

SPECIAL TERMS AND CONDITIONS FOR CITYBEE LONG-TERM CAR RENTAL

These Special Terms and Conditions for CityBee long-term car rental (hereinafter – the “**Special Terms**”) establish the procedure for the provision of long-term car rental services by Citybee Eesti OÜ (hereinafter – the “**Company**”), as well as the rules for car reservation, delivery, rental, and use. By submitting a reservation request and using CityBee long-term car rental services, the Company’s client (hereinafter – the “**User**”) undertakes to comply with these Special Terms.

Long-term CityBee car rental under these Special Terms is defined as a car rental lasting not less than 7 days and not more than 6 months, except travel packages, offered by the Company, the use of which is not regulated by these Special Terms.

1. Reservation Request

1.1. In order to use the CityBee long-term car rental service (hereinafter – the “**Service**”), a person must have created an account (hereinafter – the “**Account**”) as defined in the CityBee Terms of Services published at <https://citybee.ee/> (hereinafter – the “**Terms**”) and must have completed all mandatory actions required for car rental as specified in the Terms. With regard to Users that are legal entities, the terms of the car rental and service provision agreement concluded between the legal entity and the Company shall also apply.

1.2. Before starting to use CityBee long-term car rental, the User must complete and submit a reservation form (hereinafter – the “**Reservation Form**”) on the Company’s website at www.citybee.ee/pikaajaline (hereinafter – the “**Website**”).

1.3. Completion and submission of the Reservation Form shall be deemed a request by the User for long-term car rental and shall not in itself create an obligation for the Company to grant the User the right to rent a car. The Reservation Form shall be reviewed and the reservation confirmed in accordance with the procedure set out in Section 2 of these Special Terms.

2. User Identification and Reservation Confirmation

2.1. Upon receipt of the Reservation Form, the Company contacts the User using the contact details provided in the Reservation Form to verify the User’s identity (to confirm that the request was submitted on behalf of the indicated User, that the User has an Account, etc.) and the accuracy of the information provided.

2.2. The Service reservation shall be deemed confirmed only after the Company has carried out the verification referred to in Clause 2.1 of these Special Terms and has sent a Service reservation confirmation to the User by email.

2.3. The Company shall not approve a Service reservation request if the Reservation Form contains incomplete or insufficient information; and/or if it is not possible to verify the User’s identity based on the data provided; and/or if the person submitting the Reservation Form does not meet the requirements for receiving the Service set out in these Special Terms and/or the Terms; and/or if the Company is unable to provide the requested car model under the conditions specified in the Reservation Form.

3. Rental Conditions

3.1. **Rental term.** The rental term of the car rented under these Special Terms shall be from 7 days to 6 months.

3.2. **Service order deadline.** A request for the Service may be submitted no later than 24 hours before the desired car rental start date.

3.3. **Fuel.** Fuel used during the rental period shall be paid for by the User (fuel is not included in the rental price). The car shall be delivered to the User with a full fuel tank. At the end of the rental period, the User must return the car with a full fuel tank. If the car is returned with less fuel, the User shall reimburse the fuel refilling costs calculated based on the retail fuel price of the Circle K fuel station network and shall pay EUR 30 fuel refilling administration fee. The Company and the User can agree that a car shall be delivered to the User not with a full fuel tank, in this case User must return the car to the Company with the same fuel level the User received the car.

3.4. **Parking.** Parking is not included in the rental price. Parking costs shall be borne by the User.

3.5. **“BeeChill”.** When completing the Reservation Form, the User has the right to choose whether the “BeeChill” fee shall be applied during the rental period and whether the protection provided by “BeeChill” shall apply, as specified in the CityBee price list (hereinafter – the **“Price List”**). If “BeeChill” protection is selected, a “BeeChill” fee of EUR 5 per day shall apply and shall be payable for the entire rental period. “BeeChill” cannot be cancelled or purchased during the active Service reservation.

3.6. **Liability.** If the User chooses not to pay the “BeeChill” fee, the protection provided by it shall not apply. In such case, if the car is damaged during a traffic accident or other damage is caused to the Company and the User is at fault, the User shall compensate the Company for losses caused by such incident up to a maximum amount of EUR 1,000. The Company shall bear all remaining losses exceeding EUR 1,000. Where the damage caused does not reach EUR 1,000, the User shall compensate for the actual amount of losses. Cases where the EUR 1,000 limit does not apply are specified in Clause 7.17 of the Terms.

3.7. **Multiple drivers.** The User has the right, in the User’s name and at the User’s expense, to allow other natural persons holding a valid driving license in Estonia and/or the European Union to temporarily drive and use the car. The User is responsible for ensuring that such persons hold a valid driving license during the period of use. By granting such rights, the User remains fully responsible for proper use of the car and for all losses incurred by the Company.

3.8. **Mileage.** The User must comply with the mileage limits applicable to the rental period as specified on the Company’s Website in the car description. In the event of exceeding the mileage limit, an additional fee of EUR 0,15 per km shall apply.

3.9. **Rental price.** The long-term rental price for each car is indicated on the Company’s Website in the relevant car description.

3.10. **Maintenance of the car.** If maintenance, inspection and/or repair of the car (including change of the tires) is required during the rental period, the User informs the Company and agrees on the time for the work to be completed. The costs are covered by the Company, except as specified in Clause 3.6 of these Special Terms.

4. Car Delivery and Payment for the Services

4.1. The Company, having confirmed the Service reservation and informed the User accordingly, shall deliver the selected car to the User on the specified date, time, and address.

Upon delivery of the car, the Service reservation shall be activated.

4.2. Activation of the Service reservation shall be deemed the start of the rental period.

4.3. Payment for the Services shall be made at the start of the rental period (upon activation of the reservation) by paying the full amount for the entire rental period in advance. Upon activation of the Service reservation, the full amount of the rental fee and any additional charges specified in these Special Terms (if applicable) shall be charged to the payment card added to the User's Account (hereinafter – the “**Payment Card**”). If the said amount cannot be charged to the Payment Card, the Service reservation shall not be activated.

4.4. Upon activation of the Service reservation, the User may begin using the car, which is unlocked by logging into the User's Account in the CityBee mobile application and by choosing a relevant command in the mobile application (hereinafter – the “**Mobile Application**”).

4.5. The User has the right to unilaterally cancel the Service reservation no later than 24 hours prior to the delivery of the car to the User. If the cancellation is made later than 24 hours prior to delivery, a reservation cancellation fee of EUR 30 shall apply.

5. User Obligations and Liability

5.1. When renting a car in accordance with the procedure set out in these Special Terms, the User must comply with these Special Terms, the provisions of the Terms, and the information provided on the Company's Website, in the Mobile Application, and in the Account, including the Price List and other specific car reservation conditions. With regard to Users that are legal entities, the terms of the car rental and service provision agreement concluded between the legal entity and the Company shall also apply.

5.2. The provisions of the Terms and the Price List defining the User's liability shall apply insofar as the User's liability is not otherwise regulated by these Special Terms.

6. End of Rental and Return of the Car

6.1. The User has the right to unilaterally terminate the car rental before the expiry of the rental term by notifying the Company 3 days in advance and by ending the rental using Mobile Application. If the rental is unilaterally terminated during the current rental month before its end, the rental fee for that month shall not be refunded to the User, for example: (1) where the rental term is 1 month and the User terminates the rental 2 weeks after the start of the rental, the rental fee for that month is not refunded; (2) where the rental term is 3 months and the User terminates the rental 2 weeks after the start of the rental, the rental fee paid for the remaining 2 months shall be refunded to the User. If the rental period is less than 1 month, the rental fee is not refunded.

6.2. Upon expiry of the rental term or upon early termination of the rental prior to the end of the rental term, the User undertakes to return the car to the Company no later than the last day of the rental term by ending the rental using Mobile Application.

6.3. The User shall return the car in accordance with the procedure set out in the Terms. The car must be returned in the condition specified in the Terms.

6.4. On the day of return, the car shall be inspected by a representative of the Company, which, upon identifying any defects of the car, shall record them by photographs and/or video materials. The User undertakes to compensate the Company for costs related to the elimination of defects of the returned car that exceed normal wear and tear. The amount of damage caused to the car and the amount to be compensated shall be determined in accordance with the rules set out in Clauses 3.5 and 3.6 of these Special Terms and in accordance with the procedure set out in the Terms.

6.5. At the end of the rental period, the User must return the car with a fuel tank as specified in Clause 3.3 of these Special Terms.

6.6. If the rental term has expired and the User delays the return of the car by more than 1 day, a EUR 28 fee shall be charged for each calendar day of delay. The Company shall also have the right to take the actions provided in Clause 8.21 of the Terms.

6.7. If the User wishes to extend the car rental, the User must notify the Company by email at info@citybee.ee at least 24 hours prior to the end of the rental term during Company's working hours (Monday – Friday from 8 to 22 h; Saturday – Sunday from 10 to 20 h). The Company has no obligation to extend the car rental and shall assess each request individually, considering, inter alia, whether the User has duly and timely fulfilled their obligations during the rental period and whether the condition of the car is suitable for further rental. The extended rental price is set by the Company and offered to the User. The car rental is considered extended when the Company sends confirmation to the User by email.

7. Final Provisions

7.1. The Company has the right to terminate the car rental under the conditions and in accordance with the procedure set out in Chapter 10 of the Terms.

7.2. All other long-term car rental terms and conditions not defined in these Special Terms shall be governed by the Terms, insofar as appropriate considering the context, purpose, and meaning.

7.3. The Company reserves the right to amend the long-term car rental terms and conditions set out in these Special Terms at any time by publishing the relevant changes on its Website and/or in the Mobile Application. In all cases, with respect to Service reservations already activated (rentals already commenced), the version of the Special Terms in force at the time of reservation activation shall apply. In the event of an extended rent, the provisions of the version of the Special Terms that was in effect at the time of the extension shall apply.

7.4. Any and all disputes and disagreements between the parties shall be resolved in accordance with the procedure established in the Terms.

These Special Terms are valid from 20th of January 2026.
