

# MYLOCAUTO FRIENDS LOYALTY PROGRAMME

## REGULATIONS

These regulations (hereinafter referred to as the "**Regulations**") govern the terms and conditions of the Loyalty Programme (hereinafter referred to as the "**MyLocauto Friends Programme**") promoted by Locauto Rent Spa, with registered office in Trento, Piazza Silvio Pellico 5, Tax Code and VAT number 04367650969 (hereinafter referred to as "**Locauto**").

All rights relating to the MyLocauto Friends Programme are the exclusive property of Locauto.

The MyLocauto Friends Programme does not constitute a prize-giving operation and therefore the requirements and fulfilments of the Decree of the President of the Republic no. 430 of 26 October 2001 do not apply, due to the specific exclusion provided by Art. 6, paragraph 1, letter c) of the same government regulation.

Participation in the MyLocauto Friends Programme implies the acceptance by each party of these Regulations and the Terms and Conditions of Use of the MyLocauto Portal without reservation. These Regulations, as well as the Terms and Conditions of Use of the MyLocauto Portal, are available for consultation in hard copy at each Locauto rental agency and digitally on the website <https://www.locautorent.com/it/note-legali/termini-e-condizioni/>

### 1. DEFINITIONS

In addition to the further definitions set out in these Regulations, the terms below shall be construed according to their meaning:

**Website** is Locauto's website that can be reached at [www.locautorent.com](http://www.locautorent.com)

**App Locauto** is an App for smartphones owned by Locauto, available free of charge in Google and Apple stores.

**Locauto Call Centre** is the service dedicated to telephone assistance and reservations that answers the telephone number indicated on the Locauto Website

**Rental Offices** is the physical shop through which Locauto provides its rental services throughout Italy

**MyLocauto Portal** is the section of the Web Site dedicated to the registration and creation of the Customer registry, after which the Customer will be assigned a driver ID.

**Customer** is the subject who has duly and correctly registered on the MyLocauto Portal and who intends to make use of the rental services provided by Locauto.

**Locauto Account** is the system of unique and confidential credentials that allows the Customer to access the services and personal information entered on the MyLocauto Portal.

**Terms and Conditions of Use of the MyLocauto Portal** are the regulations governing the methods of access to the MyLocauto Portal and use of the services associated therewith.

**Qualifying rental** is a rental that contributes to the determination of the membership status of the registered Customer, irrespective of membership in the programme. It is any rental of cars, equipped or not with elefast technology and vans that has been duly implemented. Concerning vans, the qualifying rental is only and exclusively the one named Rate 100Km included: van rental 100 km daily and/or 4.000 km monthly.

**Qualified rental** is the rental made by the Customer already registered in the MyLocauto Friends on which advantages foreseen by the relative belonging status are applied. Is understood to be a rental of cars and vans, made by the Customer already registered in the MyLocauto Friends Programme, through the Locauto Website and App, Locauto Call Centre, Rental Offices. Concerning vans, the qualified rental is only and exclusively the one made from the Customer subscribed to the MyLocauto programme that uses Rate 100 Km included: van rental 100 km daily and/or 4.000 km monthly. Rentals made through online Intermediaries, Tour Operators, Travel Agents, Company Agreements are excluded.

**Daily or hourly car rental rates** of car rental referring to rentals with length from 1 hour to 29 days

**Daily and hourly van rental rates** referring to rentals with length from 1 to 24 days

**Monthly car rental rates** referring to rentals with a duration of 30 days or more.

**Monthly van rental rates** referring to rentals with length from 25 days onwards

**Standard rates** refer to the rates available on Locauto direct booking channels, with the express exception of all special offers (e.g. Black Friday Promo, Early Booking Promo, Monthly Promo etc.).

**Driver ID** is the unique numerical code identifying the Customer assigned by the Locauto computer system to the Customer at the time of registration on the MyLocauto Portal

## 2. REGISTRATION IN THE PROGRAMME

In order to be able to participate in the MyLocauto Friends Programme, the Customer must be a natural person over 18 years of age and registered on the MyLocauto Portal, having fully and expressly accepted the Terms and Conditions of Use.

Joining the MyLocauto Friends Programme is free of charge.

Once the Customer has received the automatic confirmation of his registration on the MyLocauto Portal, he or she may register in the MyLocauto Friends Programme, having fully and expressly accepted the Terms and Conditions.

The Customer who has registered on the MyLocauto Portal prior to the launch of the MyLocauto Friends Programme must expressly accept the present Rules in order to join.

## 4. PURPOSE OF THE LOCAUTO FRIENDS PROGRAMME AND HOW IT WORKS

The Programme allows the registered Customer to obtain a series of benefits that increase as the number of Qualifying Rentals made with Locauto increases, with reference to the car and van fleets. The benefits are linked to the tier (hereinafter referred to as "**Tier**") on which the Customer is placed on the basis of previous rentals made with Locauto, in accordance with the chart below:

	Beginner (Tier 1)	Enthusiast (Tier 2)	Expert (Tier 3)
AUTO advantages	Registration on the programme	After 3 rentals	After 6 rentals
% discount on standard hourly and daily rates	10%	15%	20%
Discount on excess removal/deduction	No	20%	30%
Smart Check-in available	Si	Si	Si
One-way rental	No	20%	50%
Refuelling service discount	No	20%	50%
Hourly grace period for the return (2 hours)	No	No	Gratuita
Child seat discount	No	20%	50%

	Beginner (Tier 1)	Enthusiast (Tier 2)	Expert (Tier 3)
VAN advantages	Registration on the programme	After 3 rentals	After 6 rentals
% discount on standard hourly and daily rates	10%	15%	20%
Discount on excess removal/deduction	No	No	No
Smart Check-in available	Yes	Yes	Yes
Refuelling service discount	No	No	No
Hourly grace period for the return (2 hours)	No	No	No

### Rules for attaining and keeping Tier 3

→ The assignment of the Tier to each Customer is carried out by means of a computer algorithm as follows: each day, the algorithm counts the number of Qualifying Rentals of **cars and vans** made by the Customer in the 365 days preceding today's date; Qualifying Rentals that have a start or end date included within this time interval are added together and automatically determine the Customer's Tier, according to the scheme above

→ the Customer who enrolls for the first time in the Locauto Friends Programme is automatically placed in the Tier corresponding to the number of Qualifying Rentals made in the 365 days preceding the date of enrolment in the Loyalty Retail Programme

→ Total inactivity of the Customer, to be understood as failure to complete qualifying hires within 365 days after the last Qualifying Rental, shall in any event result in the reallocation, also to be understood as demotion, of the Customer to Tier 1 (Beginner).

#### 4.1. PROMOTION AND DEMOTION FROM TIER TO TIER

Each day the algorithm calculates the number of Qualifying Rentals of cars and vans made by the Customer in the 365 days prior to today's reference date; Qualifying Rentals that have a start or end date included within this time frame are added together and automatically determine the Customer's tier.

Promotion: assignment of a higher benefit tier than the one to which it belongs

Demotion: assignment of a lower level of benefits than the one to which he/she belongs (NB can never go below Tier 1 or Beginner)

EXAMPLE OF PROMOTION	BEGINNER (Tier 1)	ENTHUSIAST (Tier 2)	EXPERT (Tier 3)
Advantages	Registration in the programme (e.g. today)	After 3 QUALIFIED rentals within (365) days from TODAY (CUSTOMER PROMOTED)	After 6 QUALIFIED rentals within (365) days from TODAY (CUSTOMER PROMOTED)

EXAMPLE OF DEMOTION	BEGINNER (Tier 1)	EXPERT (Tier 2)	BEGINNER (Tier 3)
Advantages	Registration in the programme (e.g. today)	After 6 QUALIFIED rentals within (365) days from TODAY (CUSTOMER PROMOTED)	Subsequent INACTIVITY after Expert Tier (CUSTOMER DEMOTED) to Tier 1 "Beginner"

#### 5. WAYS TO MANAGE TIERS

The calculation and management of the tiers within which the Customer is placed are the responsibility of a Locauto proprietary software, in which all data relating to the Customer's personal data, bookings and rental contracts are stored.

#### 6. METHOD OF BOOKING AND MULTICHANNELING

The Customer registered in the MyLocauto Friends Programme may make reservations for Qualified rentals in one of the following ways:

→ through the **Locauto Website** and **APP**, after logging in to the MyLocauto reserved area; the Customer acknowledges and recognises that logging in with his personal login information is a prerequisite to automatically receive the discount and advantages indicated in the table above; without such login, the system will not be able to recognise the Customer's identity and will therefore apply the best "generic" public rate available at the time to his reservation

→ through the **Locauto Call Center** at the time of booking, the Customer is required to communicate to the Locauto operators his driver ID, as assigned at the time of registration on the MyLocauto Portal; in the absence of this ID, the system will not be able to recognise the Customer's identity and therefore will not be able to apply the benefits provided by the Tier to his booking.

Rentals booked through a channel other than those listed above do not entail the application of the benefits provided by the programme.

#### 7. RENTAL TERMS AND CONDITIONS

The Customer acknowledges that all rentals made from Locauto are governed by the General and Particular Rental Terms and Conditions available for consultation in hard copy at each Locauto agency and digitally on the website <https://www.locauto-rent.com/it/note-legali/termini-e-condizioni/> that he or she declares to have read and expressly accepted. Upon signing the rental agreement, the Customer will receive the text of the General and Particular Rental Terms and Conditions, as well as the Privacy Policy at the email address provided and indicated in the rental agreement.

## 8. DURATION OF THE PROGRAMME

The MyLocauto Friends Programme is valid until 31.12.2025. As of 1.1.2026 all benefits acquired by the Customer shall automatically lapse. Locauto reserves the right, in any case, to extend the duration of the programme for a period after the expiry date, subject to notification sent to all registered Customers. The Customer's registration in the MyLocauto Friends Programme shall be valid for the entire duration of the programme, subject to the following assumptions:

1. Voluntary cancellation by the Customer in the manner indicated on the MyLocauto Portal in the "MyLocauto Friends Programme" section
2. Unilateral cancellation of the Customer by Locauto at the sole discretion of the same, as a result of the blocking of access to the Portal MyLocauto and the blocking of rentals, as provided in Art. 2 of the Terms and Conditions of Use of the Portal MyLocauto Portal

## 9. USE OF THE ACCOUNT - PERSONAL DATA SECURITY AND PROCESSING

Adhesion to the MyLocauto Friends Programme takes place after registration and collection of the Customer's personal data and documents on the MyLocauto Portal. The Customer is not permitted to register more than one Locauto Account, therefore each Customer may only have one account on the MyLocauto Portal. For anything not indicated herein, all the provisions set out in the Terms and Conditions of Use of the MyLocauto Portal shall apply.

## 10. AMENDMENTS TO THE REGULATIONS

Locauto reserves the right to modify these regulations at any time, at its discretion and without any written communication to the Customer, subject only to the respect of the rights already acquired by the Customers regularly registered in the Retail Loyalty Programme up to that moment. Therefore, the Customer must constantly consult these regulations published on the [www.locauto-rent.com](http://www.locauto-rent.com) website.

## 11. APPLICABLE LAW AND JURISDICTION FOR DISPUTES

The Terms and Conditions of use of the MyLocauto Portal and associated services are governed by Italian law. The Court of Milan is exclusively competent to decide any dispute between the parties, without prejudice to the jurisdiction of the court of the place of residence or address of record, for the Customer qualifying as a "consumer".