

EASYPARK – GENERAL TERMS AND CONDITIONS FOR CONSUMERS

1 Applicability

- 1.1 These general terms and conditions (the “**General Terms and Conditions**”) apply when ARRIVE Cyprus Limited, 4 Adamantiou Korai, 1016 Nicosia, (“**EasyPark**”), provides Services (as defined below) to natural persons (consumers) (the “**Customer**”) in Cyprus.
- 1.2 All Services are provided in accordance with mandatory law and in accordance with:
- any individually agreed terms and conditions; and
 - these General Terms and Conditions.
- 1.3 In case of deviation between the abovementioned provisions, they shall take precedent in the abovementioned order.
- 1.1 The Services are directed to natural persons above 18 years of age.
- 1.2 Section 15 includes special provisions governing the use of EasyPark services abroad.
- 1.3 By applying for registration with EasyPark (see section 3.2), the Customer agrees with and accepts to be bound by these General Terms and Conditions. A binding agreement (the “**Agreement**”) arises when EasyPark has confirmed the Customer’s registration and the Customer gains access to EasyPark’s Services. These General Terms and Conditions form part of the Agreement between EasyPark and the Customer.
- 1.4 If the Customer also has a business user account with EasyPark, EasyPark’s from time to time applicable general terms and conditions for business customers apply in applicable parts to the Customer’s business related use of any services provided by EasyPark.
- 1.5 If the Customer has authorised, permitted or otherwise made the Customer’s EasyPark account available for someone else to use, the Customer bears full responsibility under the Agreement for such use (including, for the avoidance of doubt, the obligation to pay any accrued fees).

2 Definitions

- 2.1 In these General Terms and Conditions, and in connection with the Services, defined terms and expressions shall have the meaning set forth below:
- “**App**” means EasyPark’s Mobile phone application;
- “**CameraPark**” shall have the meaning set forth in section 4.1.2;
- “**Car App**” means EasyPark’s application to be used in the infotainment system of certain types of vehicles;
- “**EasyPark Card**” means the pass, which EasyPark may provide to the Customer, and which is applicable in relation to certain Parking Lots, provided that the relevant P-operator accepts such passes;
- “**EasyPark System**” shall have the meaning set forth in section 3.1.1, *i.e.*, EasyPark’s electronic system for modern parking and related services, which the Customer gains access to via the App, the IVR Service, the SMS Service, the Car App and/or the Website;
- “**Local Authority**” means the local organisation that is officially responsible for all the public services and facilities in a particular area in Cyprus
- “**IVR Service**” means EasyPark’s interactive voice response service;

“**Licence Plate Number**” means the official registration number or personal licence plate number, as the case may be, of a vehicle, as set forth on the licence plates that are mounted to the vehicle;

“**Mobile phone**” means a mobile phone or a tablet;

“**Parking Guidance Service**” shall have the meaning set forth in section 3.1.1;

“**Parking Lot**” shall have the meaning set forth in section 4.2.1;

“**Parking Service**” shall have the meaning set forth in section 3.1.1;

“**Part**” and “**Parties**” means EasyPark and/or the Customer;

“**Partner**” means partners which EasyPark co-operates with (however, excluding P-operators);

“**Personal Data**” means All data that can be directly or indirectly associated with a natural person, as referenced in Article 4, paragraph 1 of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) ("GDPR") or Article 2, paragraph 1 of the Cyprus Law on the Protection of Natural Persons with regard to the Processing of Personal Data and on the Free Movement of such Data of 2018 (Law 125(I)/2018).

“**P-operator**” means any parking operator, which EasyPark co-operates with;

“**Service/-s**” shall have the meaning set forth in section 3.1.1;

“**SMS Service**” means EasyPark’s SMS service; and

“**Website**” means EasyPark’s website <https://www.easypark.com/en-cy>

2.2 Definitions may also be found elsewhere in these General Terms and Conditions.

3 General Terms and Conditions for the Services

3.1 General

3.1.1 EasyPark provides an electronic system for modern parking (the “**EasyPark System**”), through which EasyPark, in co-operation with P-operators and other Partners, enables Customers to administrate parking of vehicles (the “**Parking Service**”) and to access additional related services that may be made available (the “**Additional Services**”), such as, receiving parking guidance (the “**Parking Guidance Service**”), and other functions. The Parking Service and the Additional Services, as well as other services provided by EasyPark from time to time to consumer customers are jointly referred to as the “**Services**”. For the avoidance of doubt, EasyPark does not provide any parking locations, parking spaces, paid parking, or facilities for charging of electrical vehicles as such.

3.1.2 Certain information on the pricing for the Services can be found on the Website. Prices due are displayed in the (Car) App.

3.1.3 The Services offered by EasyPark are often dependent upon, or provided in combination with, services offered by P-operators and/or Partners. Such third parties may have their own applicable rules, regulations and/or terms of service. The Customer may be required by P-operators or Partners to accept such rules, regulations and/or terms of service, as the case may be, in order to use their

services, and, by extension, before making use of the Services offered by EasyPark. EasyPark is not responsible nor liable for the services offered by P-operators or Partners, for providing such applicable rules, regulations and/or terms of service, or for any non-compliance with such terms by the Customer. Please contact the P-operator or Partner to receive information in this regard.

- 3.1.4 For a more detailed description of the Services, reference is made to the information provided on the Website and in the (Car) App from time to time.
- 3.1.5 EasyPark offers a selection of product packages (each a “**Product Package**”) including the Parking Service and Additional Services, if applicable, whose contents, prices and any special terms and conditions, are described on the Website and in the (Car) App from time to time.

3.2 Access to the Services, registration data, etc.

- 3.2.1 A pre-condition for the Customer to gain access to the Services is that the Customer registers as a user with EasyPark. EasyPark reserves the right to reject an application for registration.
- 3.2.2 An application for registration can be made via the Website, the App, telephone, SMS, or in such other ways as accepted by EasyPark from time to time. In connection with the application for registration, the Customer shall select a Product Package and provide requested information, such as further specified personal data, valid mobile phone number, email address, and the Licence Plate Number for at least one vehicle. Furthermore, the Customer shall select a payment method accepted by EasyPark, and register a payment card, or, as applicable, provide other information relevant for the selected payment method.
- 3.2.3 When the registration has been approved, the Customer is granted a non-exclusive and non-transferable right, which is limited in time and not sub-licensable, to use the EasyPark System, the Services and – if applicable – the App and the Car App, subject to the selected Product Package and the Agreement. The right to use the EasyPark System and, if applicable, the App and the Car App, remains during the term of the Agreement and for as long as the Customer has an active user account and discharges its duties under the Agreement (including these General Terms and Conditions).
- 3.2.4 When a registration has been approved, the Customer chooses a unique password to be used together with the Customer’s telephone number and/or email address, and receives a verification code to log on to the App (together, the “**Login Credentials**”). The Login Credentials also enable the Customer to log on to the Customer’s personal website on the Website (“**My Pages**”).
- 3.2.5 Certain Services offered through the App or the Car App require that the Customer has enabled the function “allow location access” and/or “allow notifications” on its Mobile phone, vehicle or other technical solutions approved by EasyPark from time to time.

3.3 The Customer’s undertakings and responsibility

- 3.3.1 The Customer is responsible for procuring that accurate information regarding the Customer and relevant vehicles is registered with EasyPark at any time. Following approval of the registration, the Customer shall log on to its My Pages or check the settings in the App or Car App, as applicable, to

verify that the registered information is accurate. EasyPark is under no circumstances liable for erroneous registered information, regardless of registration method.

3.3.2 The Customer is responsible for ensuring that the payment card registered through EasyPark, or any other selected payment method, as applicable, is valid, not blocked and that the associated account, if any, has sufficient balance/spending limit. The Customer shall provide EasyPark with relevant information (*e.g.*, through update in the App or on My Pages, or by notifying EasyPark's customer service) regarding a new payment card at the latest by the end of the calendar month preceding the calendar month when the registered payment card expires.

3.3.3 The Customer is responsible for procuring that the Login Credentials are kept and used in a safe manner, and not disclosed or otherwise made available to any unauthorised person.

3.3.4 The Customer shall without delay inform EasyPark, as instructed from time to time on the Webpage (*e.g.*, through update in the App or on My Pages, or by notifying EasyPark's customer service), if:

- the Customer has any reason to believe that an unauthorised person has gained access to or knowledge of the Login Credentials;
- the Customer's EasyPark Card has been lost or stolen;
- any registered information regarding the Customer has been changed or should be updated;
- the Customer has any reason to believe that the Licence Plate Number of a vehicle registered for use of Automatic CameraPark (as defined below) is misused;
- a Mobile phone, on which the Customer has installed the App, or a vehicle in which the Customer has Installed the Car App, is lost or stolen; or
- a registered vehicle has been sold, temporarily deregistered, immobilised, or otherwise will not be used in relation to the Services,

in order for EasyPark to take appropriate measures, such as blocking the Login Credentials, the EasyPark Card, the Licence Plate Number and/or the Customer's user account or update the Customer's registered information.

3.3.5 The Customer is responsible for procuring that the (a) telephone, (b) Mobile phone, or (c) other technical equipment (*e.g.*, a vehicle's infotainment system) used by the Customer in relation to the Services functions properly and is compatible at all times with (i) the EasyPark System, (ii) the Services, (iii) the App, and (iv) the Car App, as applicable. The Customer is also responsible for procuring that the App and the Car App are duly updated, if applicable. The performance requirements applicable from time to time in relation to the EasyPark System, the Services, the App and the Car App, are available on the Website.

4 Special terms and conditions for the Parking Service

4.1 General

4.1.1 Through the Parking Service, the Customer is able to notify the relevant P-operator of when a parking starts, the preliminary parking time and when a parking ends, and, if necessary, extend the parking time. However, in relation to certain Parking Lots parking time has to be preselected and/or a minimum parking time has to be booked, which cannot be prematurely ended or extended.

- 4.1.2 In relation to certain Parking Lots, access may be granted and a parking may be started and/or ended with the help of a P-operator's automatic number plate recognition system (the "**CameraPark System**"), whereby the time a vehicle enters and leaves a Parking Lot is automatically registered and, if applicable, forwarded to the EasyPark System ("**CameraPark**" also called "camera parking" on the Website or in App). If the CameraPark System is fully automated ("**Automatic CameraPark**"), a parking is activated automatically in the EasyPark System when the relevant vehicle enters the Parking Lot, whereby the Customer receives a notification in the App, and is ended automatically in the EasyPark System when the vehicle leaves the Parking Lot. If the CameraPark System is not fully automated, the Customer must activate a parking manually in the EasyPark System (*e.g.*, through the App), whereby the start time automatically will be set to the time when the relevant vehicle entered the relevant Parking Lot, but the parking is ended automatically in the EasyPark System, when the vehicle leaves the Parking Lot.
- 4.1.3 The CameraPark Systems are provided and maintained by the P-operators and not by EasyPark. EasyPark does not provide any technical support in relation to the CameraPark System; instead the Customer is referred to the relevant P-operator.
- 4.1.4 By activating and using CameraPark the Customer:
- confirms that they are an authorized user of the vehicle for which CameraPark is activated;
 - understands that they are obliged to disable the license plate number for CameraPark if they are no longer an authorized user of the related vehicle;
 - understands that adding a license plate number to their account for CameraPark is at their own risk and responsibility;
 - understands that the total costs for a parking session, also including the applicable EasyPark Service fees, will be calculated when their vehicle exits the car park and will be automatically debited using the payment method they have chosen;
 - understand that allowing push notifications in the EasyPark app is not obligatory but it can help to keep the Customer informed about ongoing parking sessions and/or when one of the vehicles in your account is enabled or disabled for Automatic CameraPark;
 - understand that only car parks with a "camera symbol" in the App support Automatic CameraPark;
 - understands that car parks that use CameraPark may be added or removed without notice.
- 4.1.5 The Parking Service may also be used for residential/permit parking, provided that the relevant P-operator accepts this. When using the Parking Service for residential/permit parking, the Customer needs a residential/parking permit provided by the Customer's municipality. The Customer is responsible for procuring that it holds a relevant residential/parking permit. When using the Parking Service for residential/permit parking, the Customer can only notify the P-operator of a fixed parking time, which cannot be prematurely ended.
- 4.1.6 The fee due to the P-operator for parking at a Parking Lot (the "**Parking Fee**") is set based on factors determined by the relevant P-operator, such as the applicable parking tariff, and the Customer's

usage, such as the amount of parking time. EasyPark does not have control over these factors, which may change from time-to-time. When providing the Parking Service, EasyPark will collect the Parking Fee due (including VAT, if applicable) from the Customer and transfer the amount to the relevant P-operator.

- 4.1.7 In connection with the Parking Service, EasyPark offers certain Additional Services and functions (some at additional costs depending on the Product Package). For example, the Customer may choose to receive a reminder from EasyPark (*e.g.*, via SMS) at a certain time before a preliminary set or fixed parking time ends. The Customer is always responsible for ending or extending a parking session that has been started via the Parking Service, irrespective of whether the Customer has chosen to receive a reminder, and irrespective of whether the reminder is actually received.

4.2 Terms of use

- 4.2.1 The Parking Service can only be used at parking lots and within parking areas/zones (each a “**Parking Lot**”), which:

- (i) at any given time are (a) specified in the list “*EasyPark works here*”, which is available on the Website, or (b) indicated in the App’s or the Car App’s map interface; and/or
- (i) have parking meters with EasyPark stickers, or otherwise have signs or other EasyPark distinctive marks, which indicate that EasyPark co-operates with the P-operator in relation to the relevant Parking Lot.

- 4.2.2 To be able to use the Automatic CameraPark service in relation to a particular vehicle, the Customer must activate the Automatic CameraPark service for such vehicle, via the App or My Pages, and register the vehicle’s Licence Plate Number. The Customer is responsible for specifying the correct Licence Plate Number. If the Customer also has a business user account with EasyPark, it must select which account any Automatic CameraPark parking shall be registered to.

- 4.2.3 The Customer can start a parking session through the Parking Service by activation, if applicable via either:

- the App;
- the Car App;
- the IVR Service;
- the SMS Service;
- the CameraPark System, provided that the relevant P-operator supports Automatic CameraPark; or
- the EasyPark Card, provided that the relevant P-operator accepts the EasyPark Card.

In order to make sure that the parking has started correctly, the Customer shall check that a confirmation of the started parking has been received, if applicable via:

- the App, when using the App;
- the Car App, when using the Car App;
- the interactive voice response/a SMS receipt, when using the IVR Service;
- SMS, when using the SMS Service;

- the App, when using CameraPark; or
- registration of the EasyPark Card in a correct manner, when using such card.

- 4.2.4 If the Customer starts a parking session through the Parking Service, the Customer shall specify the parked vehicle's Licence Plate Number and the relevant Parking Lot, unless an EasyPark Card or Automatic CameraPark is used. If the Customer uses the App's or the Car App's positioning function or CameraPark, the Customer shall ascertain that the proposed Parking Lot is in fact the Parking Lot on which the Customer has parked. The Customer is responsible for specifying the correct Parking Lot and Licence Plate Number, irrespective of whether such information has been proposed through the App's or the Car App's positioning function or through the use of Automatic CameraPark. EasyPark assumes no liability if the wrong Parking Lot or Licence Plate Number has been specified (see section 9.4a)).
- 4.2.5 When using the Parking Service for residential or permit parking the Customer shall have a residential/parking permit attached to the front window of the parked vehicle if required by the relevant P-operator. Please contact the P-operator to receive information on whether a visible residential/parking permit is required.
- 4.2.6 EasyPark provides information regarding parkings made by the Customer on My Pages, and such information is generally stored for at least twelve months.

4.3 The Customer's undertakings and responsibility

- 4.3.1 The Customer shall always comply with applicable laws and regulations, and the rules established by the relevant P-operator at any given time, or which are otherwise applicable in relation to the Parking Lot where a Customer parks the vehicle.
- 4.3.2 The Customer is responsible for starting the parking correctly and ascertaining that the specified Parking Lot and Licence Plate Number are correct as set forth in section 4.2.4.
- 4.3.3 The Customer is responsible for procuring that a started parking session is ended or extended as the case may be. If the Customer did not state a preliminary end time or a total parking time when the parking was started, the Customer is responsible for ending the parking manually. If the Customer is using CameraPark, it shall check that a started parking has ended when the relevant vehicle leaves the relevant Parking Lot, and end such parking manually, if it has not ended automatically.
- 4.3.4 If the Customer is using CameraPark, the Customer is responsible for procuring that the relevant vehicle's number plates are clean, not damaged and otherwise in a readable condition when the vehicle enters and leaves the Parking Lot.
- 4.3.5 If the Parking Service is not available or is out of function, for example due to reasons attributable to the (i) telephone, (ii) Mobile phone or (iii) other technical equipment (e.g., a vehicle's infotainment system) used by the Customer, or failure, disruption or delay in telephone, Internet, other communication network, or a CameraPark System, the Customer is responsible for making proper payment for the relevant parking session to the P-operator in any other way instructed by the P-operator (e.g., by payment in relevant parking meter). If the Customer in such a case does not make

payment in any such other way, the Customer risks to be issued a parking fine, or a fee or a charge for incorrect parking.

- 4.3.6 The Customer is responsible for deactivating the Automatic CameraPark service in relation to a vehicle, if the Customer no longer wants to use such service in relation to such vehicle (*e.g.*, if the vehicle has been sold, or, in respect of lease and rental cars, when the relevant rental or lease period has ended).
- 4.3.7 The Customer is responsible for any parking fines and fees or charges for incorrect parking (which may be notified or collected in connection with parking violations), and the payment thereof. Any parking violation is a matter between the Customer and the relevant P-operator or the police authority. EasyPark remains neutral in such disputes. However, EasyPark may at its sole discretion provide information to the disputing parties.

5 Special terms and conditions for the Parking Guidance Service

- 5.1 Through the Parking Guidance Service, the Customer may receive proposals regarding available Parking Lots close to the Customer, through the App's positioning function or other technical solution approved by EasyPark from time to time, which is compatible with the Parking Guidance Service.
- 5.2 The Parking Guidance Service requires that the Customer uses the App or the Car App, as the case may be, and has enabled the functions "allow location access" and/or "allow push notifications" on its Mobile phone or other technical solutions approved by EasyPark from time to time.
- 5.3 EasyPark does not guarantee that the Parking Lots as proposed by the Parking Guidance Service are actually available, nor that the Parking Guidance Service shall always accurately guide the Customer to such Parking Lot. EasyPark assumes no liability in that respect.

6 Prices and fees

- 6.1 Certain information regarding pricing for the Services, Product Packages, Additional Services and other additional functions can be found on the Website. Prices due are displayed in the (Car) App. All prices and fees include VAT. Parking Fees are in addition to and not included in EasyPark's prices and fees.
- 6.2 EasyPark's pricing model for the Product Packages currently consists of a non-recurring fee when registration of a Customer account is approved, and/or, depending on the Product Package selected by the Customer (which primarily is driven by the Customer's parking requirements), of (i) only a fixed monthly fee (*i.e.*, a subscription model, "EasyPark Large"), (ii) a fixed and/or percentage surcharge to the relevant Parking and a fee per use of Additional Services, *i.e.*, fees are calculated and charged on a transaction by transaction basis, not as a fixed monthly fee ("EasyPark Small"), or (iii) a combination of a fixed and/or percentage surcharge to the relevant Parking, a fee per use of Additional Services and a fixed monthly fee. Separate fees may be charged for Additional Services

(such as the Parking Guidance Service) and other additional notifications and functions, which are not included in the relevant Product Package.

- 6.3 Additional Services, which currently are included in the Product Packages, or any new services, may in the future be subject to separate fees.
- 6.4 EasyPark reserves the right to change its prices and fees. For Services that are remunerated by a fixed monthly fees (see 6.2(i) and 6.2(iii) above), such amendments will become effective no earlier than 30 days after the Customer has been informed of the change. For Services that are remunerated by a price or fee that is calculated and charged on a transaction by transaction basis (see 6.2(ii) and see 6.2(iii) above), such amendments become effective immediately for all future transactions, *i.e.* the amended prices or fees apply at the point in time at which the Customer requests a Service and accordingly such prices and fees may change at any time without notice. The prices and fees applicable at the relevant point in time are shown in the (Car) App when the Customer requests a Service and before the Customer bindingly books a Service.
- 7 Payment terms, etc.**
- 7.1 Payment is made either by charging the Customer's registered payment card, or by any other payment method approved by EasyPark from time to time. The Customer selects and approves of the payment method in connection with its application for registration. For information regarding additional payment terms applicable to each respective payment method, reference is made to the relevant payment service provider.
- 7.2 The fixed monthly fee is charged monthly in advance and is not refundable. Other prices and fees (except for what is set forth in section 7.8) are charged in accordance with the payment method selected by the Customer after the starting or ending of the relevant Service. The Customer hereby approves such charging.
- 7.3 EasyPark offers Customer direct debit as a payment method as meant in 7.1 EasyPark uses (services of) third parties to process this payment method. These third parties act as a processor for EasyPark.
- 7.4 The use of direct debit requires a so called SEPA Direct Debit payment mandate whereby the customer authorizes (i) EasyPark to send – through our payment service provider instructions to the Customer's bank to debit the Customer's account and (ii) the customer's bank to debit the Customer's account in accordance with the instructions on the due date. At the same time, the customer also confirms to EasyPark that they are authorized to dispose over that account and that the account has sufficient funds.
- 7.5 When the Customer chooses the direct debit method, the regulations of the European payment system SEPA apply. For parking transactions made, as well as for monthly subscriptions using direct debit as payment method, a statement will be issued to the customer monthly.
- 7.6 Each monthly statement consolidates the subscription, and/or all parking transactions and/or other transactions made from the prior month. The amount listed on the monthly statement is due upon receipt of the monthly statement, but not before the deadline pursuant to the SEPA direct debit rules. The agreed deadline is 5 days after receipt of the monthly statement.

- 7.7 Costs that arise due to non-payment or reversal of the direct debit due to insufficient funds in the account or due to incorrect account details provided by the Customer will be borne by the Customer. The Customer is entitled to revoke the debit authorization at any time.
- 7.8 Parking Fees (including EasyPark's percentage surcharge, if applicable in accordance with the Product Package selected by the Customer) are charged in connection with EasyPark having initiated the steps to arrange for the transfer of the relevant amounts regarding the Parking Fee to the relevant P-operator or Partner or Local Authority.
- 7.9 In case the Customer is in default with a payment, EasyPark may charge default interest in accordance with the relevant laws and request payment of further expenses and damages, which arise in connection with the claims which have not been paid when due and payable.

8 The availability of the EasyPark System, intellectual property rights, etc.

- 8.1 The EasyPark System and Services are under continuous development and may be updated or changed from time-to-time.
- 8.2 The EasyPark System is generally available 24 hours a day, but the availability may be interrupted due to planned upgrades, modifications and maintenance or due to unexpected system failures. Further interruptions or errors may be due to the fact that software can never be tested in all possible situations and that deviation from agreed functionality and unexpected errors and disruptions may occur. EasyPark reserves the right to update the EasyPark System with new functions or otherwise modify it in order to, for example, adapt it to new technology, new security standards or new administrative procedures.
- 8.3 All copyright (including the right to computer programs, data bases, source codes, object codes and algorithms) and other intellectual property rights (including trademarks and patent rights) relating to the EasyPark System and its contents are owned or licensed by EasyPark or its suppliers and partners. No such rights are transferred to the Customer by the virtue of this Agreement. It is not allowed to use, or to grant others a right to use, the EasyPark System or its contents for commercial purposes. The Customer does not have any right to copy, distribute, sell, publish, transfer, lend, sub-license, modify, or otherwise dispose of or take any action regarding the software included in the EasyPark System. The Customer does not have any right to engage in reverse engineering, decompilation, disassembling or in any way attempt to access the software's source code. In addition to the Customer's right to information pursuant to Section 4.2.6, the Customer has no right – by itself or through others – to collect and store data from the App, the Car App and the Website.
- 8.4 The Customer shall ensure that all information and materials which are transferred to the EasyPark System are free from damaging elements or source code or malware (such as viruses, worms and Trojan horses). It is the responsibility of the Customer that any information which the Customer uploads to My Pages or makes available via the App or the Car App does not infringe any third party's intellectual property or other rights and is not in conflict with any law or regulation.

9 EasyPark's liability

- 9.1 Nothing in these General Terms and Conditions shall exclude liability of EasyPark for gross negligence and wilful misconduct, death and personal injury caused by EasyPark's negligence, a breach of the Defective Products (Civil Liability) Law of 1995 (Law 105(I)/1995), a breach of a material obligation (*i.e.*, an obligation which needs to be fulfilled to facilitate the orderly processing of the Agreement and adherence to which by EasyPark could be legitimately assumed by the Customer, or any other type of liability which cannot be excluded or limited under applicable law.
- 9.2 In the event of a breach of a material obligation, EasyPark's liability for such breach shall be limited in amount to the damages or loss suffered by the Customer that were foreseeable for EasyPark at the time of performance of the Agreement and is typically associated with the Agreement.
- 9.3 EasyPark is not liable for:
- a) loss or damage to the Customer's vehicle or other properties while using any Parking Lots;
 - b) the services offered by P-operators or Partners.
- 9.4 Further, EasyPark is not liable for any damage or loss incurred by the Customer caused by:
- a) the Customer's fault or negligence, including that the Customer has (i) not correctly started or ended a Service (irrespective of whether the Customer has selected to receive a reminder from EasyPark or used CameraPark); (ii) not heeded information received from EasyPark or any relevant P-operator or Partner; or (iii) when starting a parking specified the wrong Licence Plate Number or Parking Lot (irrespective of whether such information has been entered manually or after a proposal made by the positioning function in the App or the Car App or through the use of Automatic CameraPark);
 - b) the Customer not having discharged its duties under the Agreement;
 - c) the Customer having parked its vehicle in violation of applicable laws, regulations, and/or rules established by the relevant P-operator, or which are otherwise applicable in relation to the Parking Lot where the Customer parks the vehicle;
 - d) the Customer, a Partner, a P-operator or the Local Authority having provided incorrect or insufficient information in relation to the calculation of the Parking Fees;
 - e) error or insufficient functionality (such as the equipment being switched off or having a discharged or dead battery) relating to the Customer's (i) telephone, (ii) Mobile phone or (iii) other technical equipment (*e.g.*, a vehicle's infotainment system), which may result in a parking session not being started or extended (whereby the Customer risks, *e.g.*, a parking fine) or not being ended correctly (whereby the Customer risks, *e.g.*, to pay too much for its parking);
 - f) failure, disruption or delay in telephone, Internet, or other communication network provided by a party other than EasyPark, or any telecommunication operator's actions or omissions affecting the Services' functionality or its availability, which, *e.g.*, may result in the Customer's phone, Mobile phone or other technical equipment not being able to communicate with the EasyPark System and a parking session not being started or extended (whereby the Customer risks, *e.g.*, a

parking fine) or not being ended correctly (whereby the Customer risks, *e.g.*, to pay too much for its parking);

- g) the Service having been cancelled by EasyPark due to reasons that prove to be incorrect, but which EasyPark had legitimate reason to believe were correct at the time of the cancellation, and which justified the cancellation;
- h) a Parking Lot proposed by EasyPark not being available when the Customer arrives there;
- i) the Customer's EasyPark Card having been lost or stolen without the Customer informing EasyPark thereof, or otherwise been subject to unauthorised use;
- j) the Customer not having informed EasyPark of a known or suspected misuse of the Licence Plate Number of a vehicle registered for use of Automatic CameraPark;
- k) a Mobile phone, on which the Customer has installed the App, or a vehicle, in which the Customer has installed the Car App, being lost or stolen;
- l) the Customer not having duly deactivated the Automatic CameraPark service in relation to a vehicle;
- m) unauthorised use of the Login Credentials and/or the Services and/or the Customer's account, or
- n) Force majeure (see section 13).

In any event, the liability of EasyPark for material or financial losses of the Customer is limited to the direct material or financial losses resulting from EasyPark's non-compliance with its duties under the contract and excludes any indirect or consequential damages such as, *e.g.*, loss of profits.

10 Complaints

- 10.1 In case of a defective Service or an erroneous charge or fee, the Customer shall submit a written complaint to EasyPark's customer service without delay, and at the latest within 60 days from when the relevant Service started to be provided, alternatively from when the Customer became, or should have become, aware of the relevant erroneous charge. The complaint shall clearly specify the nature of the defect or error. The Customer shall provide reasonable assistance to EasyPark in connection with any investigation made due to the complaint.
- 10.2 Complaints regarding erroneous Parking Fees are handled and decided upon in dialogue with the relevant P-operator, Partner or Local Authority. If and when such a complaint is approved, EasyPark shall without delay compensate the Customer with the relevant amount. If the complaint is rejected, EasyPark shall notify the Customer of the outcome of the handling of the complaint including explanation of the decision. Complaints related to a CameraPark System will be referred to the relevant P-operator.
- 10.3 Prior to or after receiving compensation from EasyPark for any fees, tolls or other charges pursuant to section 10.2 or otherwise, the Customer may upon EasyPark's request be required to object to any corresponding claim of a P-operator, Partner, Local Authority or other third party, as the case may be, as part of the Customer's reasonable assistance and cooperation. In addition, pursuant to EasyPark's written request, the Customer shall procure that EasyPark is allowed to handle any negotiation or dispute with any third party in relation to a dispute or potential dispute in respect of such fees, tolls or

charges. This includes granting EasyPark all authorisations and all assistance reasonably required to enable EasyPark to defend, at its own cost, against such claim or potential claim and to agree to any settlement or otherwise compromise or discharge such claim.

11 Term, early termination, etc.

- 11.1 The Agreement is valid from the confirmation of the Customer account registration by EasyPark (see section 3.2) until it is terminated in accordance with the terms of the Agreement, or as otherwise agreed in writing.
- 11.2 If the Customer has selected a Product Package without fixed monthly fee, the Customer may terminate the Agreement with immediate effect. If the Customer has selected a Product Package with a fixed monthly fee (in full or in part), the Customer may terminate the Agreement as per the end of the next calendar month following the notice of termination.
- 11.3 Without prejudice to the termination right of the Customer under section 11.2, in case of a change of prices and fees the Customer is entitled to terminate the contract with effect as of the time the changed prices and fees become effective.
- 11.4 EasyPark has the right to immediately suspend the Customer's access to the Services, cancel the Customer's user account and/or terminate the Agreement with immediate effect if:
- a) the Customer is in material breach of any of its undertakings under the Agreement;
 - b) the Customer does not fulfil, or there is a reasonable reason to assume that the Customer will not fulfil, its payment obligations in relation to EasyPark, or does not have a valid payment card or any other payment method registered through EasyPark;
 - c) the Customer uses the EasyPark System or any Service in violation of the Agreement, or in a way which may be detrimental or cause damage to EasyPark or any third party;
 - d) the Customer has repeatedly parked its vehicle in violation of applicable laws, regulations, and/or rules established by any relevant P-operator;
 - e) the Customer has provided incorrect, incomplete or misleading information, or
 - f) EasyPark, based on an overall assessment, considers it likely that the Customer may be involved in, or linked to, criminal activity.
- 11.5 EasyPark may terminate the Agreement or stop providing the Services, as a whole or in parts, subject to one month's prior notice.
- 11.6 If the Customer has selected a Product Package, for which the Customer pays in full or in part a fixed monthly fee, it is the Customer's responsibility to terminate the Agreement if its registered vehicle has been sold, is temporarily deregistered, or otherwise will not be used. EasyPark has no responsibility to verify that a vehicle having been registered by the Customer has not been temporarily deregistered.
- 11.7 Termination of the Agreement by the Customer shall be made in writing.
- 11.8 Termination of the Agreement (for whatever reason) shall not affect any rights and/or obligations incurred by a Party prior to the date the Agreement is terminated.

12 Information regarding right of cancellation

12.1 Right of cancellation

You (Customer) have the right to cancel this contract within fourteen days from the date of the conclusion of the contract without stating any reasons.

To exercise your right of cancellation you must inform us at support.cy@easypark.net of your decision to cancel this contract by way of a clear statement. The cancellation should be provided with the following content:

Declaration of the right of withdrawal

We hereby inform you that we cancel the contract with ARRIVE (Cyprus) Limited entered into as of [date of conclusion of contract via App].

[Customer to enter the date of conclusion only if it is aware of such date]

Kind regards,

[Customer]

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right of cancellation before the cancellation period has expired.

If you withdraw from this contract we are obligated to refund all payments we have received from you, including delivery costs (unless delivery has happened at your request in a form different from our standard delivery form) immediately and no later than within 14 days from the day we have received your notice of cancellation from the contract. For the refund we use the same payment method you used in the original transaction, unless something else has been agreed upon with you. On no account will the refund result in any additional fees for you.

12.2 Consequences of cancellation

If you cancel this contract, we are to reimburse all payments received from you, including delivery costs (with the exception of the additional costs resulting from you having selected a delivery type other than the most favourable standard delivery offered by us), without delay and no later than fourteen days from the day we receive your notice of cancellation regarding this contract. We will make reimbursement using the same means of payment as you used for the initial transaction, unless expressly agreed otherwise with you; in any event, you will not incur any fees as a result of the reimbursement.

If you have expressly consented to performance of the services to begin during the cancellation period, you must pay us a reasonable amount in proportion with the services that have been performed until the time you have notified us of the exercise of the right of cancellation regarding this contract compared to the total scope of services provided for in the contract.

Irrespective of the foregoing, any Parking Fee accrued during the cancellation period shall be paid by the Customer and will not be reimbursed by EasyPark.

13 Force Majeure

EasyPark shall not be responsible or liable for failure or delay in carrying out the terms of this Agreement resulting from any cause or circumstance beyond EasyPark's reasonable control,

including, but not limited to, fire, flood or other natural disasters, acts of war, terrorist actions, labour conflicts, failure, disruption or delay in telephone, Internet or other communication network, restrictions in the general traffic, accident, explosion, disturbances, legislation or measures taken by governmental authority.

14 Information, Personal data

The Customer acknowledges that EasyPark may share information regarding the (Customer's use of the) Services to P-operators, Partners and Local Authorities in order to discharge its duties in relation to them. Furthermore, the Customer acknowledges that EasyPark may report any misuse of the Services, illegal activities, fraudulent or inappropriate behaviour and/or suspicions thereof to the police or any other competent authority.

Personal data is processed and handled in accordance with applicable legislation for the protection of personal data, including GDPR and Law 125(I)/2018, and in accordance with EasyPark's privacy policy, available at https://legals.easyparksystem.net/CY/privacy/pl/privacy_cy_en.pdf

15 EasyPark in other countries

- 15.1 EasyPark is part of a group of companies (each an “**EP Company**”) who provide services substantially corresponding to the Services provided by EasyPark (the “**EP Services**”), in the countries (exclusive of any country listed as franchise), which are from time to time listed on www.easyparkgroup.com (each an “**EP Country**”). Please visit www.easyparkgroup.com for information on places within an EP Country where the EP Services may be used.
- 15.2 If the Customer visits another EP Country (*i.e.*, another country than Cyprus), the Customer may use the EP Services provided that the Customer agrees to the applicable general terms and conditions of the local EP Company.
- 15.3 The EP Services are provided by the local EP Company, and when the Customer uses the EP Services it is a customer of the local EP Company. However, when using the EP Services, the Customer makes payment to EasyPark (and not to the local EP Company).

16 Amendments, assignment, etc.

- 16.1 EasyPark may offer an amendment to the General Terms and Conditions, observing a reasonable notice period (typically four weeks), providing the amended General Terms and Conditions for acceptance to the Customer. Otherwise, if not explicitly accepted, the amended General Terms and Conditions are deemed to be validly implicitly accepted following the expiry of the notice period, unless the Customer has terminated the contract within the notice period.
- 16.2 The General Terms and Conditions applicable from time to time are available on the Website.
- 16.3 EasyPark has the right to assign, in full or in part, its rights under the Agreement to any other person or party without the Customer's consent. Furthermore, EasyPark has the right to employ sub-contractors to discharge its duties under the Agreement.

- 16.4 The Customer may not assign its rights and/or obligation under the Agreement to any other person or party without EasyPark's written consent.

17 Miscellaneous

- 17.1 The Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof.
- 17.2 The Parties agree that, should any provision of the Agreement be or become void, invalid or unenforceable, the validity or effectiveness of the other terms and conditions of the Agreement shall remain valid and effective.
- 17.3 These General Terms and Conditions (as well as any other terms and conditions which forms part of the Agreement) are available in several languages, out of which the English language version constitutes the original language version. The Parties acknowledge that in case of any discrepancies between this language version and the Greek language version of the General Terms and Conditions, this language version shall prevail.
- 17.4 EasyPark is committed to providing its digital services in accordance with applicable accessibility requirements, including those set out in Directive (EU) 2019/882 of the European Parliament and of the Council on the accessibility requirements for products and services (the "European Accessibility Act"), as implemented in relevant national legislation (Accessibility of Products and Services Law of 2024 (57(I)/2024)). Further information regarding accessibility, including applicable measures and contact details, is available in our Accessibility Statement published on www.easyparkgroup.com or the local EasyPark website, where applicable.

18 Applicable law and disputes

- 18.1 The Agreement shall be governed by and construed in accordance with Cyprus law.
- 18.2 If the Customer does not have a general place of venue in Cyprus, the courts of the Republic of Cyprus shall have exclusive jurisdiction for any dispute, controversy or claim arising out of or in connection with the Agreement.
- 18.3 This section 18 shall survive the termination of the Agreement.

19 Customer service

EasyPark's customer service answers questions regarding the Agreement and the Services provided by EasyPark during office hours during business days in Cyprus
Email address: support.cy@easypark.net

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