

## Dear Limo Customer,

We would like to inform you that with effect from **22 March 2023**, we are amending the General Terms and Conditions of MOL Limitless Mobility Ltd.

During the amendment, the General Terms and Conditions for Users (GTC) and the special General Terms and Conditions (Business GTC) applicable to Corporate Customers and Business Users beyond the GTC were restructured. The GTC and the Business GTC can be found in a separate document, their wording has also been updated and arranged for easier understanding and transparency. In addition, Annex 3, the Tariff, and Annex 4, the List of Dedicated Parking Spaces, have been modified.

Legal documents related to the service are available on the MOL Limo website: <https://www.mollimo.hu/hu/legal>

Here are the main changes:

### **A more predictable pricing scheme has been introduced**

From **22 March 2023**, our current pricing structure will change, replacing the current, mainly time-based pricing with a time and kilometre-based pricing.

To help our customers understand the new pricing, please refer to the examples in the Tariff (Annex 3)

### **Airport zone fees have been reduced**

If the customer starts and ends the rental at Liszt Ferenc International Airport, in the Holiday Parking spaces dedicated to Limo, he/she will pay airport zone fee. This fee will be reduced as of 22 March 2023 to HUF 1,990 in case of closing the rental and to HUF 0 in case of starting rental in the Airport Zone.

### **Penalty changes for your safety**

With effect from 22 March 2023, the following penalty rates will increase for the sake of better proportion of responsible drivers.

- Penalty for driving under the influence of alcohol, drugs or medicinal products - HUF 350 000 (Annex 3: Tariff)
- Handing over the vehicle to unauthorized person - HUF 350 000 (Annex 3: Tariff)
- Penalty in case of delaying the insurance administration - HUF 350 000 (Annex 3: Schedule of fees)

## **Changes concerning compensation for damages**

The conditions for damage compensation will be amended with effect from 22 March 2023, with the compensation payable being 10% of the total amount of the damage, but at least HUF 350 000. If the value of the damage is lower than the minimum compensation, only the actual repair costs will continue to be payable. Of course, if the accident is not the fault of the Limo client, this still does not apply to you! (Clause 16 of the GTC)

## **The BMW i3 and Hyundai Kona have been withdrawn from the fleet**

Based on market feedback from users and operational experience, we have replaced these models with longer-range hybrid Toyota Yaris.

Further changes, which we would like to draw your attention to:

## **Changes concerning the termination of a framework agreement**

The Framework Agreement is concluded for an indefinite period of time, both parties are entitled to terminate it without giving any reason, subject to 2 weeks' notice in accordance with clause 17 of the GTC. In the case of a Monthly Subscriber, the Framework Agreement shall terminate at the end of the relevant calendar month.

The Framework Agreement can also be terminated by LIMO with immediate effect, these cases are detailed in section 17.2 of the GTC:

- in cases of serious breach of contract as specified in the GTC;
- in the cases specified in clause 16.1 of the GTC, where the User must compensate for the total damage to the vehicle;
- the User's conduct or statement is detrimental to the reputation and business integrity of the Service Provider;

- the User makes obscene, abusive or rude statements about the Service Provider or MOL LIMO colleagues or the Service during a conversation or correspondence with the Customer Service;
- the User is in arrears with payments due or is subject to a Payment Order procedure;
- fails to cease the breach of contract despite of written warning, or fails to remedy damages resulting from the breach of contract without delay

Should You further use the Service after GTC was changed, this will be considered as Your acceptance of the GTC with the amended rules. In case You do not want to further use the Service, You are entitled to request the deletion of Your User Account and thus terminate without the need for justification the Framework Agreement concluded for the usage of the Service. The Framework Agreement shall terminate with the deletion of Your User Account. The termination request may be sent via e-mail, or via post with registered mail to the following address:

Via e-mail to: [info@mollimo.hu](mailto:info@mollimo.hu)

Via post to: MOL Limitless Mobility Kft. (1117 Budapest, Dombóvári út 28.)

You can also get information about the changes on our [website](#): at the [info@mollimo.hu](mailto:info@mollimo.hu) e-mail address or you can call our Customer Service at +36 1 776 7176