

Regulations

1. The Vehicle Rental Agreement is concluded on the basis of an offer submitted by the Customer via an online form available on the website **www.carfree.pl** and the Lessor's statement of acceptance of the Customer's offer submitted in this manner
2. After the Client submits an offer in the above manner, the Lessor shall send the Client a statement of acceptance or non-acceptance of the offer within 4 hours of receipt of the offer from the Client to the e-mail address indicated by the Client, provided, however, that the Client has paid the Reservation Fee in the form of a down payment in the amount indicated via the Lessor's website by credit card through the tpay.com transaction platform
3. If payment of the Reservation Fee is made in a manner other than that indicated above, the Client's completion of the online form shall be deemed to be the Client's referral of a preliminary offer, and payment of the Reservation Fee to the Lessor's bank account listed on its website shall be deemed to be the final submission of the offer. In such case, the Lessor, immediately upon receipt of confirmation of receipt of funds to the bank account, shall be obliged to send the Client a statement of acceptance or non-acceptance of the offer to the e-mail address or fax number provided by the Client.
4. In the event that the Lessor is unable to provide a car in the class selected by the Customer within the time period indicated in the online form, the Lessor shall provide the Customer with a vehicle of a higher class, using the identical rental rate applicable to the rental of the vehicle for which the order was placed by the Customer. The renter has the right to withdraw from the contract in the event that he does not agree to change the vehicle to a vehicle of a higher class within 7 days of receiving information about the impossibility of renting the ordered vehicle. **In the event that it is not possible to provide the Renter with a vehicle of a higher class, the Lessor, within the date of delivery of the vehicle to the Renter, is entitled to withdraw from the contract. In such a case, the Lessor will return to the Renter all of the funds paid when placing the order.**
5. The condition of acceptance of the offer by the Lessor is:
 - a) acceptance by the Customer of the Lessor's vehicle rental terms and conditions in force at the Lessor **and granting of consent to the processing of personal data** by filling in the web form available on the Lessor's website with all data required by the Lessor and display of a message confirming the completion of the reservation acceptance,
 - b) meeting the conditions stipulated in sec. 3 of the Vehicle Rental Regulations,
 - c) placing an order at least 72 hours before the scheduled car release date specified in the online form,
 - d) the Client's consent in the online form to charge his/her credit card with the payment of the Reservation Fee and to actually charge his/her card with the aforementioned amount or to pay it by

wire transfer to the Lessor's account indicated on the Lessor's website.

6. The Renter may withdraw from the rental agreement with the return of the entire Reservation Fee paid when placing the order, provided that a statement is submitted by fax or at a branch of the Lessor, at least 24 hours before the date agreed upon by the parties release of the ordered car. The Lessor may withdraw from the contract until the vehicle is delivered. However, in the event of such withdrawal, he will be obliged to return the Reservation Fee, in accordance with Article 395 of the Civil Code.
7. Only the Renter in person may pick up the car.
8. **CarFree Car Rental processes the personal data of its customers on the basis of consent, given in the process of making a reservation, and detailed information on the processing of personal data is available in the Privacy Policy tab.**