Cancellation and Termination Policy for Car4Life GmbH for Short and Long-Term Vehicle Rentals (Effective: 03.2026)

1. Termination / Cancellation of Contract
Long-Term rental / Short-Term rental

Definition Of Short-Term rental/Long-Term Rental
A short-term rental is defined as a rental period of at least 24 hours but less than 28 calendar days.
A long-term rental is defined as a rental period of 28 calendar days or more.
The vehicle must be picked up and returned during Car4Life's business hours.

2.1 Minimum Rental Period by Vehicle Class (LZ – Long-Term Rental)

a) For long-term rentals, the following minimum rental periods apply, depending on the vehicle class specified in the rental agreement:
   - Economy: 2 months
   - Premium: 5 months
   - Luxury/Sport: 6 to 8 months, as specified in the agreement

b) The vehicle class is determined by the respective rental agreement/quote.
c) Upon expiration of the minimum rental period, the agreement continues for an indefinite period—unless a fixed term has been agreed upon—and may be terminated in accordance with Section 2.2.

2.2 Regular termination (LZ - long-term lease)

a) Unless otherwise agreed, the long-term lease is concluded for an indefinite period and billed on a calendar-month basis.
b) The lessee may terminate the contract in writing at any time after the minimum rental period has expired, with one month's notice to the end of the quarter.
c) The date of receipt of the notice of termination by the rental company shall be decisive
d) The lessor shall confirm the termination in writing and notify the tenant of the return date and location.

3. Early Termination of the Lease Agreement by the Lessor

a) The Lessor (Car4Life) may terminate the lease agreement early or without notice if, for legitimate reasons, continued performance becomes unreasonable, particularly in the event of false personal information, questionable creditworthiness, serious unreliability, or a breach of contractual obligations. In addition, the lessor's claims for damages remain unaffected. Important reasons also exist, in particular, if the continuation of the rental agreement is unreasonable for Car4Life due to damage to the vehicle (e.g., high cost of damage, disproportionate repair costs, or multiple incidents of damage caused by the renter), as well as in the event of the initiation of insolvency proceedings against the renter's assets.
b) Obligation to Pay in Case of Early Return or Termination: Should the renter return the vehicle before the end of the contractually agreed term or should the contract terminate early for reasons attributable to the renter, the customer is obligated to pay all remaining rental payments in full until the end of the contract.
c) In this case, the renter must return the vehicle to the rental company immediately at their own expense; the rental agreement remains in effect until the vehicle is actually returned.

4. Cancellation Before Pickup / Failure to Pick Up / Refusal to Accept – B2C

4.1 Definition

A cancellation occurs when the renter terminates the rental agreement before the vehicle is handed over, fails to pick up the vehicle at the agreed time, does not show up (no-show), or refuses to accept the vehicle. Failure to pick up the vehicle or refusal to accept it is expressly considered a cancellation within the meaning of this section.

4.2 Cancellation Fees Prior to Check-in – Short-Term Rentals

In case of a cancellation prior to check-in, the following cancellation fees apply based on the agreed rental price:

Time of cancellation prior to the start of the rental period	Applicable cancellation fee
30 days or more before the start	20% of the agreed rental price
29–14 days before the start	30% of the agreed rental price
13–7 days before the start	40% of the agreed rental price
6–3 days before the start	60% of the agreed rental price
Less than 72 hours before the start / No-show	100% of the agreed rental price

4.3 Cancellation Fees Prior to Check-in - Long-Term rentals

Time of cancellation prior to the start of the rental period	Applicable cancellation fee
Above 60 days	Free of charge
From 60 to 30 days	15 % of the agreed monthly rent
From 30 to 15 days	30 % of the agreed monthly rent
From 14 to 8 days	50 % of the agreed monthly rent
Less than 8 days / No-Show	100 % of the agreed monthly rent