

User agreement and terms and conditions for using the Voi services

This agreement ('Agreement') sets out the legally binding terms and conditions for Your use of the Services provided by Voi Technology UK Limited, a company registered in England with company number 12616585 and with its registered office at c/o GBP Knox, 2nd Floor, National House, 60–66 Wardour Street, London, W1F 0TA, United Kingdom ('Voi', 'We', 'Us' or 'Our').

The purpose of this Agreement is to:

- regulate the Services provided by Voi
 - offer You the use of electric scooters and e-bikes after You have registered in the Voi App.
-

Definitions

In this Agreement, the following words, terms and phrases have the meanings set out below:

- 'E-bikes' means Voi's shared electric bikes.
- 'E-scooters' means Voi's shared electric scooters.
- 'Group Rides' means the Services that allow You to activate one Vehicle for Your own use and to activate up to four additional E-bikes for use by Guest Users in accordance with section 1.11.
- 'Guest User' means an individual whom You permit to use a bike activated by You under Group Rides in accordance with section 1.11.
- 'Incentivised Parking Zone' means the areas defined and designated in the Voi App in which parking is incentivised (eg by way of Voi Credits).
- 'Mandatory Parking Zone' means the areas defined and designated in the Voi App in which You must temporarily park and deactivate the Vehicle.
- 'Non-Parking Zone' means the areas defined and designated in the Voi App in which Vehicles may not be deactivated. If a Vehicle is deactivated in such an area, it may not be possible to reactivate it. You should avoid such areas, as failure to comply may result in additional costs.

- 'Operational Zone' means the areas defined and designated in the Voi App in which Vehicles may be activated, used, temporarily parked and deactivated.
 - 'Privacy Policy' means Voi's policy regarding the processing of personal data, made available at <https://www.voiscooters.com/legal/voi-privacy-policy/>.
 - 'Services' means the use of the Vehicles, the Website, the Voi App and related services, equipment and information made available through the Website or the Voi App.
 - 'Vehicles' means the collective term for Voi e-scooters and e-bikes.
 - 'Voi App' means Voi's proprietary software applications accessible via computer or mobile device through which You may access a Vehicle.
 - 'Voi Credits' has the meaning given to it in section 2.7.
 - 'Voi Pass' means the right to use the Services by way of either a subscription-based purchase (eg a monthly pass) or a fixed use period (eg a 24-hour pass), as further described in the Voi App. Voi Pass may be available in different versions:
 - 'Free Unlock Pass' allows unlimited free unlocks of Our Vehicles and use of the Services as further described in the Voi App, subject to the limitations in this Agreement (excluding the fair use provision under section 1.6).
 - 'Period Pass' allows the use of the Services as further described in the Voi App, subject to the limitations in this Agreement (including the fair use provision under section 1.6).
 - 'Website' means the Voi website www.voi.com.
-

1. General

1.1 Parties to the Agreement

You and Voi are the sole parties to this Agreement. You are the sole user of the Services and must not allow any others to use a Vehicle except as expressly permitted under section 1.11 (Group Rides).

1.2 Register account

In order to use the Services, You must register an account in the Voi App. You must follow the instructions given during the registration procedure and provide correct information. Without proper registration You must not use the Services.

You may only register one account and shall only undertake one registration. You shall ensure that no one else makes use of Your registration, particularly with regard to using a Vehicle. If You become aware that someone else uses or could use Your registration (eg because Your mobile device has been stolen), You shall inform Voi as soon as possible in accordance with section 8. If You allow a third party to use Your registration or a Vehicle, You will be responsible for any and all use and/or misuse of the Services.

1.3 Voi's Services

Voi shall provide You with the opportunity to use the Voi App to find, activate, use and deactivate a Vehicle where one is available. Vehicle availability is displayed in the Voi App. Given the limited number of Vehicles operating, Voi does not promise or guarantee that You will always find a Vehicle within a convenient distance or at all (see section 1.5).

1.4 Your responsibilities and requirements for the use of the Services

Age and licensing. You must be at least 18 years of age to use Voi e-scooters and must be correctly and legally licensed to do so in the United Kingdom. You must be at least 16 years of age to use Voi e-bikes. Operation or use of any Vehicle by any minor is expressly prohibited. If You allow a minor to use a Vehicle (eg by activating it through Your account), You shall be responsible for any and all use and/or misuse. For e-scooters, a minor is any person under 18; for e-bikes, any person under 16.

It is Your responsibility to ensure You meet all applicable licensing requirements in the UK. You must provide accurate evidence of this as part of registration, in accordance with Our registration procedure. You must also complete the training course in the Voi App before commencing any use of a Vehicle.

Physical fitness. You must be physically fit and reasonably competent to use the Vehicle, in particular with regard to taking part in street traffic and complying with traffic rules and regulations.

External circumstances. You are responsible for adapting Your riding to external circumstances, including Your general ability, medical condition, weather conditions (eg rain, fog, snow, hail, ice, heat or electrical storms) and any other factors that may create risk. You must determine whether and how to use a Vehicle, adjust Your speed and riding behaviour accordingly, and if necessary abstain from use entirely.

Safety check. You shall conduct a basic safety check of the Vehicle before use, including a visual check, a battery check (see section 1.5) and a brake check. You must not use the Vehicle if there are any noticeable issues, including visible damage to wheels, brakes, lights or frame, signs of unusual wear, or any brake malfunction. Please let Us know of any such issues in accordance with section 8.

A Vehicle is an electric vehicle that requires safe and prudent handling in accordance with government regulations and guidelines.

No third-party liability insurance for e-bikes. Voi does not provide rider third-party liability insurance for e-bike rides in the UK. This means that if You cause injury or damage to a third party while riding a Voi e-bike, You will not have insurance cover through Voi for that liability. If You wish to have such cover, You must arrange it independently before using a Voi e-bike. By activating a Voi e-bike, You confirm that You understand and accept this.

Voi Pass. The use of a Voi Pass may be limited to the country or Operational Zone in which it was purchased, as further described in the Voi App. You may not apply sections 2.2 or 2.7 (discounts and promotion codes) to Services used by way of a Voi Pass.

1.5 Availability of the Services

Vehicles are not available at all times, even within the Operational Zones, and in accordance with section 3.1.2 We are not responsible if You are unable to locate an available Vehicle.

Availability may differ within and between Operational Zones due to high demand. Access to the Services may also be limited or restricted in some Operational Zones where necessary for Your safety or the safety of the Vehicles (eg due to a demonstration causing traffic problems or adverse weather). Voi is entitled to limit or restrict access to Vehicles at its discretion but is under no obligation to do so unless required by police authorities or similar bodies. Section 1.4 remains unaffected. Full access may also be limited for other reasons, such as slow zones where speed is automatically reduced in pedestrian areas.

Battery availability is subject to the following:

- The battery level of each Vehicle is shown in the Voi App. It is Your responsibility to check that the battery level is adequate before use.
- The battery level will decrease with use, and operational capabilities and speed may reduce or cease entirely as the battery depletes.

- The rate of decrease may vary due to factors such as Vehicle condition, weather, road conditions, Your usage and other factors beyond Our control. It is therefore not possible to relate a battery level to a specific distance. If You are unsure whether the battery level is sufficient to reach Your destination, You are advised to reassess Your use of the Vehicle.

1.6 Your use of the Services

Different Operational Zones. You shall only activate, use, temporarily park and deactivate a Vehicle within the Operational Zone in which it was activated. The correct Operational Zone is displayed in the Voi App and must be checked before activating a Vehicle.

Activation, use and temporary parking of Vehicles. To use a Vehicle, You must activate it through the Voi App. You will need internet connectivity to do so and it is Your responsibility to ensure Your mobile device is working properly and that You have sufficient internet access.

After activation, the rental period commences and continues until the Vehicle is deactivated. You may temporarily park the Vehicle at any time through the Voi App and are responsible for reactivating it. The rental period continues while the Vehicle is temporarily parked.

The maximum usage period is 1 hour, after which Voi will end the ride. At that point, You must ensure the Vehicle is parked in accordance with this Agreement.

You agree to use and temporarily park the Vehicle in compliance with all locally applicable laws and regulations. You will additionally use the Vehicle with respect towards pedestrians, property and traffic at all times — for example, where permitted by local legislation, by riding in bicycle lanes rather than on pavements and keeping walking speed in pedestrian areas. For e-bikes, electrical assistance cuts off when the vehicle reaches 15.5 mph.

Safety measures when using a Vehicle. You must use the Vehicle safely and take all necessary measures to avoid accidents and damage to persons and property. Safety measures include, but are not limited to, the following:

- Not using the Vehicle while carrying items that may impede Your ability to use it safely, including bags, briefcases or packages that are not appropriate in size or weight.
- Only using the Vehicle Yourself. You are not permitted to carry a second person, child or animal on the Vehicle.

- Never exceeding the maximum weight of 100 kg when using the Vehicle. This maximum includes all items carried by You in compliance with this Agreement.
- Not using any mobile device — including telephones, text messaging devices, media players or similar — while riding, if it may distract You or impede Your safe use of the Vehicle.
- If You choose to place, mount or attach a mobile device to a Vehicle (including using any integrated phone holder), You do so entirely at Your own risk. It is Your sole responsibility to ensure Your device is suitable for the holder and properly secured. Voi does not guarantee that the phone holder is compatible with all devices, cases or formats (including foldable or multi-part devices), and Voi shall not be liable for any loss or damage to a mobile device arising from its placement on or attachment to the Vehicle, including damage caused by vibration, movement, road conditions, improper fitting or incompatibility.
- Not using a Vehicle while under the influence of alcohol, drugs, medication or any other substance that may impair Your ability to ride safely.
- Wearing a CE-standard helmet (or equivalent or higher) that has been properly sized, fitted and fastened in accordance with the manufacturer's instructions, along with any other suitable protective equipment.
- Never using the Vehicle for competitions, races or equivalent events, including professional and non-professional stunt or trick riding.

Parking and deactivation of Vehicles. You are responsible for parking and deactivating the Vehicle when You have completed Your use.

The Vehicle must be parked and deactivated in lawful areas. It may not be parked or deactivated in a Non-Parking Zone, on private property, in a locked or non-public space, or in breach of local traffic or other legal regulations. Where We consider a Vehicle lost or stolen, section 1.7 will apply.

You shall not park, temporarily park or deactivate a Vehicle where there is an increased risk of damage. When deactivated and parked, the Vehicle must be in a visible space.

You agree to park the Vehicle in compliance with all locally applicable laws and regulations and with respect towards pedestrians, property and traffic. At a minimum, where permitted by local legislation, You shall ensure that:

- the Vehicle is parked on a pavement closely alongside a wall or in connection with a bike stand or parking rack
- the Vehicle is standing upright in a steady manner on its kickstand

- the Vehicle is not blocking entrances, access ramps, bus stops, crosswalks or any other similar facilities.

Voi may from time to time offer incentives for temporarily parking or deactivating a Vehicle in Incentivised Parking Zones and/or require that You temporarily park or deactivate in a Mandatory Parking Zone.

You shall take a photo of the Vehicle when parking at the end of Your ride. The photo must clearly show that You have parked in accordance with this section 1. It must display the complete Vehicle and must not be blurred or otherwise unclear. We reserve the right to save this photo for the purposes of:

- providing You with incentives as described above
- ensuring that You have parked in accordance with this section 1.

This may involve processing Your personal data (ie Your image) as set out in Our Privacy Policy.

If You have parked or deactivated the Vehicle in a Non-Parking Zone or outside an Operational Zone, You may not be able to reactivate it.

Proper use of Services. You shall return the Vehicle in the same condition in which it was rented and the Vehicle must be fit for immediate use by other users, given normal wear and tear and excluding low battery level.

You may never tamper with the Voi App or Vehicles in any way or for any reason.

You are responsible and liable for any damages suffered by Voi relating to Your use of the Services where You have not complied with this Agreement. This includes indirect losses such as Voi's loss of income due to riding without payment, tampering with a Vehicle, or a Vehicle being unfit for use by others.

Terms of use. You shall only use the Services in accordance with, and for the purposes outlined in, this Agreement and only for Your own consumer purposes. You may not share Your Voi Pass with others, resell the Services or use them for commercial purposes. You shall not use the Services, or allow anyone else to use them, for illegal or unethical purposes.

Fair use of the Voi Pass. Use of the Voi Pass is limited as follows:

(a) Use is limited to 45 minutes per ride. If a ride is not ended within 45 minutes, You will be charged per minute above the initial 45 minutes on a pay-per-ride basis in accordance with section 2.1.

(b) If You exceed nine rides or 200 minutes of total use in any one day using Your Voi Pass, We reserve the right to deactivate and suspend Your Voi Pass and account. On the first breach of this provision, Voi will notify You. If You continue to breach it after notification, Voi will deactivate and suspend Your Voi Pass in accordance with section 1.10 without further warning. If We do this, We will refund You for any unused time of any advance purchase of the Voi Pass.

1.7 Lost or stolen Vehicle

You are responsible for deactivating and parking a Vehicle within an Operational Zone. You may not lock or hide a Vehicle unless it is activated. If You fail to deactivate or park a Vehicle within an Operational Zone and within the maximum rental period set out in section 1.6, You may be responsible for a lost or stolen Vehicle.

Voi is entitled to charge You £25 if a Vehicle is considered abandoned (ie the maximum rental period of 1 hour has been exceeded and We cannot detect any attempt to lock the Vehicle or end the ride). This amount represents Our estimated costs, losses and expenses in retrieving and returning the Vehicle to an Operational Zone. Voi reserves the right to prove that actual damages were higher.

A Vehicle activated by You may be considered lost or stolen if:

- the Vehicle's GPS unit is disabled on purpose
- the Vehicle moves after deactivation and Voi has reason to believe the movement was not caused by another user or authorised third party
- other facts and circumstances imply, in Voi's reasonable opinion, that the Vehicle has been lost or stolen.

If Voi reasonably deems a Vehicle lost or stolen, Voi shall have the authority to take any and all actions appropriate to recover it or, if recovery is impossible, to seek compensation for the loss. This includes involving the local police and/or Voi's insurer, requesting information from You, and, if You are culpably responsible, holding You liable for the damage incurred.

1.8 Accidents, insurance and other incidents

You must report any accident, crash, damage, personal injury, or stolen or lost Vehicle to Voi as soon as possible in accordance with section 8.

Where You activate Vehicles under Group Rides, this obligation applies to any incident involving:

- the Vehicle used by You
- any E-bike used by a Guest User during the Group Ride.

You are responsible for ensuring that Guest Users inform You immediately of any such incident so it can be reported to Voi without delay.

In the event of an accident, Voi asks that You gather relevant evidence — for example, by taking photographs and identifying potential witnesses — subject to applicable local legislation including data protection laws, and provide such information upon request by Voi or Our insurer.

If an incident involves third-party personal injury, property damage or any other third-party damage, You must report it to the local police as soon as reasonably possible. This also applies if a Vehicle is stolen while activated by You, including during a Group Ride. Upon request and subject to applicable local legislation, You must provide Voi with any documents issued by the police and cooperate fully with Voi and/or Voi's insurer.

Voi reserves the right to request identity verification from You in connection with accidents, insurance matters, fraud prevention or any other legitimate interest, including traffic incidents, parking violations or other matters requiring confirmation of Your identity.

Insurance. The main terms of Our insurance policies are available at <https://www.voi.com/insurance/> ('Insurance Policies'), which set out the extent of coverage that applies when using Our Vehicles. The applicable Insurance Policy for Your use will be the one listed for the city in which You are using the Vehicles at the time You unlock the Vehicle. The cost of the Insurance Policy is automatically included in the cost of using a Vehicle; there is no option to use a Vehicle without insurance. Note that the Insurance Policies may be amended from time to time depending on the conditions provided by Our insurance company. We therefore recommend that You review the applicable Insurance Policy before unlocking a Vehicle.

For the avoidance of doubt, and as set out in section 1.4, Voi does not provide rider third-party liability insurance for e-bike rides in the UK.

1.9 Compliance with local laws and regulations

In addition to the above, You agree to use the Services at all times in compliance with all locally applicable laws, regulations and rules. You understand that You are

solely responsible and liable for any violation of laws, regulations or rules in relation to Your use of the Services.

1.10 Indemnification, damages, deactivation/suspension of Your account and fees

We reserve the right to charge You £25 where You have breached this section 1. If the damage suffered by Voi exceeds £25, Voi reserves the right to claim damages for the losses it incurs. We will use reasonable efforts to remind You of any incorrect parking before charging this amount. You understand that any fees, fines or other payments imposed on Voi or any damages suffered by Voi on account of Your failure to comply with this section 1 shall be compensated by You.

We reserve the right at all times to deactivate or suspend Your account and Voi Pass, or to limit Your use of the Services, where We have reason to believe You have breached this section 1 or Your usage significantly differs from a normal pattern of use. In the case of repeated breaches of fair use under section 1.6, Voi reserves the right to notify You and block Your account or limit Your usage with immediate effect.

You acknowledge that You are responsible for Your driving and may not claim compensation from Us for damages caused as a result of a breach of Your obligations under this Agreement.

1.11 Group Rides

In selected areas within the Operational Zone, We may enable You to use the Group Rides feature. Availability will be indicated in the Voi App.

Under Group Rides, You may activate one Vehicle for Your own use and up to four additional e-bikes for use by Guest Users. Your Vehicle may be an e-scooter or an e-bike (subject to availability and local restrictions). Guest Users may only use e-bikes and may not use e-scooters.

Discounts, promotions or credits available to You may not be applied to rides undertaken by Guest Users.

When using Vehicles through Group Rides, You agree to comply with the following:

- Prior to any Guest User using an e-bike under Group Rides, You shall present Your mobile device to each Guest User and ensure they read the terms applicable to Guest Users as displayed in the Voi App. You warrant to Voi that You have done so in respect of each Guest User and that each Guest User

confirmed to You that they had read and understood those terms before using a Vehicle. You acknowledge that Voi relies on this warranty and that You shall be liable to Voi for any loss arising from Your failure to comply with it. A Guest User's use of an e-bike under Group Rides constitutes their agreement to the applicable terms and their acknowledgement of the risk and liability provisions.

- You warrant that each Guest User meets the minimum age requirement in accordance with section 1.4 and complies with the same rules and obligations that apply to You under section 1.6 and any other applicable provisions of this Agreement.
- You acknowledge that You are solely responsible for payment of all fees and charges associated with Your use of Group Rides and the use by any Guest User. All charges will be applied to the payment method registered in Your Voi App account in accordance with section 2.3.
- You accept full responsibility and liability for any damage, loss or injury caused by the negligent or unlawful acts or omissions of any Guest User during a Group Ride.
- You accept full responsibility and liability for any breach of this Agreement by a Guest User.
- For the avoidance of doubt, Your liability under this section 1.11 does not extend to any damage, loss or injury caused or contributed to by Voi's own negligence, a defect in a Vehicle attributable to Voi, or any other act or omission of Voi. Nothing in this section 1.11 limits Voi's liability under section 3.1.1.
- You accept full liability for any fines, fees, penalties or other costs arising from a Guest User's use of a Vehicle during a Group Ride, including unauthorised parking and any breach of applicable laws or regulations.

2. Payment and credits

2.1 Prices and fees

Your rental of a Vehicle is on:

- a pay-per-ride basis
- a Voi Pass basis
- such other basis as set out in the current applicable pricing in the Voi App.

Prices, fees and other charges may be subject to change and applicable taxes and local government charges, which may be collected by Voi. You should check prices in the Voi App each time before activating a Vehicle.

Voi reserves the right to reserve £5 directly from Your payment card in connection with Your use of the Vehicles, when You create Your account and when You add a new payment method. This reserved amount will be used to pay for the relevant or next ride. If the entire amount is not used, the reservation will be released immediately after the ride. You understand that release may take a number of business days due to bank or other third-party processing.

All prices and monetary values in this Agreement are in GBP.

2.2 Discounts and promotion codes

Promotion codes are one-time offers and can only be redeemed via the Voi App. Discounts may be limited to one per customer and account and may not be combined with other offers. Discounts are non-transferable and may not be resold or refunded. Discounts and promotion codes may not be used when using a Voi Pass.

2.3 Payment methods and disputes

You must provide Voi with valid credit card, debit card or other payment method details in order to register for the Services. You confirm that You are authorised to use any payment information You provide and authorise Voi to charge the relevant payment method for fees incurred in relation to Your use of the Services.

You agree to inform Voi without undue delay of any changes to the payment method You have provided.

Payments may be processed through third-party payment processors. We are not responsible for the payment process or any charges imposed by such third parties.

To dispute any fees charged by Voi, You must contact Voi within a reasonable time from the date of the disputed charge and provide any information Voi requires, such as the date of the trip or Voi Pass purchase and the approximate start and end times. Please contact Voi in accordance with section 8.

2.4 Outstanding payments

Any outstanding payment will be collected using the payment method described in section 2.3. If payment cannot be made due to a reason within Your control (eg wrong card details or failure to notify Voi of a card change), Voi will inform You and set a period to rectify the situation. Until then, Voi is entitled to suspend Vehicle rentals. If Voi has not received information about a reliable payment method within two weeks, Voi may terminate this Agreement and restrict or block Your access to the Services.

2.5 Actual prices and deactivation of Your account

All fees in this section 2 and/or indicated in the Voi App are subject to change, subject to Your right to terminate the Agreement in accordance with section 6. The price may change during a rental period if You ride across a pricing boundary (eg before and after midnight). You must check the applicable fees in the Voi App before activating a Vehicle.

2.6 Term and termination of a Voi Pass

Your Voi Pass will start from the point at which Voi receives payment and end as follows:

- for a subscription-based period: on the last day of the current subscription period, provided that either You or Voi has cancelled the subscription during that period
- for a fixed use period: when the period ends.

To cancel a subscription-based Voi Pass, please contact Voi in accordance with section 8.

Both Voi and You have the right to cancel a subscription-based Voi Pass at any time without giving a specific reason, subject to the notice period set out above and in the Voi App.

2.7 Voi Credits

We offer special promotion codes to riders to provide discounts on rides ('Voi Credits'). To apply Voi Credits to a fare, enter the relevant promotion code before Your trip begins. You must have added a payment method to use a promotion code.

Promotion codes are entered in the Voi App by selecting 'Free Rides' from the menu and then 'Redeem Code'. To check Your Voi Credits balance, select 'Profile' and then 'Voi Credits'.

Voi Credits are used by default. If You have a free ride on Your account, it will automatically be applied to Your next trip. If all Voi Credits are used during a ride, You will be charged for any remaining portion. If a promotion code has an expiry date, it must be used before that date. Codes cannot be extended or renewed.

Voi Credits are one-time offers and can only be redeemed via the Voi App. Voi reserves the right to modify or cancel unredeemed credits at any time without notice. Voi Credits may be limited to one per customer and account and may not be combined with other offers. Credits are non-transferable and may not be resold or refunded.

2.8 Share Voi and get free rides

You may share Your promotion code with friends to earn credits. To do this, select 'Free Rides' in the Voi App, where You will find Your personal invite code. Tap 'Send Code' and select an available option (eg text, email, social media or copying the code).

When a friend completes their first trip with Voi using Your personal invite code, Your account will automatically receive Voi Credits.

Personal invite codes should only be used for personal and non-commercial purposes. You may share Your invite link with personal connections via social media, provided You are the primary content owner. Public distribution on sites where You are not the primary content owner is not permitted. Promoting Your referral code via search engine marketing (eg Google Ads, Facebook) is also not permitted.

Referred invitation codes are only applicable to an invited user's first ride and are not intended for existing users. Existing users attempting to take advantage of the referral programme may have their referral promotions disabled.

2.9 Revoke credits and deactivate accounts

Voi reserves the right to suspend rider accounts and revoke referral promotions that violate these terms.

We reserve the right at all times to deactivate Your account where You have not paid or have otherwise breached this section 2.

3. Limitation of liability and assumption of risk; force majeure

3.1 Limitation of liability

3.1.1 Nothing in this Agreement excludes or limits Our liability for death or personal injury arising from Our negligence or the negligence of Our employees, agents or subcontractors, or Our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by applicable law.

3.1.2 We are not liable for:

(a) any losses that were not foreseeable to You and Us when You agreed to this Agreement or when You subsequently used a Vehicle

(b) any business losses, including:

- loss of profit
- loss of business
- loss due to business interruption
- loss of business opportunity

(c) any loss and/or damage suffered by You as a result of Your failure to comply with this Agreement or any event outside Voi's control (including distress, inconvenience, anxiety or loss of enjoyment arising from non-availability of Vehicles or use of Vehicles in breach of these terms).

3.1.3 Where Voi is held to be liable to You (taking into account the above exclusions), Our liability shall be limited to £500,000.

3.2 Force majeure

Voi shall not be liable to You for any failure or delay in complying with its obligations under this Agreement due to any event, circumstance or non-happening outside its reasonable control, including (without limitation) fire, flood, extreme weather, pandemic or epidemic, strikes, lockouts or lack of operating resources or raw materials.

4. Property and intellectual property rights

4.1 Rights of Voi

All text, images, sound recordings, videos, copyrights, trademarks, trade names, logos and other intellectual or industrial property rights held or used by Voi, or present in the Voi App or on the Website (including titles, graphics, icons, scripts and source codes), are Voi's property or that of its third-party licensors and must not be reproduced, distributed, sold, modified, copied or used (in whole or in part) without prior written permission.

4.2 Respect for Voi's property

You must not tamper with, attempt to gain unauthorised access to, modify, hack, repair or otherwise adjust any Voi material or hardware, source codes or information — including the Voi App, Website and Vehicle — for any purpose. The Voi App, Website and Vehicles may only be used for the purposes set out in this Agreement.

4.3 Respect for Voi's intellectual property

You agree that the Services and all associated intellectual property rights provided by Voi remain at all times the exclusive property of Voi. You may not use Voi's exclusive property for commercial or any other purposes without Voi's prior written consent.

5. Privacy

Voi processes Your personal data in accordance with the Voi Privacy Policy, available at <https://www.voi.com/legal/voi-privacy-policy/>.

6. Term and termination

This Agreement enters into force between You and Voi:

- the first time You use the Services, or
- in the case of a Voi Pass, the first time You purchase a Voi Pass.

It will remain in force for as long as neither You nor Voi terminates it.

Both You and Voi may terminate this Agreement at any time. Any rental still ongoing at the time of termination shall be carried through in accordance with this Agreement. Obligations arising from any breach of contract during the term of this Agreement shall not be affected by its termination.

7. Disputes

All disputes relating to this Agreement shall be submitted in text form to the contact information given in section 8.

8. Contact

Voi can be contacted by:

- email: support@voiapp.io
 - telephone: +46 21 665 59 22
 - post: Voi Technology UK Limited, 2nd Floor, National House, 60–66 Wardour Street, London, England, W1F 0TA.
-

9. Governing law and jurisdiction

This Agreement shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes arising out of or relating to this Agreement, its breach or subject matter shall be brought before the courts of England and Wales.

Please note that disputes may also be submitted for online resolution to the European Commission Online Dispute Resolution platform at <https://ec.europa.eu/consumers/odr>.

10. Entire agreement and modifications

This Agreement contains the complete, final and exclusive integrated agreement between the parties with respect to its subject matter and supersedes all prior agreements, written or oral, relating to such subject matter.

In the event Voi seeks to amend this Agreement, it shall provide You with reasonable prior written notice via email or the Voi App. If:

- You do not object to the amendments within one month of notification, or
- You subsequently use the Services following such notification,

the proposed amendments shall be deemed accepted by You. Voi shall expressly set this out at the time of notification. New versions of this Agreement will also be available in the Voi App and on the Website.

Earlier versions of this Agreement will not be archived by Voi. You are therefore recommended to print and save outdated versions of these terms.

11. Withdrawal

Although this Agreement qualifies as a distance contract, please note that You have no right of withdrawal because the Service provided is the rental of Vehicles (see regulation 28(1)(h) of the Consumer Contracts Regulations).

In the case of a Voi Pass, however, You have the right of withdrawal within 14 days of purchase. You may exercise this right by sending Us a notice in accordance with section 8. You may also use a withdrawal form, available at <https://www.voi.com/wp-content/uploads/2020/11/Cancellation-Form-UK.pdf>.

In the case of withdrawal, Voi will reimburse the amount You paid for the Voi Pass without undue delay and no later than 14 days from the date Voi was notified. Voi will use the same payment method You used when purchasing the Voi Pass. Voi is entitled to deduct an amount equivalent to the use You made of the Voi Pass before withdrawal.