TERMS & CONDITIONS

CITROËN CAR LEASE PROGRAM

EUROCAR TT

Definition: "TT" program, also named "car leasing in Europe" in North America, means Temporary Transit. It is a French system based on temporary admission. Under the TT system, people living outside the European Union or in a French overseas department or territory can acquire a new vehicle exempt from duties and VAT for their stay in France*. The vehicle can be used across the European Union for a period usually limited to six months*. Clients get a special French license with red plates allowing free movement throughout Europe. *Some exceptions apply.

❶ THIS PROGRAM INCLUDES:

- A brand-new Citroën vehicle from the Car-2-Europe tax exempt program
- A comprehensive insurance with no excess*
- Unlimited mileage with a 24/7 Assistance
- Delivery and return in 20 centers in 7 countries of Europe
- Large territorial coverage in Europe (refer to page 7)
- No extra driver fees (conditions apply – refer to section 11 "Authorized drivers")
- At the end of the contract, customers have the option of purchasing their vehicle on preferential terms

***The comprehensive insurance with no excess includes**: Driver civil liability, vehicle fire damage, theft (requires police report), glass damage, punctures, all accident-related damages to the vehicle, including acts of vandalism (requires police report), legal fees, driver warranty, towing of the vehicle, 24/7 Roadside Assistance for breakdowns and accidents, vehicle theft, attempted theft or vandalism and finding emergency solutions to enable you to continue your trip.

❷ THIS PROGRAM EXCLUDES:

- Fuel*
- Loss or theft of baggage and personal effects
- Cost of revisions (every 20 000 kms)
- Motorway/toll charges and traffic/parking violation fines
- Cost for the lost, stolen or damaged keys and/or Grey card (car registration document)
- Accessories
- Please refer to the "TRAVEL BOOK" for more exclusions.

***Fuel**: All our vehicles come with 10 to 15 liters of fuel. Cars can be returned with and empty tank. An option "Full of Tank" can be purchased, only on request at the time of booking.
Petrol models run on unleaded petrol: SP95 (unleaded 95) /SP95-E10 (unleaded) / SP98 (unleaded 98). Diesel models run on: diesel (also referred to as gasoil in France) or Diesel Premier.

ATTENTION: Never leave the registration certificate, insurance document or vehicle keys in the car.
Vehicles may be equipped with an electronic key for the Keyless Entry and Starting system, if one of the electronic keys is left inside the vehicle, the central locking will not take place and the vehicle will stay unlocked.

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❸ DEPOSIT, FINAL PAYMENT & MANDATORY DOCUMENTS

Deposit:
A $ 400.00 CAD* deposit is required upon reservation. The deposit payment is a confirmation of the reservation. This payment confirms that you accept the Terms & Conditions and constitutes a deposit of the total booking amount, this amount will be deducted from your final invoice.
*For US citizens, a deposit of $ 300.00 USD will be required upon reservation.

Final payment:
The final payment will be automatically charged 45 days prior the pickup date..

Last minute booking:
Last minute bookings are subject to availability, Citroën can not guarantee the availability of a vehicle for reservation made less than 30 days before the pick-up date. To respect the registration and delivery deadlines, the customer undertakes to provide all documents duly completed and signed within 48 hours of the reservation.

Mandatory documents:
After confirmation of the reservation, the contract holder will have to provide the following documents to Citroën representative within 30 days after the reservation date (except last minute booking - within 48 hours of the reservation). **In the event of late receipt of the documents, the delivery date may be deferred and fees may apply**.

- "Purchase Form" document duly completed and signed
- Copy of the customer's Driver's License valid during the contract term
- Copy of the customer's passport

Other documents that may be requested:

- For Students: Certificate of training or education indicating the precise start and end dates
- For the Interns (in mission): A letter of his company certifying that the employee will be remunerated in his own country.
- For the European Union expatriates: **(1)** Certificate on the honor (for the inactive) and the employer for the assets return after holidays, **(2)** Consular or residence card or water/gas bill.
- Proxy form (if the partner or spouse picks up the vehicle) as well as the partner or spouse's passport copy

ATTENTION: To register the car, a copy of the contract holder's driver's license is required. However, it is the customer's responsibility to inquire about the type of driving license required in each country visited. Some countries accept Canadian and American licences, but most require an International Driving Permit (IDP). In some countries, International Driving Permit may also be mandatory to provide a replacement vehicle in case of incident with your car. Car-2-Europe cannot be held responsible if the client's driver's license is not compliant.

❹ CANCELLATION AND CHANGE

Cancellation fees:
31 days or more before delivery date: **$200 CAD ($200 USD)**
Less than 31 days before delivery date: **$2000 CAD ($1500 USD)**
New:
Last Minute Cancellation Option: **$100 CAD ($100 USD)**
Citroën is now offering the option to cancel your reservation up to 3 days before your vehicle pick-up date. Upon reservation, you can now add the "Last Minute Cancellation" option for $100 and avoid a substantial penalty. This option cannot be added at 30 days or less from the pick-up date.

Eurocar TT and Citroën Car-2-Europe cannot be held responsible for cancellation requests resulting from unforeseen circumstances that arise after reservation. It is the customer's responsibility to purchase a travel insurance; the cancellation policy will apply as usual.

Change:

- Any changes requested to the car model, delivery date and pick-up place are subject to availability and require the prior agreement of CAR-2-EUROPE. For a modification requested 31 days or less from the pick-up date, an additional fee of €400 may apply. No change accepted within 21 days of the pick-up date.
- Any adjustment of the rate will be calculated according to the original rate at the date of booking.
- It is not possible to change the name of the contract holder (except in exceptional cases in favour of the spouse, prior approval by the manager).
- It is not possible to add additional names on car registration or to register additional driver upon car delivery.

Any changes made to the car category and / or the place of delivery are subject to availability. In the event of a request to change the place of return during the contract, the cost of the return center will be in favor of Car-2-Europe (invoiced if more expensive, and not reimbursed if less expensive).

❺ DELIVERY AND RETURN

Delivery:
To pick up your vehicle please follow the detailed center's documentation given by your agent and call the delivery center upon arrival at the airport. You must show your passport along with your signed Purchase form (BDC). If you plan a "walk in" at the center, you must take an appointment with the Citroën representative 4 working days before. Customers are asked to respect the center's opening hours and time appointment. **They will be waiting for you for a maximum of 1 hour after your actual time of arrival and 30 minutes beyond the agreement on appointment. In case of flight or walk in time modification you will absolutely need to advise the Citroën representative.**

On delivery, the customer will receive:

- Two vehicle keys
- The vehicle registration document (green card), or Provisional registration certificate (CPI) * or a copy of the registration certificate certified as true to the original
- CITROËN "Travel Book" with practical info, emergency instructions etc. and an accident report form

France has formalized the dematerialization of green insurance cards. Indeed, the Police can check the insurance of each vehicle using an FVA file (insured vehicle file) which they can consult directly at the time of an inspection. His means that the green card document is no longer provided in our folders, and it is no longer necessary to affix the insurance sticker to the windshield of our vehicles. This system is valid for all countries of the European Union.

Car return:
It is mandatory to take an appointment with the Car-2-Europe location representative (**not with Eurocar TT's office in Montreal**) 5 working days before the end of your contract. For each call, please consider the center's opening hours and public holidays.
You will be expected, at most, 30 minutes beyond the time you have set with the Car-2-Europe representative. Customers are required to return their vehicle on the date and to the centre specified in the contract. If they are unable to do so, they must contact CAR-2-EUROPE.

The vehicle must be returned with the item listed on the delivery receipt. If any item is missing upon return, they will be charged to you according to the Citroen Travel Booklet pricing. An inventory of the vehicle will be made, you must allow sufficient time. You must return the vehicle in the exact state as it was delivered to you and in an acceptable state of cleanliness.

Documents and Items to be returned with the vehicle:

- Two vehicle keys
- Accident report, if applicable

The agent will ask you to sign a certificate of transfer on which you indicate the mileage of the vehicle. You must keep this copy. This document provides official proof that you returned the vehicle.

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CITROËN CAR LEASE PROGRAM

❻ CONTRACT LENGTH

Maximum length of contracts by place of delivery:
France and the rest of Europe: 175 days (and up to 355 days under certain conditions - refer to point 8)
Collection in Portugal: 90 days

Important: Specific information for Portugal
Guia de Circulaçao Vehicles registered abroad and circulating in Portugal (including Temporary Transit's vehicles) are required to have a customs document named "Guia de Circulaçao".
Collection in Portugal: The local Car-2-Europe representative will complete and request the "Guia de Circulaçao" on your behalf.
Driving or returning your vehicle in Portugal: For a stay of more than 10 days in Portugal, it is the contract holder's responsibility to contact the Car-2-Europe representative in Portugal to know the procedure to obtain the "Guia de Circulaçao".
Contact of the local Car-2-Europe representative: geral@portoparis.pt

❼ EARLY RETURN, EXTENSION AND MAINTENANCE

FOR FURTHER INFORMATION ON THIS SECTION, WE INVITE YOU TO CONSULT THE "TRAVEL BOOK" DELIVERED BY YOUR CITROËN REPRESENTATIVE

Early Return:
Both of the conditions below must be met for partial reimbursement of the "unused" part of the contract:
• Minimum holding period of 30 days, no refund before that.
• No refund of unused days if return less than 7 days from the end of the contract.
• Cancellation of base contract promotions if do not fit in the adjusted contract characteristics.
• Reimbursement of the gap between base and adjusted contract with a 20% withholding.
To get a refund for unused days, send your request in writing to your TT representative along with a copy of the vehicle receipt from the return center.
If the contract has been extended, no refund for early return.
Important: The amount of the refund may vary depending on the conditions validity of the promotion applied at the time of the initial reservation. Example: A long stay promotion cannot be calculated on the final contract if it is less than 60 days.

Any request for refund must be sent to the representative who sold you the contract by email within 6 months accompanied by the receipt copy provided by the return center. For students, the early return must take place 30 days before the end date of the contract to be eligible for partial refund.

To change your drop-off location or to extend your lease:
It is mandatory to call Car-2-Europe at least 5 working days before the end of the contract. Please refer to the "Travel Book" for contacts and procedures. You can extend your lease up to 175 days for France province and the rest of Europe (90 days maximum in Portugal). The daily rates are different from those originally booked. Extra days must be paid in Euros by credit card upon modification. If you extend your contract whilst in Europe, then return your vehicle early, these unused days are non- refundable. If the customer changes the return centre during the contract, any difference in cost will be claimed by Citroën Car-2-Europe (invoiced if more expensive, not reimbursed if cheaper). **Vehicles subject to the TT scheme may not be used if their registration has expired or after the period specified by customs.**

Maintenance:
All our vehicles are delivered new. The maintenance of your vehicle must be carried out in accordance with the recommendations given in the maintenance booklet (maintenance at your expense). Any work carried out under warranty must be undertaken by a garage in the Citroën Network. The first review shall take place at 20 000 kms. This visit will be at your own expense and must be made by a CITROËN or DS representative. It's also recommended to check the level of oil, water and tire pressure every 1 000 km level. All wear parts and other components requiring replacement, in accordance with recommendations, are payable by the customer. This servicing is the natural consequence of day-to-day vehicle use by the customer.
Important: The customer will be billed €80 for cleaning the vehicle if it is returned in an unsatisfactory condition.

❽ ELIGIBILITY

To take advantage of CITROËN Car-2-Europe temporary transit program, you must meet the following conditions:

- Be 18 years old and hold a current full driver's licence. No maximum age.
- Have their main place of residence outside the European Union or in a French overseas department or territory.
- Exercise no income-generating activity paid by a company based in the European Union during the stay.
- Stay temporarily in metropolitan customs territory (less than 180 days).
- **Specific customs requirements in Switzerland**:
  1. Foreign students or trainees/interns temporarily residing in Switzerland for their studies must present themselves to customs and complete a «15-30» document available at customs. Approximate cost: 25 CHF.
  2. Swiss residents cannot drive their TT vehicle in Switzerland.

Any person meeting Temporary Transit eligibility requirements can benefit from a Citroën or a DS Car-2-Europe vehicle for a maximum of **175 days*** . To be eligible for Citroen Car-2-Europe program you must be:

- A TOURIST or an EXPATRIATE
- A RESIDENT of a European Union member state waiting for relocation to a state outside the European Union
- A STUDENT living outside European Union or in a French overseas department/territory and who is studying in Europe
- An INTERN competing an internship or assignment and whose usual place of residence is outside European Union or in France's overseas department/territory
- Any person whose usual place of residence is outside European Union or in France's overseas department/territory and who is completing his/her national service in Europe

***This period may be extended to 12 months from the initial authorisation for students, national service conscripts or people on an internship or assignment (the salary must be paid by a company in the same country of residence). Journalists who prove that they are foreign press correspondents accredited by the French government may take advantage of the TT system for the duration of their assignment. The customer must check the local legislation to know what type of driver's license is accepted depending on the length of his contract.**

❾ AUTHORIZED DRIVERS

The people entitled to drive the TT vehicle are:

- The contract holder (his/her name is listed on the registration certificate)
- The spouse and direct descendants and ascendants of the contract holder can also drive the car. The term 'spouse' is understood in the broadest sense and may apply to a cohabiting partner or civil partner, provided that proof of this relation is provided.
- Any occasional driver, that meet the same conditions as the contract holder, is authorized to drive in the presence of the contract holder inside the vehicle.

❿ EQUIPMENT AND WINTER TIRES

It is possible to purchase equipment such as baby seats and snow chains. Those accessories become the property of the car owner and are not supported by Car-2-Europe upon return. If the vehicle is returned with the equipment purchased, no refund will be made. The accessories are non-refundable, and all accessories belong to the customer who is entitled to keep them on expiry of the contract.

All vehicles are equipped with standard tires. Winter tires and snow chains must be installed and paid for by the contract holder at destination. However, the vehicle must be returned with its original tyres. A control will be made at the time of return, If the vehicle does not comply, a repair will be charged to the customer.

Please note that we cannot accept orders for vehicles whose delivery or return would take place in Frankfurt from November 1st to March 31st to comply with the rules in force in Germany. For any other destination, it is the vehicle holder's responsibility to verify the winter tires regulations of the various countries covered by the insurance and assistance.

⓫ VEHICLE BUY-BACK

FOR FURTHER INFORMATION ON THIS SECTION, WE INVITE YOU TO CONSULT THE "TRAVEL BOOK" DELIVERED BY YOUR CITROËN REPRESENTATIVE

Customers can purchase their TT vehicle on preferential terms, for themselves or for a family member. In this case, the duration of the contract must be at least 31 days. Customers wishing to take advantage of this option must contact Car-2-Europe by e-mail or phone at least 15 working days before the end of the contract. For further information: infos-tt-rachatcitroen@mpsa.com

⓬ INSURANCE | IN CASE OF ACCIDENT

FOR FURTHER INFORMATION ON THIS SECTION, WE INVITE YOU TO CONSULT THE "TRAVEL BOOK" AND "THE SUMMARY OF BENEFITS" DELIVERED BY YOUR CITROËN REPRESENTATIVE

It is important to note:

- In case of accident or incident, clients have to call the assistance, ask for a file assistance number and take note of the process they have to follow.
- Replacement cars available for rental in case of incident are not subject to the same conditions as TT cars. It is the customer's responsibility to take acknowledgement of the lessor's conditions. The driver must present a valid credit card to get a rental car with the lessors. **At the time of signing the rental car agreement, be ensure you are aware of their age limits, countries where you can drive the vehicle, insurance excess amount/conditions, fuel policy (eg. receive full tank, return with full tank) etc**.
- It is the driver's responsibility to be reachable by phone or email by the Assistance.
- **The solutions proposed by the Assistance don't guarantee that clients won't have to modify their initial travel plans and no form of compensation can be claimed in such case.**
- Any fees engaged without the agreement of the Assistance will be covered and no compensation can be claimed.
- Any claims will be taken after a month after the event.

If you have a problem whilst in Europe, your plans will have to be modified without compensation while our Assistance call centre (24/7) and Customer Care head office (Mon-Fri, excluding holidays) find a solution within the process and limits of Citroën's insurance and assistance package. Any phone call costs associated with contacting Citroën Assistance are at your cost and are not reimbursed.

The Citroen Car-2-Europe insurance do not cover the following incidents:

- Loss or theft of luggage and personal belongings
- Fines, traffic penalties
- Lost, stolen or damaged keys
- Obvious misuse of the vehicle (including abnormal damages in relation to the mileage)
- Non-compliance with the vehicle maintenance requirements, as stipulated in the user manual
- Vehicle servicing and topping up car fluid levels (windscreen washer, engine coolant, Add Blue for diesel engines)
- Driving under the influence of alcohol or drugs
- Cases of unforeseen circumstances
- Vehicle stuck in mud
- Participation in races, sports rallies or preparatory trials for these events
- Any damage that occurs when the driver of the vehicle at the time of the accident is underage, or does not hold a valid driver's license required by the regulations in force
- Damages that occur to the vehicle and expenses engaged outside of the authorized countries
- Expenses engaged without and before the agreement of Car-2-Europe Assistance

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Any sort of misuse of the vehicle, whether intended or not (including damage to the clutch), is not covered by Citroën's insurance package. Should an incident like this occur, Car-2-Europe will charge you for all the costs incurred, including an admin fee of €150.

⓭ ROADSIDE ASSISTANCE

FOR FURTHER INFORMATION ON THIS SECTION, WE INVITE YOU TO CONSULT THE "TRAVEL BOOK" DELIVERED BY YOUR CITROËN REPRESENTATIVE

Services are provided in the countries covered, subject to any exclusions specified in the insurance contract and up to a maximum of €915 incl. VAT per incident. Assistance includes:

- Roadside repairs.
- Towing or directions to the nearest CITROËN or DS garage
- In case of car immobilization, the implementation of a replacement solution (rental vehicle or accommodation or transport) during the repair period of your vehicle.

Once the repairs are complete, you must take possession of your TT vehicle at the garage where the repair was carried out. No home delivery of the repaired vehicle will be possible.

ACCOMMODATION
On-site accommodation while awaiting repairs may be offered by the assistance cover. Budget: €65 incl. tax per person, per night. Meals, miscellaneous drinks, telephone calls and other expenses will not be covered and remain your responsibility.

RENTAL CAR
Depending on availability and your needs, your may benefit from a replacement rental vehicle. The rental car will be at most of an equivalent category without any special equipment.

- The Citroen Car-2-Europe Insurance cover does not apply to the rental vehicle. This vehicle is covered by the Insurance policy of the rental agency it belongs to.
- You will have to pay if you wish to subscribe to additional insurance from the rental agency.
- A deposit by credit card pre-authorisation will be systematically requested by the rental company.
- The rental vehicle must be returned with a full tank of fuel and without any damage.
- The rental vehicle must be returned to the same agency it was collected from.
- Costs related to the use of the rental vehicle (fuel, tolls, parking, additional costs, etc.) will remain your responsibility.
- The use of a rental vehicle may limit the number of countries in which you are allowed to travel.

⓮ TERRITORIALITY

Your Citroën vehicle is covered by Insurance and 24/7 Assistance if you drive in any of the following countries:
Andorra, Austria, Belgium, Bulgaria, Cyprus (Greek part only), Croatia, Czech Republic , Denmark, Estonia, Finland, France (Metropolitan), Germany, Greece (Continental only), Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Saint Marin, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican city.
Islands that are part of the countries listed above, excluding Greece, are also allowed.
E.g.: the Balearic and Canary Islands (Spain) - Sardinia and Sicily (Italy) - Madeira and Azores (Portugal) - Corsica (France).

Customers are not authorised to travel outside the countries listed on the green card or on roadside assistance. Non- authorised countries include Morocco, Tunisia and Turkey in particular.

IMPORTANT: TT cars can no longer be taken or driven to the United Kingdom (including North Ireland).
NEW REGULATIONS: It is no longer authorized to drive in Bosnia-Herzegovina, Montenegro, Serbia (and Kosovo), Macedonia, Liechtenstein, Gibraltar and Iceland.

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IMPORTANT: It is the vehicle holder's responsibility to verify the regulations (thumbnails, tolls, traffic, winter tires, driving license…) of the various countries covered by the insurance and assistance Citroën. For emergency or information during your stay, please refer to the TRAVEL BOOKLET given at the delivery time.

SUMMARY OF COVERAGE

This information can not commit the insurer beyond the terms and limitations specified in the policy to which it refers. The guarantees granted are as follows:

THIRD PARTY LIABILITY AND LEGAL DEFENSE

COVERAGE	DEDUCTIBLES (euros)	LIMIT (euros)
Third Party Liability	Nil	Bodily Injury: Unlimited Other damages: 100.000.000€
Defense and Recourse	Nil	Defense : unlimited Recourse : 15.000€
Legal Protection	Nil	15.000€

COVERS GRANTED

COVERAGE	DEDUCTIBLES (euros)	LIMIT (euros)
Accidental Damage	Nil	Value given by expert
Fire	Nil	Value given by expert
Theft	Nil	Value given by expert
Glass Breakage	Nil	Replacement cost
Towing	Nil	450 €

AUTHORIZED DRIVER'S COVER

The Insurer will indemnify the bodily injury sustained by the authorized driver of the vehicle whatever the liability he has, within above limits. The compensation is to be considered as an advance payment on the recourse to be done for the liability for which the driver is not incumbent. The damages are calculated according to Common Law rules, with deduction of indemnifications paid by third parties or by other relevant organizations.

COVERAGE	LIMIT (euros)
Damages subject to indemnification: ▪Damage to the authorized driver in case of injury ▪Damage of the beneficiary in case of death of the authorized driver	**The total amount of the damages covered:** within a limit of 450.000€ per claim
Determination of the covered damages: ▪Medical, pharmaceutical, surgery hospital, prosthesis, re-education, expenses ▪Physiological and Economical damages: - Temporary disability -Permanent disability ▪Non economical damages: moral, sufferings, esthetics ▪Funeral expenses	

CITROËN CAR-2-EUROPE

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CITROËN CAR LEASE PROGRAM

EUROCAR TT

MAIN EXCLUSIONS

1. FOR AUTHORIZED DRIVER'S COVER:
   - The damages sustained by the authorized driver under the influence of alcohol or no prescribed drugs when there is a relation between this influence and the accident.

2. FOR ALL COVERAGE
   - Damage caused by the vehicle insured when at the time of the accident the driver has not the legal age (18 years old) or does not have a valid driving license.
   - Damage which occur during tests, races, or competitions, when the rules in force request the anticipated authorization of legal authorities, when the insured takes part in it as a competitor, organizer employed.
   - Damage caused by a passenger to other people transported when the vehicle insured is not involved in the accident.
   - Damage caused willingly by the insured (for example in the event of suicide or suicide attempt), the burden of proof remaining with the insurer.
   - Damage caused by foreign war or the civil war.
   - Damage caused by the vehicle when it transports ionizing radiation sources to be utilized out of a nuclear plant, as long as these sources would have caused or aggravated the accident.
   - The penalties.

PSA SODEXA GROUP – AUTO POLICY

DIOT : Société de Courtage d'Assurances et de Réassurances. SA à Directoire et Conseil de Surveillance au capital de 1 820 800 euros. R.C.S. Paris 582 013 736. N° T.V.A. FR 92 582 013 736. N° ORIAS : 07 009 129 – www.orias.fr. Sous le contrôle de l'ACP – Autorité de Contrôle Prudentiel – 61 rue Taitbout 75009 Paris. Assurance de Responsabilité Civile Professionnelle et Garantie Financière conformes au Code des Assurances.

PRIVACY

Citroën Car-2-Europe collects personal information for the purposes of the provision of services provided by Citroën Eur Car-2-Europe opass and Sodexa to you to comply with any requirements of any government authority and third party suppliers associated with the supply of the services to you by Citroën Car-2-Europe and/or Sodexa provide associated products and services to you. Your information will be disclosed to Citroën Car-2-Europe related parties, to Sodexa in France and their related companies and third party services providers (including in countries other than listed above) for the purposes described above. When Citroën Car-2-Europe engages the services of a third party, they take reasonable steps to ensure and maintain the confidentiality of any personal information to which they have access. You agree that any personal information provided by you to Citroën Car-2-Europe may be kept and used by Citroën Car-2-Europe for the purposes of the provision of services provided by Citroën Car-2-Europe and Sodexa to you, communicating with you, undertaking research and/or promoting and marketing other products and services of Citroën Car-2-Europe. You have the right to obtain access to and to request correction of any personal information held by Citroën Car-2-Europe ass concerning you.

The following Conditions are given as an indication, they do not replace or override the general conditions of CITROEN PSA GROUP SODEXA signed by the contract holder.

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