

SPECIAL TERMS AND CONDITIONS FOR CITYBEE LONG-TERM CAR RENTAL

These Special Terms and Conditions for CityBee Long-Term Car Rental (hereinafter referred to as the **Special Terms and Conditions**) establish the procedure for providing long-term car rental by **SIA "CityBee Latvija"** (hereinafter referred to as the **Company**), as well as the rules for car reservation, delivery, rental, and use. By reserving a car and using CityBee long-term car rental, the Company's client (hereinafter referred to as the **User**) undertakes to comply with these Special Terms and Conditions, the familiarity with which is confirmed by the User in the Company's mobile application (hereinafter referred to as the **Mobile App**) prior to car reservation.

In these Special Terms and Conditions, CityBee long-term car rental is defined as a car rental lasting from 7 days to 6 months with the possibility of extending this term, excluding service packages/plans offered by the Company the use of which is not regulated by these Special Terms and Conditions.

The following definition of CityBee long-term car rental shall apply to reservations made on or after September 14, 2026:

"In these Special Terms and Conditions, CityBee long-term car rental is defined as a car rental lasting up to 6 months, excluding service packages/plans offered by the Company the use of which is not regulated by these Special Terms and Conditions."

1. Rental Conditions

1.1. To use the CityBee long-term car rental service, a person must have created an account (hereinafter referred to as the **Account**), as defined in the CityBee Terms of Service published in the Mobile App and on the Company's website (hereinafter referred to as the **Website**) at <https://citybee.lv/en/terms-of-services/> (hereinafter referred to as the **Terms**), and must have completed all mandatory actions required for car rental as specified in the Terms. Regarding Users who are legal entities, the terms of the Vehicle Rental and Service Agreement signed between the legal entity and the Company shall also apply.

1.2. When renting a car according to the procedure established in these Special Terms and Conditions, the User must comply with the provisions of these Special Terms and Conditions and the Terms, information provided on the Website, in the Mobile App, and in the Account, including the pricelist published at <https://citybee.lv/en/pricelist/> (hereinafter referred to as the **Pricelist**), and other specific car reservation conditions.

1.3. **Car Reservation.** The car shall be reserved using the Mobile App. The car may be reserved:

- 1.3.1. on the same day, by selecting a car that is vacant at the time of reservation;
- 1.3.2. on a selected rental start date, but no earlier than 24 hours before the desired rental start date.

The car reservation and its conditions (start of rental, duration of rental, the rented car, rental price, etc.) shall be visible to the User in their Account within the Mobile App. This information is an integral part of the rental agreement.

1.4. **Cancellation of Reservation.** The User may start using the car during the reservation time indicated in the Mobile App, which begins from the moment of reservation confirmation, or cancel the reservation free of charge during this time. If, during the car reservation, the User indicated that they wish to rent the car not immediately but from a selected date, the User shall have the right to cancel the car reservation no later than 24 hours before the car rental start date. If the reservation is cancelled less than 24 hours before the car rental start date, a reservation cancellation fee as specified in the Pricelist shall apply.

1.5. **Rental Term.** The rental term for a car rented under the procedure described in these Special Terms and Conditions shall be from 7 days to 6 months, with the possibility of extending this term by performing the actions specified in the Mobile App.

The following wording of Clause 1.5 of Special Terms and Conditions shall apply to reservations made on or after September 14, 2026:

“1.5. Rental Term. *The rental term for a car rented under the procedure described in these Special Terms and Conditions shall be up to 6 months.”*

1.6. **Fuel.** The User shall pay for the fuel used during the rental period (fuel shall not be included in the rental price). At the end of the rental, the User must return the car with the same or a higher fuel level than when it was received. If the car is returned with less fuel, the User must reimburse the refuelling costs and pay a refuelling administration fee as specified in the Pricelist. For the sake of clarity, the provisions of Clauses 5.16 – 5.19 of the Terms regarding refuelling vehicle's fuel tank do not apply for long-term rental.

1.7. **Parking.** The car parking fee shall not be included in the rental price; the User shall pay for the car parking. During the long-term rental period, the User has the right to park the car in a place of his choice (as long as this does not contradict the legal acts of the Republic of Latvia). The requirements of Clauses 5.9 - 5.12 of the Terms regarding parking areas apply only at the moment of returning the car.

1.8. **BeeChill.** During the car reservation, the User shall have the right to choose to pay the BeeChill fee and receive the protection it provides during the rental period, as described in Clause 1.9 of the Special terms and Conditions and the Pricelist. If the User chooses to apply the BeeChill protection, a BeeChill fee of the amount indicated next to the car rental price during reservation shall be paid. The User can only purchase BeeChill protection at the time of the car reservation.

1.9. **Liability.** If the User chooses to pay the BeeChill fee and damages the car or causes other damage to the Company during a traffic accident where the User is at fault, the Company shall assume all losses incurred due to such an event, except for the exceptions specified in Clause 7.17 of the Terms. If the User chooses not to pay the BeeChill fee, the protection it provides shall not apply; therefore, in the event of car damage or other damage to the Company during a traffic accident where the User is at fault, the User shall reimburse the Company for the amount of losses caused by such an event, not exceeding EUR 1,000, and the Company shall assume all remaining losses exceeding EUR 1,000. If the damage caused to the Company by the User due to such an event is less than the specified EUR 1,000, the User shall reimburse the Company for the actual amount of losses accordingly. Cases where the BeeChill protection and the aforementioned EUR 1,000 limit do not apply, and the User must compensate for the full damage, shall be specified in Clause 7.17 of the Terms.

1.10. **Multiple Drivers.** The User shall have the right, in the User's name and at the User's expense, to grant the temporary possession and use of the car to other natural persons who hold a valid driver's licence in Lithuania and/or the European Union. The User shall be responsible for ensuring that the persons granted the temporary right to drive and use the car hold a valid driver's licence during the time of use. Having granted the temporary possession and use of the car to other natural persons, the User shall remain responsible for the proper operation and use of the car, and the proper fulfilment of these Special Terms and Conditions and the Terms and shall compensate for all losses of the Company incurred after the User transferred the use and possession of the car to another natural person. For clarity, the prohibition set forth in the Terms against handing over the car for other persons to drive does not apply in the case of a long-term rental.

1.11. **Mileage.** Throughout the rental period, the User must comply with the car mileage limits for the rental term indicated in the Mobile App next to the car description. If the mileage is exceeded, the User shall pay the price for the additional kilometres as specified in the Mobile App.

1.12. **Rental Price.** The long-term rental price for each car shall be indicated in the Mobile App next to the car description.

1.13. **Car Maintenance.** If technical maintenance, inspection, and/or repair (including tire changes) of the car is required during the rental period, the work shall be performed at a time coordinated between the User and the Company. The costs of these works shall be covered by the Company, except for the cases specified in Clause 1.9 of the Special Terms and Conditions.

2. Car Delivery and Payment for Services

2.1. If, during the car reservation, the User indicates that they wish to rent the car not immediately but from a selected date, the User shall have the option to specify an address in the Mobile App where the Company must deliver the car. If delivery is selected, the Company shall deliver the car on the day, time, and to the address specified by the User. Car delivery shall be available if the reservation is submitted no earlier than 24 hours before the rental start date.

The following wording of Clause 2.1 of Special Terms and Conditions shall apply to reservations made on or after September 14, 2026:

"2.1. If, during the car reservation, the User indicates that they wish to rent the car not immediately but from a selected date, the User shall have the option to specify an address in the Mobile App where the Company must deliver the car. If delivery is selected, the Company shall deliver the car on the day, time, and to the address specified by the User. A delivery of the car may be subject to an additional fee, as indicated in the Mobile App. Car delivery shall be available if the reservation is submitted no earlier than 24 hours before the rental start date."

2.2. The car reservation shall be activated: (1) at the Company's initiative upon delivery of the car at the time and address specified by the User, or (2) after the User arrives at the car collection point and performs the actions specified in the Mobile App.

2.3. The moment of car reservation activation (including activation at the Company's initiative) shall be considered the beginning of the rental term.

2.4. Payment for the car rental shall be made at the start of the rental term (at the moment of reservation activation) by debiting funds from the account of the payment card (hereinafter referred to as the **Payment Card**) added to the User's Account. When reserving a car, the User shall choose, where available: (1) to pay the **full rental price** and additional fees (e.g., BeeChill) in advance, or (2) to pay in **instalments** according to the payment schedule provided in the Mobile App. At the time of reservation activation, the full rental price or the first rental instalment shall be debited. In the event of reservation activation at the Company's initiative, the Company attempts to debit the said funds from the Payment Card account several times within one hour. If the attempt to debit the said funds from the Payment Card account is unsuccessful, the car reservation shall not be activated.

2.5. After the car reservation is activated, the User may start using the car, which is unlocked by logging into the User's Account in the Mobile App. Before driving the car, the User must inspect and check it for any malfunctions and/or defects, and if any are present, inform the Company. If the User fails to fulfil the obligation to report the defects, it is presumed that all subsequently identified car damages occurred while the User was using the car, and the User is liable for them in accordance with the conditions set out in Clauses 1.8 - 1.9 of the Special Terms and Conditions. If the User has opted for the BeeChill protection, the rule regarding the recording of defects does not apply to them – in such a case, the User is only obliged to inspect the vehicle, assess whether there is any major damage, and ensure that it is safe to participate in traffic with the vehicle. Having purchased the BeeChill protection, the User will not be held liable for damage in accordance with the terms of provision of the BeeChill protection as set out in Clauses 1.8 – 1.9 of the Special Terms and Conditions.

2.6. If the car reservation is not activated on the day of car delivery/collection due to the User's fault (e.g., in the situation specified in Clause 2.4 of the Special Terms and Conditions or if the User fails to arrive at the collection point to pick up the car, etc.), the reservation shall be cancelled at the Company's initiative, and a reservation cancellation fee as specified in the Pricelist shall apply.

2.7. If the User chooses to pay for the car rental according to the payment schedule provided in the Mobile App, payments shall be made at the intervals specified in the payment schedule by debiting the amounts from the Payment Card's account. If the attempt to debit funds is unsuccessful and/or if there is a shortage of funds in the Payment Card's account, the User must settle the payment for the services provided no later than the payment date specified in the payment schedule.

2.8. If the User fails to pay for the services in accordance with the procedure established in the Special Terms and Conditions, the Company shall have the right to: (1) block the use, unlocking, and/or starting of the car until the User pays for the car rental; (2) retrieve and return the car to its possession with or without the participation of the User or their representative (if necessary, involving competent authorities and service providers); (3) report the illegal misappropriation of the car to the police; (4) take other actions specified in Chapters 9 and 10 of the Terms.

3. End of Rental and Return of the Car

3.1. The User shall have the right to unilaterally terminate the car rental before the expiry of the rental term by performing the actions specified in the Mobile App. In the event of early unilateral termination of the rental at the User's initiative when the rental period is 30 days or less, the paid rental fee shall not be refunded to the User. If the User unilaterally terminates the rent before the end of the rental term, when the rental period is 31 days or longer, the User will not be refunded the rent paid for the current month., e. g., the rental period is from May 5 to July 5, the User wishes to terminate the rental from May 25 and has paid for the entire rental period in advance, the User is refunded the rental fee for the period from June 1 to July 5, but the rental fee paid for May is not refunded.

3.2. Upon expiry of the rental term or upon termination of the rental before the end of the rental term, the User undertakes to return the car to the Company no later than on the last day of the rental term. If the User fails to return the car, they undertake to pay the short-term car rental price specified in the Mobile App.

3.3. The User shall return the car in accordance with the procedure established in the Terms. The car must be returned in the condition specified in the Terms.

3.4. Upon return of the car, it shall be inspected by a representative of the Company, and if any defects are identified, they shall be recorded in photographs and/or video material. Until the inspection of the car is completed, the car is not rented to other customers of the Company. The User undertakes to reimburse the Company for all expenses related to the elimination of defects in the returned car that exceed normal wear and tear. The amount of damage caused to the car and the amount to be reimbursed shall be determined in accordance with the procedure established in Clauses 1.8 and 1.9 of the Special Terms and Conditions and the Terms.

3.5. If the User wishes to extend the car rental, they must perform the actions in the Mobile App. Extension of the car rental term is possible only if (1) the rental term has not expired and (2) the User has paid all mandatory rent payments. The Company shall have the right not to extend the car rental after evaluating whether the User has properly and timely fulfilled their obligations during the rental term, whether the condition of the car is suitable for further rental, etc.

The following wording of Clause 3.5 of Special Terms and Conditions shall apply to reservations made on or after September 14, 2026:

“3.5. If the User wishes to extend the car rental, provided that such an option is available in the Mobile App, they must perform the required actions in the Mobile App. Extension of the car rental term is possible only if (1) the rental term has not expired and (2) the User has paid all mandatory rent payments. The Company shall have the right not to extend the car rental after evaluating whether the User has properly and timely fulfilled their obligations during the rental term, whether the condition of the car is suitable for further rental, etc.”

4. Final Provisions

4.1. The Company shall have the right to unilaterally terminate the car rental by giving 1 day notice if the User is more than 2 days late with the car rental payment. The car rental can also be terminated under the terms and procedure established in Section 10 of the Terms and in accordance with the notice period set out in this clause. Additionally, the Company shall have the right to apply temporary protective measures to the User as provided in Section 9 of the Terms.

4.2. In the event of the termination of the car rental as specified in Clause 4.1 of the Special Terms and Conditions, the rental fee paid by the User for the entire rental period shall be refunded to the User, subject to the conditions outlined in Clause 3.1 of the Special Terms and Conditions.

4.3. All other long-term car rental conditions not defined in these Special Terms and Conditions shall be established in the Terms, to the extent appropriate according to the context, sense, and meaning. The provisions of the Terms and the Pricelist defining the User's liability apply to the extent that the User's liability is not otherwise defined by these Special Terms and Conditions.

4.4. In the event of any conflict or inconsistency between these Special Terms and Conditions and the Terms, the provisions of these Special Terms and Conditions shall prevail.

4.5. The Company hereby reserves the right to change the long-term car rental conditions and procedures established in the Special Terms and Conditions at any time by announcing it on the Website and/or the Mobile App; the changes take effect from the moment of announcement. In respect of a car reservation already activated (rental started), the version of the Special Terms and Conditions that was in effect at the moment of reservation activation shall apply.

The Special Terms and Conditions were approved on 27 May 2026.

The Special Terms and Conditions were updated and are valid from 14 September 2026.
