lower than the cancellation fee charged. In this case, only the actual loss incurred is to be compensated by the Renter and any remaining balance will be refunded.

(6) Booked optional equipment can be cancelled separately from a booking up to 48 hours before the start of the rental period. The costs will be refunded in full via the selected payment method. Excluded from this

is the optional equipment "Biokiste Basecamp/Big Wheels/Glamping", which must be cancelled with a notice period of five working days before the start of the rental period and can only be refunded if this deadline is met.

§ 11 Handover and return of the vehicle

(1) The vehicle must be collected within the agreed time window at the agreed handover location and returned within the agreed time window at the agreed return location together with all accessories.

The Renter is obliged to comply with the agreed handover and return times. If the Renter cannot comply with these times and does not inform VANTOPIA in good time in advance, the Renter may be held liable for any resulting delays, additional costs or damage.

(2) The rental agreement ends upon expiry of the agreed rental period. If the Renter continues to use the vehicle after expiry of the agreed rental period, the rental relationship shall not be deemed extended. § 545 BGB does not apply.

(3) The vehicle is handed over with a full fuel tank and must be returned with a full fuel tank. If the Renter does not return the vehicle with a full fuel tank, the actual fuel costs will be charged to the Renter, taking into account the time and labour required by VANTOPIA, plus a flat rate in accordance with § 23. The Renter remains free to prove that VANTOPIA incurred only lower costs.

(4) The Vehicles are equipped with a supply of gas (in the Dreamer at least four full gas cartridges of approx. 225 grams each, in the Traveler, Traveler Compact and Cruiser at least one full 11 kg gas cylinder or one 2.75 kg gas cylinder), which is included in the rental price. If the Renter requires more gas during the travel period and purchases gas cartridges, gas cylinders and/or gas cylinder refills, the Renter bears the costs for this in full. The Renter is responsible for returning the deposit bottles provided by VANTOPIA (two each in the Traveler, Traveler Compact and Cruiser) undamaged upon return of the vehicle. If this return does not take place, VANTOPIA is entitled to charge the corresponding costs for the deposit of the bottles separately to the Renter.

(5) The vehicle is handed over with emptied toilet and water containers. The vehicle must accordingly be returned with emptied water tanks and a thoroughly rinsed toilet container.

(6) The vehicle is handed over to the Renter in a cleaned condition. Upon return, the Renter must return the vehicle free of coarse dirt. The standard equipment, such as the kitchen equipment, must be washed up.

(7) In the event of excessive soiling of the vehicle, such as toilet containers that have not been emptied or have overflowed and require special cleaning, or if the vehicle is returned with odour impairment, for example as a result of a breach of the general smoking ban, VANTOPIA will charge a cleaning flat rate as

liquidated damages in the amount shown in § 23, unless the Renter proves that VANTOPIA has incurred only lower damage.

(8) Upon handover of the vehicle to the Renter, VANTOPIA and the Renter prepare a handover report to be signed by both parties, which forms part of the rental agreement. This handover report lists all damage already present on the vehicle and the current mileage at handover.

(9) The return of the vehicle generally takes place without a VANTOPIA employee being present. VANTOPIA provides the Renter with all information needed to carry out the return without a VANTOPIA employee. By signing the handover report (see § 5 (5)), the Renter undertakes to comply with the requirements for returning the vehicle.

Both when the vehicle is returned in the presence of a VANTOPIA employee and when it is returned without a VANTOPIA employee, the Renter assumes subsequent liability for damage demonstrably caused during the rental period. The relevant point in time for reporting any damage by VANTOPIA is the time of cleaning of the vehicle by VANTOPIA, usually no later than three days after termination of the rental relationship (in exceptional cases up to fourteen days). The basis for proving new damage is the handover report. If VANTOPIA identifies, during cleaning, damage that according to the handover report did not yet exist when the vehicle was handed over, the Renter is liable for this damage.

The Renter also undertakes, in the course of returning the vehicle, to take photographs of all four sides of the vehicle (exterior) and to submit these to VANTOPIA upon request if this becomes necessary due to newly identified damage.

If the Renter has booked the so-called "collection and delivery service", the Renter is also liable for those damages that VANTOPIA reports to the Renter and for which the Renter cannot provide photographic proof that they did not yet exist at the time the vehicle was returned to VANTOPIA.

(10) Early return of the vehicle at the location or near the location (whether on public or private property) is at the Renter's own risk. VANTOPIA assumes no liability for damage occurring before the official end of the rental period.

(11) In the event of a delayed return of the vehicle by the Renter through no fault of the Renter, VANTOPIA is entitled to demand compensation for use in the amount of the agreed rent. The burden of proof that the delayed return of the vehicle was not attributable to the Renter rests with the Renter. In the event of a culpably delayed return of the vehicle, VANTOPIA is also entitled to demand the liquidated damages in the amount shown in § 23, unless the Renter proves that VANTOPIA incurred only lower damage. The assertion of further damage is not excluded.

(12) If the Renter leaves personal items in the vehicle upon return, VANTOPIA will store them, if reasonable, for up to six weeks. During this period, the Renter may collect them at the location or have

them returned by shipping from VANTOPIA, provided that the Renter bears the shipping costs incurred for this.

(13) During the rental period between 1 April and 31 October of a year, the rental vehicle may under certain circumstances be equipped with summer tyres. If the Renter wishes something different, this request must be communicated and discussed in advance.

§ 12 Minimum age and documents to be presented

(1) Each driver of the rented vehicle must be at least 18 years old at the time of vehicle handover and must hold a valid driving entitlement for the class of vehicle being rented. The valid driving entitlement must be proven to VANTOPIA in an appropriate manner before the driver starts driving the vehicle. As a general rule, the corresponding driving licence must be presented for this purpose. If the valid driving entitlement can be clearly demonstrated by other appropriate means, VANTOPIA may also accept such proof.

(2) If a driver is unable to provide sufficient proof of the required driving entitlement, they are not permitted to drive the vehicle.

§ 13 Authorisation to drive the vehicle

The vehicle may be driven exclusively by the Renter themselves and by the drivers specified in the rental agreement. The Renter must ensure that the respective driver can be named at all times and that the driver at all times has a valid driving licence to drive the vehicle and that this has been presented to VANTOPIA before the start of the journey.

§ 14 Use of the vehicle

(1) The vehicle provided by VANTOPIA may be used exclusively on public roads for private purposes.

(2) The following types of use are expressly prohibited:

- Participation in motorsport events of any kind
- Use of the vehicle for vehicle tests or driver safety training
- Driving the vehicle under the influence of alcohol or drugs
- Use of the vehicle for commercial passenger transport
- Subletting the vehicle
- Use of the vehicle to commit criminal offences

(3) Smoking is prohibited in VANTOPIA Vehicles.

(4) Pets may be transported in the provided vehicle only with prior approval by VANTOPIA.

§ 15 Obligations of the Renter during the rental period

(1) The Renter is obliged to treat the provided vehicle carefully and properly, taking into account the dimensions of the vehicle, the manufacturer's operating manual requirements, in particular with regard to the fuel to be used, and the statutory provisions, in order to maintain the vehicle in the condition in which it was at the time of rental. The Renter must observe the warning lights in the vehicle display and take all measures required, if any, in accordance with the operating manual.

(2) The Renter is obliged to regularly check lubricants, coolant level and tyre pressure during the rental period and to top them up if necessary in accordance with the manufacturer's maintenance specifications. Furthermore, the Renter is obliged to have necessary maintenance work and minor repairs (each up to €150) carried out without delay at a specialist workshop and to report these to VANTOPIA. For larger repairs, the Renter is obliged to obtain VANTOPIA's approval before placing the repair order. Necessary costs for maintenance and/or repair work that are not attributable to fault of the Renter will be reimbursed to the Renter by VANTOPIA against proof of costs.

(3) The Renter is obliged to comply with the smoking ban throughout the entire rental period.

(4) The Renter is obliged to notify VANTOPIA without delay of any change to their personal data required for performance of the contract (such as name, address, bank details).

(5) The Renter is obliged to properly lock the provided vehicle and protect it against unauthorised removal by third parties.

(6) The Renter is obliged to use the standard equipment carried in the vehicle and any additionally booked optional equipment carefully and properly and to return it in full. Particularly sensitive vehicle parts such as the toilet cassette, pleated blinds and other rather sensitive components must be operated with particular care. The Renter is fully liable for damage resulting from improper handling or careless use.

(7) The Renter is obliged to use snow chains provided by VANTOPIA, if any, in accordance with the manufacturer's instructions. The Renter is liable for damage to the vehicle resulting from improper use of the snow chains.

(8) The Renter is obliged to report damage to the vehicle or equipment, accidents or breakdowns occurring during the rental period to VANTOPIA within 24 hours. VANTOPIA reserves the right to charge the Renter the costs of additional effort incurred due to delayed or omitted notification.

(9) The Renter is obliged to keep the interior of the vehicle permanently heated when outside temperatures are below 0° Celsius so that no frost damage can occur to the water lines of the respective conversion.

§ 16 Insurance coverage and scope of liability reduction

(1) The basic insurance coverage for the vehicle included in the rental price for the duration of the agreed rental period in accordance with the applicable General Conditions for Motor Insurance (AKB) extends to liability insurance with a maximum coverage amount for personal injury and property damage of €100 million and a maximum coverage amount per injured person of €15 million. In addition, under the basic insurance coverage included in the rental price, there is partial and fully comprehensive insurance coverage with an excess of €2,000. For drivers under 23 years of age, the excess for both partial and fully comprehensive insurance coverage is €3,000. Tyre and glass damage as well as theft and damage caused by hail and storms are insured. The basic insurance coverage included in the rental price covers up to two drivers. The insurance coverage applies to Europe and to the non-European territories that fall within the scope of the European Union. Damage to the interior fittings and equipment of the vehicle and to the additionally booked optional equipment is not limited by a maximum excess.

(2) The agreed deductible applies per claim. A single loss event shall be considered one claim, even if it causes multiple instances of damage to the vehicle. Multiple loss events that are independent of one another in terms of time or cause shall be considered separate claims, for each of which the agreed deductible shall apply separately.

(3) The Renter has the option of reducing the respective excess by separately taking out an additional insurance package (Comfort or Relax) and extending the insurance coverage to additional drivers (max. four) (see price list).

(4) The limitation of the Renter's liability up to the amount of the excess ceases to apply in the event of a breach by the driver of the General Conditions for Motor Insurance (AKB) or if the damage was caused by intent or gross negligence, by alcohol- or drug-related unfitness to drive, by cargo on the vehicle, by failure to observe the passage width, passage height or length of the vehicle, by overloading (permissible gross weight), by driving with too low an oil/water level, by over-revving the engine or by leaving the scene of an accident. The cessation of the limitation of liability applies regardless of the additional insurance package booked.

(5) In the event of a vehicle breakdown, the benefits of several assistance services may be offset, some of which specify particular requirements for repairs and assistance services; therefore the Renter is instructed to follow the following procedure. Only if the sequence described below is followed can the benefits of the various assistance services be offset (e.g. cost contributions for towing Vehicles).

(a) The first point of contact is the assistance service of the respective vehicle manufacturer:

(i) For the Dreamer model, VW Assistance is responsible

Domestic 0800 - 8973 78423 / abroad 00800 - 8973 78423
https://www.volkswagen.de/de/besitzer-und-service/service-und-ersatzteile/pannen-und-unfallhilfe/mobilitaetsgarantie.html

(ii) For most Traveler and Cruiser models, FIAT Assistance is responsible
Domestic 0800 3428 - 1111 / abroad 00800 3428 - 1111
https://www.fiatprofessional.com/de/mopar/assistance

(iii) For some Traveler models, Peugeot Assistance is responsible
Domestic 0800 - 6666 406 / abroad 0049 891 - 44078
https://www.peugeot.de/service/service-garantien/peugeot-assistance.html

(b) If the Renter has membership with ADAC or similar, this should be contacted in the next step in order to make use of benefits from this membership if applicable.

(c) In the final step, the 24-hour hotline of VANTOPIA's insurance roadside assistance service provider can be contacted. (see §16 (6))

(6) In the event of a breakdown or accident during the travel period, the benefits of the roadside assistance of Nürnberger Versicherung apply. The 24-hour hotline of the roadside assistance service provider ALLYSCA Assistance can be reached at 0800/531-6666 within Germany and at 0049 911/531-6666 from abroad.

Overview of roadside assistance benefits (taking into account (7) and (8)):

On-site roadside assistance:

- Cost coverage for restoring roadworthiness by a breakdown assistance vehicle (including small parts carried and used) up to €200
- Towing costs (including luggage) up to €300, less the costs of on-site roadside assistance

Onward or return journey:

- The following travel costs are covered:
  - return journey from the damage location to the permanent residence in Germany
  - onward journey from the damage location to the destination (within the roadside assistance area of coverage)
  - return journey from the destination to the permanent residence
  - journey of one person from the residence or destination to the damage location in order to collect the repaired vehicle
- Reimbursement is made for distances under 1,200 km according to 2nd class rail costs; for longer distances up to the amount of 1st class rail costs including supplements or couchette costs
- Taxi costs are reimbursed up to max. €30

Overnight accommodation:

- Organisation and cost coverage for up to three overnight stays (max. €60 per night and person), provided that the vehicle is not roadworthy.
- If the "onward or return journey" benefit is claimed, only one overnight stay is covered.
- No entitlement to further overnight accommodation costs once the vehicle is roadworthy.

Rental car:

- Assistance with renting an equivalent vehicle.
- Cost coverage for up to seven days (max. €60 per day).
- Requirement: neither "onward or return journey" nor "overnight accommodation costs" are claimed.

(7) Entitlement of the Renter in the event of a breakdown or component failure:

(a) If the rented vehicle is roadworthy and continues to offer the possibility to sleep in it, there is no entitlement to reduction of rent or damages. However, VANTOPIA undertakes, within the scope of operational and technical possibilities, to support the Renter in continuing or ending the journey.

(b) Technical vehicle defect
(i) If repair and continuation of the journey are possible within 2.5 working days (Monday to Friday) from the damaging event, the Renter is obliged to continue the journey. If, despite a technical defect, the vehicle can be driven safely and return under its own power is unobjectionable, the Renter is obliged to return the vehicle. If the remaining travel time is shorter than the planned or necessary repair period, which does not exceed 2.5 working days, or if repair and continuation of the journey within 2.5 working days is not possible, the Renter may terminate the journey and the conditions under (6) and (7)(b)(iii) apply.

(ii) If repair and continuation of the journey are possible within 2.5 working days (Monday to Friday) from the damaging event and the Renter nevertheless wishes to terminate the journey prematurely, a return and administration flat rate of €500 is incurred.

(iii) Reimbursements per downtime/waiting day due to breakdown:

- By voucher: 100% of the individual vehicle daily rental price.
- Cash: 50% of the individual vehicle daily rental price or 100% for the full downtime days after involuntary termination of the journey if it cannot be continued under (7)(b)(i).

(c) Component failure
(i) In principle, there is no entitlement to reduction of rent, damages or reimbursement in the event of a component failure (e.g. failure of a cooker or failure of the refrigerator) that does not lead to complete

unusability. In such cases, however, VANTOPIA always endeavours to support the Renter within the scope of operational possibilities.

(ii) Demonstrable and documented financial losses due to such component failures, such as for purchased replacement devices (cooker or refrigerator) or necessary accommodation costs in the event of failure of the auxiliary heater at unreasonable outside temperatures, will be reimbursed by VANTOPIA. These reimbursements for demonstrably financial losses are generally offset against the return of the security deposit. Depending on the type and extent of the impairment of the planned use of the vehicle, VANTOPIA additionally reimburses part of the rental fees as a travel voucher. Regardless of the total duration of the relevant failure, the following rules apply:

- Minor cases: For minor restrictions that impair the comfort or function of the vehicle only minimally, VANTOPIA reimburses the costs of half a day of the booking-specific daily price.
- Moderate cases: For restrictions that noticeably affect the use of the vehicle but do not lead to complete unusability, VANTOPIA reimburses the costs of one day of the booking-specific daily price.
- Severe cases: For substantial impairments or complete unusability of the vehicle that significantly restrict the planned use, VANTOPIA reimburses costs in the amount of up to three days of the booking-specific daily price (depending on the individual case optionally also as a cash refund).

(8) In the event of an accident caused by the Renter, a flat-rate return and administration fee of €500 is incurred if the vehicle is not returned independently by the Renter, although it can be repaired within the waiting period described in (7) 2. within the remaining travel period. Reimbursements for downtime or waiting days are excluded in this case. The Renter remains free to prove that VANTOPIA incurred only lower effort and/or damage.

§ 17 Conduct in the event of theft, accident or other damage

(1) Any theft, accident or other damage must be reported to VANTOPIA without delay (no later than within 24 hours) after the occurrence of the damage event by telephone or in writing by e-mail.

(2) In the event of every accident, including an accident without the involvement of third parties, the police must be called without delay in order to have the circumstances of the accident, names and addresses of the parties involved, any witnesses to the accident, insurance details of the parties and holders, injuries to accident participants and property damage incurred documented by the police. The Renter must endeavour to obtain a copy of the police documentation. The Renter is prohibited from leaving the scene of the accident before completion of the police accident recording.

(3) The Renter is prohibited from acknowledging opposing claims or undertaking any other actions acknowledging damage and/or fault (such as unconditional payments).

(4) The Renter is obliged, without delay, to complete or have completed the template of the European Accident Statement provided by VANTOPIA with the vehicle documents (including a sketch of the course of the accident) and to submit a copy of it to VANTOPIA within 5 working days.

§ 18 Travel abroad

(1) The Renter is entitled to use the vehicle within the geographical boundaries of Europe.

(2) Before travelling abroad, the Renter is obliged to inform themselves about differing legal rules for the use of vehicles. In the event of damage abroad, the Renter is obliged to advance the necessary costs of damage handling. To the extent these are costs to be borne by VANTOPIA, they will be reimbursed to the Renter against proof of costs.

§ 19 Toll charges & low emission zones

All toll and registration fees incurred are borne by the Renter. The Renter is obliged, before entry, to inform themselves about any toll charges and low emission zones of the respective country of travel and, if necessary, to register accordingly in advance.

For travel to Sweden and/or Norway, the Renter is obliged to register at www.epass24.com before entry in order to pay toll charges incurred in these countries directly there. The registration number must be added subsequently after the Renter has taken over the vehicle from VANTOPIA. After leaving the country or no later than before return of the vehicle, the Renter is obliged to deregister themselves or the vehicle. If deregistration is omitted by the Renter, VANTOPIA reserves the right to charge an administration fee of €20.

If, when travelling to Portugal, routes are used on which the toll is collected electronically, the Renter is obliged to register in advance at www.portugaltolls.com or purchase a TollCard.

When travelling to France, the Renter is obliged to drive in official low emission zones only if an environmental sticker for the vehicle has been applied for independently and at the Renter's own expense in advance at https://www.certificat-air.gouv.fr/. The vehicle data required for registration will be provided by VANTOPIA upon request. https://www.certificat-air.gouv.fr/

In the event of non-compliance, all fees charged to VANTOPIA will be charged to the Renter plus VAT and plus an administration fee of €20.

§ 20 Termination

(1) Ordinary termination during the agreed term of the rental agreement is excluded.

(2) The right to terminate for good cause remains unaffected. A reason entitling VANTOPIA to extraordinary termination exists in particular in the event of a breach of the obligations listed in § 14 (2) of these GTC. Claims for compensation by the Renter are excluded in this case. VANTOPIA's claim to compensation for the damage incurred by VANTOPIA due to the Renter's breach of the obligations under § 14 (2) of these GTC remains unaffected. Good cause also exists if the booked vehicle is no longer available due to unforeseen circumstances and an equivalent replacement cannot be provided.

(3) In the event of extraordinary termination by VANTOPIA, the Renter is obliged to return the vehicle, including vehicle documents, all accessories and all vehicle keys, to VANTOPIA without delay at the agreed return location.

§ 21 Liability of the Renter

(1) Unless otherwise agreed below, the Renter and/or the driver are liable in accordance with the statutory provisions. Multiple Renters and/or drivers are jointly and severally liable.

(2) The Renter and the drivers included in the scope of protection of the insurance-contractual liability release are liable, in the event of damage to the vehicle as a result of accidents (i.e. by an event that suddenly acts directly from the outside with mechanical force) during the agreed rental period, up to the amount of the agreed excess (see § 16 Insurance coverage).

(a) The limitation of liability up to the amount of the agreed excess ceases to apply if the damage was caused by intent, gross negligence, alcohol- or drug-related unfitness to drive or leaving the scene of an accident. Notwithstanding the agreed limitation of liability, VANTOPIA will hold the Renter liable in the event of grossly negligent causation of damage by the Renter in a proportion corresponding to the severity of the fault up to the amount of the total damage, whereby the extent of liability in cases of gross negligence is determined analogously to § 81(2) VVG.

(b) The limitation of liability up to the amount of the agreed excess furthermore ceases to apply in the event of intentional breach of an obligation incumbent upon the Renter or driver, in particular pursuant to § 17 of these GTC. In the event of gross negligence with regard to the breach of obligation, VANTOPIA is entitled to reduce its obligation to release from liability in a proportion corresponding to the severity of the fault, whereby the extent of liability in cases of gross negligence is determined analogously to § 81(2) VVG. The preceding two sentences do not apply to the extent that the breach of the obligation was neither causal for the occurrence of the liability release event nor for the determination or extent of VANTOPIA's obligation to release from liability and the obligation was not breached fraudulently.

(c) Brake damage, operating damage and pure breakage damage are not considered accident damage within the meaning of the liability release. In these cases, the Renter is fully liable themselves.

(d) The limitation of liability also does not apply to damage caused by failure to observe the vehicle dimensions (in particular vehicle height, vehicle width or vehicle length), overloading of the vehicle, driving with insufficient oil or water level, over-revving the engine or by insufficiently secured or unsuitable cargo.

(e) The limitation of liability up to the amount of the agreed excess does not apply to all parts of the camping conversion of the Vehicles (e.g. furniture, kitchen appliances, lights, etc.) or to accessories that are not part of the basic equipment of the vehicle (e.g. awnings, pop-up roofs, roof tents, etc.). Also excluded are damages resulting from a gear shift error, misfuelling (fuel tank or water tank), improper use of the vehicle or driving on roads unsuitable for this purpose or unpaved roads.

(f) The limitation of liability to the agreed excess applies, irrespective of fault of the Renter, also to such damage caused by external influences and not controllable by the Renter, in particular glass and tyre damage (e.g. stone chips). This applies to the extent that no third party is liable for the damage.

(3) The Renter is fully liable for all violations of traffic and public order regulations and other statutory provisions.

(4) The Renter indemnifies VANTOPIA against all fines, warning fines, fees and other costs that authorities or other bodies assert against VANTOPIA due to violations of traffic and public order regulations and other statutory provisions.

(5) The Renter indemnifies VANTOPIA against all toll charges caused by journeys with the vehicle during the entire rental period.

(6) As compensation for the work incurred by VANTOPIA in processing damage caused by the Renter during the rental period as well as administrative offences, criminal offences or other breaches of statutory or contractual provisions, VANTOPIA reserves the right to charge the amounts specified in § 23 as liquidated damages unless the Renter proves that VANTOPIA incurred only lower effort and/or damage.

(7) The Renter is obliged, before travelling to regions with extreme climatic conditions (e.g. extreme cold), to inform themselves about specific requirements regarding tyres, lubricants and fuels. The Renter must coordinate this with VANTOPIA and, if applicable, obtain express permission for this region to be driven in with the vehicle. For damage resulting from frost exposure, the Renter is fully liable; the limitation of liability is lifted in these cases. This applies in particular to damage to the vehicle conversion, but also to damage to the vehicle itself insofar as this was caused by temperatures below -15° Celsius.

(8) The Renter is liable for consequential damage and further costs, e.g. for replacing a second tyre on the same axle, for damaged rims or for failure to comply with technical regulations (e.g. those relevant to maintaining road approval).

(9) If a car parking space is booked, VANTOPIA stores the vehicle key of the Renter's vehicle in the locked key safe. On the day of return, VANTOPIA deposits the vehicle key in one of the key safes on the company premises. This can be opened with a code that was communicated to the Renter in advance. VANTOPIA assumes no liability for the vehicle.

§ 22 Liability of VANTOPIA

(1) VANTOPIA is liable for intent and gross negligence. Furthermore, VANTOPIA is liable for negligent breach of obligations whose fulfilment makes proper performance of the contract possible in the first place, whose breach endangers achievement of the contractual purpose and on whose compliance the Renter may regularly rely. In the latter case, however, VANTOPIA is liable only for foreseeable damage typical of the contract. VANTOPIA is not liable for slightly negligent breach of obligations other than those stated in the preceding sentences. The above exclusions and limitations of liability do not apply in the event of injury to life, body or health. Liability under the Product Liability Act remains unaffected. Strict liability for initial defects of the rental object pursuant to § 536a(1), 1st case BGB is excluded.

(2) Data communication via the internet cannot, according to the current state of technology, be guaranteed to be error-free and/or available at all times. VANTOPIA is not liable in this respect for the constant and uninterrupted availability of VANTOPIA's website and the customer access to the booking portal.

(3) All exclusions and limitations of liability also apply to the personal liability of VANTOPIA's employees and representatives.

§ 23 Administrative fees for culpable breaches of obligation

Refilling the fuel tank	one-off charge €30 + fuel
Processing of toll charges	one-off charge €20 + toll charges
Replacement of the vehicle registration certificate in the event of loss	one-off charge €100
Replacement of the remote key in the event of loss	one-off charge €300
Emptying the toilet cassette	one-off charge €100

Missing or incorrect gas cylinder (Traveler, Traveler Compact, Cruiser)	one-off charge €59
Removal of odour impairment (in particular due to non-compliance with the smoking ban)	one-off charge €300
Cleaning in the event of excessive soiling (e.g. soiling of the upholstery)	charged according to effort (€70/hour)
Processing of parking tickets or other breaches of statutory or contractual provisions	charged according to effort (€70/hour)
Repair and restoration work	charged according to effort (€110/hour)
delayed return	€25 per commenced hour
delayed handover	€25 per commenced hour
Contractual penalty in the event of non-compliance with the obligations of the Renter set out in §17 of the GTC in the event of an accident	€500

§ 24 Final provisions, notice regarding online dispute resolution (ODR)

(1) Amendments and additions to these GTC should be made in text form in order to avoid uncertainties or disputes between the parties about the respective agreed contractual content.

(2) If the Renter had their residence or habitual residence in Germany when concluding the contract and either moved it out of Germany at the time the action is brought by VANTOPIA or the residence or habitual residence is unknown at that time, the place of jurisdiction for all disputes is the registered office of VANTOPIA GmbH in Hamburg or VANTOPIA München GmbH in Unterschleißheim.

(3) We point out that, in addition to ordinary legal recourse, there is in principle also the possibility of out-of-court dispute resolution pursuant to Regulation (EU) No. 524/2013. Details can be found in Regulation (EU) No. 524/2013 and on the online dispute resolution platform (ODR) provided by the European Commission at the internet address: http://ec.europa.eu/consumers/odr. The e-mail address of

VANTOPIA GmbH is info@vantopia.de. Pursuant to § 36 VSBG, we point out that we are not obliged and are not willing to participate in an out-of-court dispute resolution procedure before a consumer arbitration board.http://ec.europa.eu/consumers/odrinfo@vantopia.de

§ 25 Amendments to the GTC

(1) VANTOPIA reserves the right to amend these GTC and the price list at any time with effect for the future, provided that the amendments are reasonable for the customer.

(2) Amendments to the GTC will be announced to the customer in writing, by e-mail and/or in another suitable manner. The amendments are deemed approved and binding for an existing contractual relationship upon entry into force if the customer does not object in writing or by e-mail. VANTOPIA will specifically draw the customer's attention to this consequence when announcing amendments. The customer's objection must be sent to VANTOPIA within two weeks after announcement of the amendments. In the event of a timely objection, VANTOPIA is entitled to terminate the user contract with immediate effect.