

USER GUIDE

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1. INTRODUCTION

Ibilkari makes available to its User Members, hereinafter the user, a fleet of vehicles for use and enjoyment during a specified time through the Car sharing system.

Being a user will allow you to have a car by the hour of your choice and according to availability at the time of booking. The term 'you' refers to the user or viewer of our website.

You can book from one hour to several days online www.ibilkari.com or by phone calling +34 689 514 885 at our Customer Service Office. You will only have to sign a single contract when registering that will allow you to rent the car when you need it quickly and easily.

For this simple system works correctly, it is very important that you know the mechanisms for using the service, which are included in this User Guide.

If you have any questions, please contact us through our Customer Service Office at info@ibilkari.com or by calling the telephone number indicated above, Monday to Friday from 9:00 to 17:00 hours, which we will be happy to assist you.

2. REGISTRATION OF USER

Anyone over 25 years of age, who has a valid national driving licence in the European Economic Area or Switzerland; in the United Kingdom (with no more than six (6) penalty points); and all Other Countries (with photograph and a valid international driving permit), with at least 2 years licensed driving experience.

If you come from other countries, you must present a valid International Driving Licence (in addition to a photograph) or, a licence that is written in Spanish or accompanied by an official translation made by the sworn interpreters, by the Spanish consuls abroad, by the consuls in Spain of the country that issued the licence, or by a body or entity authorised for this purpose. These documents must be accompanied by a driving licence from the country of origin, which must be at least 2 years old.

In the case of possessing a Residence Permit and once the period of six months has elapsed, counted from the date of obtaining the standard Residence in Spain, it will be necessary to exchange or replace the driving licence for the Spanish equivalent.

Likewise, in the event that it is not possible to obtain a driving licence, due to the absence of an agreement with the country of origin, a new Spanish driving licence must be obtained

Registering is very easy and you can do it in a few minutes by one of these ways:

- Filling out the form on our website www.ibilkari.com
- By email at info@ibilkari.com
- Calling us at +34 689 514 885 - Customer Service Office (Monday to Friday from 9:00 to 17:00 hours)

Registration means the payment of the monthly fee, application fee and deposit, as detailed in the General Conditions and the tacit acceptance of this document (User Guide).

3. NECESSARY DOCUMENTATION

To sign up, you just have to send us the following documentation:

- ✿ Copy of driving license in the European Economic Area or Switzerland; in the United Kingdom (with no more than six (6) penalty points); and all Other Countries (with photograph and a valid international driving permit).
- ✿ Copy of DNI, NIE or passport. If you provide a Residence Permit, you must prove that a maximum period of six month has not elapsed since you acquired Permit in Spain.
- ✿ You must provide a credit/debit card with which will make payments for the use of the service.

3.1. If the user is not the account holder

If you are not the account owner, you must provide an authorization document signed by the account holder.

4. THE RESERVATION

In order to book the vehicle, it will be necessary to pay € 100 as a deposit, which will be returned at the end of the contract and once the amounts that may be pending regularisation have been paid.

The amount of the deposit will be applied within the period of time following the registration of the interested party.

To use the service, we advise you to plan your trip and book in advance.

4.1. Basic instructions

Reserve 24 hours:

- ✿ Through www.ibilkari.com website or the Ibilkari mobile application: by entering your personal identifier and password.
- ✿ By phone Monday to Friday from 9:00 to 17:00 hours at our Customer Service Office number: +34 689 514 885.

You must provide us with the following information:

- Your user name.
- Determine the duration of the reservation.
- Indicate the car park where you want to go to pick up the vehicle.
- Choose the type of vehicle.

4.2. Reservation period

The vehicle can only be used during the reservation period.

Reservations can be made for periods of 30 minutes, the minimum reservation duration being 1 hour.

Reservations always start on the hour or from the average.

The time of use of the vehicle is counted from the beginning of the reservation until it ends and the doors are locked with the Ibilkari mobile application.

The calculation of the kilometres travelled begins and ends in the parking lot where the vehicle is collected and returned.

4.3. Vehicle allocation

Vehicles are assigned respecting the order of reservations: it is possible that there are two people reserving the same vehicle online at www.ibilkari.com. In this case, the reservation that reaches the Ibilkari Customer Service Office earlier from the Internet will have priority.

4.4. Availability

You can check the availability of vehicles through the website or, also by phone.

4.5. Expenses

Reservations made by phone have a charge of € 0.60 (for more information, see section 9 on Surcharges in relation to the costs of creation, modification or cancellation, when applicable).

4.6. Conditions

Ibilkari reserves the right to verify the identity of the member and to reject the reservation in case of doubt about his identity.

4.7. Modify a reservation

Once the reservation is made, you can reduce its duration, increase it if there is no other reservation below for the same vehicle, or cancel it.

These operations can be carried out on the website, the Ibilkari mobile application or by calling the Customer Service Office.

4.8. Cancel a reservation

In case of reservation cancellation, you can do it through the website, the Ibilkari mobile application or by calling the Customer Service Office.

4.9. Booking cancellation pricing

If you wish to cancel your reservation, you can do so by phone, by calling our Customer Service Office or through our website or the Ibilkari mobile application, indicating your name and surname and the reference of the reservation made.

In this case, the following cancellation fee will apply:

- ✿ 5% of the total amount of the reserved hours, if the cancellation is made more than 24 hours in advance before the beginning of the reservation.
- ✿ 20% of the total amount of the reserved hours, if the cancellation is made less than 24 hours in advance before the beginning of the reservation.
- ✿ 30% of the total amount of the reserved hours, if the cancellation is made less than 6 hours in advance before the beginning of the reservation.
- ✿ 50% of the amount of the reserved hours, if the cancellation is made less than 3 hours in advance before the beginning of the reservation.
- ✿ 75% of the amount of the reserved hours, if the cancellation is made less than 1 hour before the beginning of the reservation.

5. THE JOURNEY

5.1. Basic instructions

Start the reservation and open the car with the Ibilkari mobile application, or through a contactless smart card previously associated with the system.

Before starting the engine, you must collect the key that you will find in the glove compartment. Driving is carried out normally. During trip interruptions, open and close the vehicle using the key / remote of the vehicle.

If you have to refuel, use the fuel card that you find in the on-board computer in the glove compartment.

At the end of your booking period, lock the vehicle with the Ibilkari mobile app, or swipe your contactless smart card over the sensor on the vehicle's windscreen.

Ibilkari cannot be held responsible for the access and quality of external services such as mobile data services provided by mobile network operators, mobile network systems, positioning services through the Global Navigation Satellite System, access to the internet network, etc. As well as atmospheric interference, topographical conditions or obstacles.

Also, disruptions may occur due to force majeure, strikes, orders from national or regional public bodies, judges or courts, as well as technical and/or other measures (e.g. repairs, maintenance, software updates, etc.).

5.2. Pick up the vehicle

Pick up the reserved vehicle in the car park you have chosen when making your reservation.

All car parks are open 24 hours a day.

If the reserved vehicle is not found at the scheduled time in the corresponding car park, immediately inform the Customer Service Office. Everything possible will be done to resolve the problem.

If you cannot have the reserved vehicle at the scheduled time (for example, because the previous user has returned it late) Ibilkari will try to make another vehicle available to you, if possible, in the same car park. If you have to go to another car park, you can use a taxi or public transport provided by Ibilkari.

Ibilkari offers its services up to the limits determined by its fleet, which continuously adapts to the evolution of users and their needs.

5.3. Vehicle opening

The opening can be done through the Ibilkari mobile application or by passing your contactless smart card through the sensor on the car's window and the doors will unlock automatically.

5.4. Before starting the trip

Do a condition check of the vehicle, interior and exterior, before leaving. If you detect any problem, malfunction or damage, notify the Customer Service Office. In this way, you will avoid being attributed the problems that you have detected.

Likewise, it verifies that the fuel level is above, $\geq 1/4$ of its capacity and that all the documents necessary for its circulation are found inside the vehicle, that is:

- ✿ Copy of the circulation permit
- ✿ Insurance certificate
- ✿ Fuel card

If you are missing any of these documents, you must immediately indicate it to the Customer Service Office and the vehicle cannot be used without the prior consent of Ibilkari.

The user will be responsible for any anomaly (including the lack of documentation) that has not been communicated to Ibilkari at the time of collection of the vehicle and that exists at the time of its return.

5.5. Driving

Take the key that you will find in the glove compartment and start the engine.

We advise being prudent and driving with respect both towards other drivers and towards the General Traffic Regulations

Before you start driving, check that everything is in the correct position (the seat, the mirrors...), check where the controls for the lights, the heating and air conditioning, the stereo ...

5.6. Path interruption

If during your reservation period you are going to make a stop, open and close the vehicle using the key / remote control of the vehicle.

5.7. Vehicle devolution

At the end of the booking period, you must return the vehicle to the pick-up parking place. After closing the vehicle doors, he/she is obliged to complete the booking with the Ibilkari mobile application, or swipe his/her contactless smart card through the sensor on the vehicle window, using the same procedure as that used for collection.

If you have left an object inside the vehicle. Using the Ibilkari mobile application, the vehicle can be reopened to retrieve the object, but the vehicle cannot be restarted (see Section 8, Surcharges).

you must return the vehicle on the date, time and place provided in the reservation. The user who returns a vehicle after the end of its reservation period will have to face the late fees provided in the Surcharges section.

Before returning the vehicle, we recommend that you arrange for the vehicle to be cleaned and/or refuelled if necessary. In this way, you will be able to return the vehicle in in the right conditions to the next user and reservation.

It is not authorised to remain inside the vehicle once the booking has been completed, except in cases where the Customer Service Office allows it. In the event of non-compliance, Ibilkari may make the corresponding charge.

6. RESPONSIBILITIES AND LIMITATIONS OF USE

During the reservation time and until its return, the user will have full custody of the vehicle, its keys, documentation (see Section 5.4) and all other vehicle accessories.

If the user wishes to end your booking, place the key in the glove box and lock the vehicle using the Ibilkari mobile app or a previously assigned contactless smart card and check that all doors (including the boot door) are properly closed and locked.

In the case of loss, theft or robbery of the user's mobile phone and/or if, due to personal carelessness, there is the possibility of access to the Ibilkari mobile application by other not allowed persons. The user must immediately notify Ibilkari, for such an affectation, and be able to proceed and block the account or change the access password.

The user shall be liable, within the established legal limits, for any damages that may be caused by the loss of the access password.

The user must ensure that the tank is filled exclusively with the correct fuel for the vehicle. In the event of non-compliance, the charge resulting from the repair due to misfuelling will be invoiced, in addition to the vehicle's immobilisation and opportunity costs.

If you detect any anomaly or failure (internal or external) in the vehicle, please inform us immediately by calling +34 689 514 885 to the Customer Service Office. The vehicle may not be used if it does not meet the driving and safety conditions deemed sufficient.

The user may not carry out any intervention, repair work or manipulation of the vehicle without prior authorisation and due written approval from Ibilkari.

The user is responsible for all expenses, tolls, fines and taxes derived from the use of the vehicle, as well as for all sums due for payment of violations of the Highway Code and customs legislation that were imposed on the vehicle and / or its driver. You will also be responsible for customs duties payable on goods that may be found in the vehicle.

The user or authorised driver must assume the civil liability derived from the use of the Ibilkari vehicle, pay all fees, costs and exonerate Ibilkari from any third-party claims.

If the user or authorised driver does not return the vehicle to the same place as the place of collection in the reservation. Ibilkari will charge the expenses incurred by the additional fees of the Service that may be incurred for unjustified reasons.

In the case that Ibilkari receives the notification of the infringement directly:

- ✿ Ibilkari will inform the member that they shall have 5 calendar days to pay the penalty to the competent authorities, or claim and/or make an allegation of liability in the absence of such a claim.
- ✿ After this period, Ibilkari will transmit to the competent authorities the information about the partner required for the processing of the infringement.

6.1. Punctuality

The user must be punctual and respect the agreed date for the return of the vehicle. This will save you delays charges and will not harm other users. (Information indicated in Section 8, Surcharges)

6.2. Return the vehicle with sufficient fuel

At the end of the trip, you should always leave the vehicle with the tank full, at least 1/3 of its capacity. In case of non-compliance, the charge indicated in the Surcharges section will be applied.

6.3. Limitations in the use of vehicles

Ibilkari vehicles cannot be used for uses that have not been designed. The user will be responsible for any incident that may occur while driving a vehicle in these circumstances, including the loss of insurance coverage in your case.

The user may not use or allow the use of the vehicle:

- ✿ For the traction of another vehicle or for pushing or moving it in any way.
- ✿ In overload state
- ✿ To transport dangerous products of any kind.

- ✿ For routes over territory or non-public roads (for example, mountain tracks).
- ✿ In demonstrations or demonstrations of any kind.
- ✿ The user may not lend the vehicle, not even to another member, without obtaining the prior written authorization of Ibilkari.
- ✿ The user may not assign, sell, mortgage, rent the vehicle or any of its components or accessories or grant a third party any other legal right over it.
- ✿ The user shall not drive the vehicle under the influence of alcohol, drugs and/or medicines that impair or reduce driving ability. A strict prohibition on alcohol consumption (0.0 g/l in blood or 0.0 mg/l in breathed air) shall apply.
- ✿ The user agrees to use the vehicle with due diligence, respecting the normal conditions of use, only on passable roads and complying, at all times, with the conditions and standards required by the Law and the General Traffic Regulations and municipal regulations. applicable.
- ✿ It is forbidden to move outside the EU (European Community Area).
- ✿ Paid transport of passengers and/or transport of persons for commercial purposes not expressly authorised by Ibilkari are excluded.
- ✿ It is not permitted to teach or practice driving with or for third parties.
- ✿ Using the vehicle in a way that could lead to the risk of theft or robbery (windows closed, central locking system locked, etc.).
- ✿ It is not permitted to use Ibilkari Service vehicles to infringe any law or offence of any nature.

6.4. Health and safety

Smoking is not permitted inside the vehicle. Ibilkari considers the interior of the vehicle to be a smoke-free space. The violation of the prohibition during the use of the reservation by the user, authorised driver or accompanying passengers, will result in the obligation of the user to financial compensation and/or the revocation of the contract for such conduct.

Ibilkari, will endorse the corresponding cleaning charge and will also take into account the costs for immobilisation and opportunity cost that correspond to the vehicle during the intervention time of the cleaning and sanitation.

Also, compliance with requirements promulgated by Health Authorities regarding health and safety standards to prevent or mitigate the spread of communicable diseases, pandemics or otherwise.

6.5. Cleaning

Periodically, Ibilkari cleans the vehicles and performs the corresponding maintenance. However, if during reservation the user returns the vehicle dirty (on the outside or, especially, on the inside), the user must clean it during the reserved period, at his/her own expense. In the case of omission, Ibilkari will endorse the user the charge indicated in Section 8, Surcharges.

7. FUEL CARD

If the user needs to refuel the vehicle, remove the fuel card from the glove box, from the slot in the device where the key is housed. In the booking section or screen of the Ibilkari mobile application, the PIN code of the card will appear. When you have filled the tank and paid for the fuel, return the card to its place of origin.

7.1. Terms of use

As long as the user has the vehicle, the fuel card is under their responsibility and cannot be used for a vehicle other than the one reserved with Ibilkari.

The fuel card can only be used at service stations with the badge of the card issuing company.

In order to return the amount of fuel paid by the user, the ticket or receipts issued by the service station must be sent by email. This must state the date and litres of fuel, noting the full name and the registration number of the vehicle that was the object of the reservation.

7.2. Loss of the card

The user must immediately notify the loss of the card to the Customer Service Office. In any case, the loss will imply the application of the detailed surcharge for this concept in the Surcharges section 8.

7.3. Fraudulent use

The user will be responsible for fraudulent use by third parties up to the temporary moment of notification of the theft, robbery or loss of the card. In the event of fraudulent use of the card, Ibilkari may terminate the contract without prior notice. Likewise, Ibilkari must compensate Ibilkari for any damage or harm derived from the commission of fraud.

8. SURCHARGES

The applicable surcharges and credits are listed below:

Surcharge

Compensation for the expense, in case of no direct debit	3 per invoice
Fee for reservation or reservation modification <ul style="list-style-type: none"> - Internet - Telephone - On-board computer 	No fee 0,60 € per booking No fee
Reservation cancellation fee <ul style="list-style-type: none"> - With more than 24 hours in advance - With less than 24 hours - With less than 6 hours - With less than 3 hours - With less than 1 hour 	5% of the amount of reserved hours 20% of the amount of reserved hours 30% of the amount of reserved hours 50% of the amount of reserved hours 75% of the amount of reserved hours
Fee for delay in returning the vehicle: <ul style="list-style-type: none"> - 10 minutes - between 11 and 20 min. - between 21 and 30 min. - between 31 and 45 min. - > 45 min. 	No fee 15 € 25 € 30 € 35 + 0,50 €/min.
Use of the vehicle without proper reservation or remain inside the vehicle (apart from possible surcharges resulting from the delay).	50 €
Return of the vehicle without less than ¼ deposit	15 €
Headlamps and/or interior lights on	50 €
Due to return of the vehicle in inadequate cleaning conditions and / or the necessary intervention of the technical service	50 €
Incorrect or different parking than at the beginning of the reservation.	50 €
Refuelling with the wrong fuel	150 € + repair costs
Processing of fines / infractions	35 €
Procedures for damage to the vehicle	50 €
For failure to report a mishap or accident within 24 hours of its occurrence.	100 €

Towing due to Customer's negligence (battery, wheel burst, etc.)	100 € + expenses generated
Loss and replacement of the user's card	25 €
Loss and replacement of the fuel card	50 €
Unauthorised use of fuel card (to pay tolls, etc.)	100 € + expenses generated
Loss of objects (triangle, reflective vest, etc.)	30 € + object costs
Lost car keys	30 € + costs of the new key
For taking the keys and not leaving them in the glove compartment	50 €
For administrative costs of claiming unpaid receipts and unreported address changes	15 € + bank costs incurred
Removal of the vehicle from the public road by the authorities due to driver negligence.	200 € + expenses generated
Abandonment of the vehicle during a reservation for any reason.	500 € + expenses generated
Driving while intoxicated or under the influence of drugs, psychotropic substances, etc.	500 €
Use of the vehicle outside the geographical area of the Spanish peninsula without the express authorisation of Ibilkari.	200 €
Arrangements for the repatriation of a vehicle due to breakdown and/or any type of immobilisation event occurring outside the geographical area of the peninsula in Spain.	800 € + expenses generated

Payment

Payment, in case the reserved vehicle is not available and another vehicle cannot be accessed	10 €
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9. INSURANCE COVERAGE AND LIABILITY

9.1. General

Ibilkari vehicles are covered by a comprehensive insurance policy, with coverage including Compulsory Public Liability.

The user may benefit from the insurance cover provided that he/she complies with and respects all the obligations assumed in this User's Guide, those established in the Traffic and Road Safety Act and all the legislation applicable to the use of motor vehicles.

Damage to the vehicle and/or third parties will not be covered when the user drives under the influence of alcohol, drugs or other pharmacological substances considered unsuitable for driving.

9.2. Complete insurance conditions

The general conditions of the aforementioned insurance are available to the user and may be requested by email to info@ibilkari.com.

9.3. User responsibility in case of accident or loss

In the case of liability for the accident or claim, the user must pay the compensation resulting from the immobilisation and opportunity cost during the time of repair.

This compensation will amount to € 100 (VAT included) for each day that the vehicle is under repair with a maximum of 4 days, which would be equivalent to € 400 (VAT included).

In any case, they remain in charge of the user:

The excess for damage, accident, fire, etc. to the vehicle: € 300. This franchise will be fully assumed by the user.

Handling fee for accident, miscellaneous damage, accident, miscellaneous damage, fire, theft, etc., of the vehicle: 50 € (VAT included).

9.4. Liability reduction

Contracting the liability reduction reduces the amount of compensation that, depending on the case, you must pay in case of immobilisation of the vehicle during the time of repair: € 50 per day or fraction (up to a maximum of 4 days, which is equivalent to € 200 (VAT included)).

9.5. Cost of contracting liability reduction

One trimester: € 25

One year: € 60

9.6. Terms

The reduction of liability can be acquired at the time of signing the contract or at a later date.

As long as the user does not express his wish not to continue enjoying the benefits of the reduction of liability, it will be renewed automatically.

In the case of new users, it is valid from the receipt of payment, and in case of renewal, from the expiration of the previous period.

The prices of the reduction of responsibility can be modified by means of previous notice issued four (x4) weeks in advance.

If a user registers a high accident rate, Ibilkari may deny the request or the renewal of the reduction of liability.

9.7. Repair for an amount less than the excess

For damages that require repair, but for an amount less than the excess, the amount of the repair will be invoiced to the user responsible for the loss, who may request the corresponding invoice.

9.7.1. Terms

Ibilkari will request a professional assessment of the damage caused and will charge the costs of this assessment to the responsible user.

Ibilkari will pay the expenses incurred for additional fees for any reason that may arise.

Ibilkari will carry out the repair when it deems it necessary and in accordance with the car reservation schedule.

9.8. Theft of personal items inside the vehicle

The insurance will not cover the damages caused to the user by the theft of personal belongings forgotten inside the vehicle.

9.9. Other damages

The user will be fully responsible for all damages caused voluntarily or by his negligence to the vehicle or to the equipment installed on board (computer equipment, in particular).

9.10. Breach of the conditions of use

In case of breach of one of the conditions of use described in this User Guide, Ibilkari is authorised to unilaterally suspend and/or terminate the contractual relationship with the user without prior notice.

9.11. Loss of insurance coverage

Regardless of other reasons why insurance coverage is lost, some of the most common are:

- ✿ The insurance does not cover, in any case, the damages produced as a result of driving the vehicles in conditions not admitted in the Highway Code, as well as in those where the driver is not registered in Ibilkari. In all these cases, the user, whether or not the driver, will be responsible for all damages caused to the vehicle.
- ✿ Driving under the influence of alcoholic beverages, drugs of any kind (psychotropic drugs, etc.), and/or medicines that diminish or impair driving ability. A strict prohibition on alcohol consumption applies (0.0 g/l in blood or 0.0 mg/l in breath).
- ✿ Driving without a valid driving licence.
- ✿ Use of the vehicle for competition, training, exhibitions, teaching, transport of persons for commercial or sales purposes, etc.

9.12. Responsibility

The user shall be liable for all damage caused independently of the driver when driving the vehicle.

9.13. Expenses

In the case of breakdown due to fraud or bad faith, or negligence of the user, or as a result of improper use of the vehicle (e.g. filling up with the wrong fuel), loss of keys, smart card, fuel card, miscellaneous items lost or forgotten in the vehicle, etc. The user will be responsible for and must pay Ibilkari all the costs of rectification and restitution of objects and/or repairs, in addition to the costs of immobilisation and opportunity that correspond during the time of restitution of objects and/or repair of the vehicle.

9.14. Terms

It is strictly forbidden to help another vehicle to start, whether or not the vehicle is part of the Ibilkari fleet.

In the case of a breakdown declared and accepted as such by Ibilkari, the reservation will remain in force, without any charge for delay and until the vehicle is handed over to the Assistance or Repair Service.

9.15. Accidents

9.15.1. Obligations of the user in case of accident

The user must respect the rules of the Traffic and Road Safety Act.

Inform as soon as possible by calling +34 689 514 885 Customer Service Office, in order to initiate the corresponding procedures with the Insurance Company.

In the case of an accident, the user is obliged to the following:

- ✿ The reflective Safety Vest must be worn before leaving the vehicle and in all those cases required by road safety conditions and/or urgency.
- ✿ All necessary measures must be taken to avoid the possible occurrence of other accidents. Use of signalling triangles, protection of the vehicle in order to guarantee traffic safety for other pedestrians, drivers, etc.
- ✿ You should immediately inform the Emergency and/or Rescue Services (Ertzaintza, State Security Forces) in case Medical Assistance may be required.
- ✿ The user or authorised driver is obliged to draw up the Accident Report regardless of the damage caused. The circumstances of the accident, causes, etc., the names and addresses of the injured parties and/or persons responsible for the accident, witnesses, and other relevant truthful information must be clearly and comprehensibly detailed.
- ✿ The user shall provide any additional truthful information of the occurrence that is requested by Ibilkari, in relation to the circumstances of the accident.
- ✿ You must collaborate with the insurance company of the Ibilkari vehicle in all that is required and provide complete and truthful information about the accident through Ibilkari.

If damage or other irregularities are detected in the vehicle that have not been communicated at the time of their occurrence, Ibilkari will have the right to hold the last user who has used the vehicle responsible before its detection.

In case of not communicating the claim to Ibilkari, the user must pay the amount indicated in the Surcharges section 8. and in addition to the possibility of taking charge of all the costs of repairing the vehicle.

9.16. Theft or robbery of the vehicle.

The user is obliged to inform Ibilkari and report the theft or robbery of the vehicle to the Ertzaintza and/or State Security Bodies within 24 hours of becoming aware of it. This obligation shall also apply in the case of theft or robbery that does not necessarily imply the disappearance of the vehicle.

The documentation and processing of the complaint must be delivered to Ibilkari within a maximum period of seven (7) calendar days from the date of the complaint.

Failure to comply with this obligation would imply Absence of Insurance Coverage for Theft. Consequently, the obligation and responsibility of the user to pay the damages caused by omission and loss to Ibilkari.

Note:

In the case of the theft or robbery of the vehicle, Ibilkari may share the information relating to the user (see Section 10, Data Protection) with the Ertzaintza, and/or State Security Corps, Authorities or Companies that require the information in order to recover the vehicle.

10. LOCATION SYSTEM

All vehicles are equipped with a GPS system that allows them to be constantly located. Ibilkari respects and protects the privacy of the user during the reservation. The GPS system is used to monitor and evaluate vehicles that are not returned within the reservation period and/or in the event of theft or robbery of the vehicle.

11. ACCESSORIES

Ibilkari provides the mandatory vehicle accessories according to the traffic regulations.

In the glove compartment you will find:

- ✿ Vehicle documentation
- ✿ A reflective vest (x1)

In the trunk there are:

- ✿ Spare wheel (x1)
- ✿ Manual lifting jack (x1)
- ✿ The signalling triangles (x2)

12. LOST OBJECTS

In case of loss of any personal object allowed inside the vehicle, the User may try to recover it by calling +34 689 514 885 to the Customer Service Office, where he/she will be informed of its possible location and, failing that, an attempt will be made to recover it.

Ibilkari is not responsible for any loss or damage that may be caused by the loss of any personal object by the user during the reservation and use period. Including those legal or illegal personal objects abandoned, found after the obligatory execution of a booking cancellation, suspension as a user and/or withdrawal of the vehicle.

13. COMPLAINTS AND CLAIMS

Users may submit any Complaint, Claim or suggestion regarding the service to the Ibilkari Customer Service Office at info@ibilkari.com, or by post: P.º/ Campo Volantín nº 20 - 3, C.P.48007 Bilbao (Bizkaia).

14. OTHER TOPICS

14.1 Failure to comply with the Traffic and Road Safety Act.

When the Traffic Authority notifies the Sanctioning Procedure for infringement of the reported user. Ibilkari sends the details of the user to the Traffic Authority so that they can contact the sanctioned party who is the object of the infringement. The administrative costs derived from the processing are invoiced as indicated in Section 8, Surcharges.

14.2. Changes of direction.

All changes to the user's personal details must be notified to Ibilkari as soon as possible. The administration costs related to changes in personal data not notified in due time and form shall be invoiced as indicated in Section 8, Surcharges.

14.3. Travel with animals and/or domestic pets.

For hygiene and health reasons (allergic intolerances, etc.), domestic animals and/or pets may only travel in the travel container that corresponds to their size and shape. In addition, It is compulsory to clean the vehicle after each booking where any animal and/or domestic pet has been transported.

In the event of conduct due to the omission of hygiene, Ibilkari will endorse the user with the charge indicated in Section 8., Surcharges.