Moveo Group SRL
Terms and Conditions

1. GENERAL- DEFINITIONS

1.1. General

This document sets forth the general terms and conditions ("T&Cs") applicable to the provision of Services by Moveo Group SRL, a Belgian limited liability company with its registered office at Chaussée de Neerstalle 109, 1190 Brussels, registered with the Crossroads Bank for Enterprises under number BE 0722.672.071 ("Moveo Group") to professional and particular clients ("Client").

1.2. For the purposes of these Terms and Conditions, the term:

"Client" means any natural or legal person who has entered into a contract/placed an Order with MOVEO GROUP through the app "MOVEO GROUP" and/or the website https://moveogroup.be and/or by email (info@moveogroup.be) and/or by telephone (+32.470.364.012); "Services" means all the services offered by MOVEO GROUP;

The "Website" refers to the site https://moveogroup.be from which the services of MOVEO GROUP are available and accessible to Clients;

The "Application" means the mobile Application MOVEO GROUP PARTNER belonging to MOVEO GROUP. The Application works under the iOS and Android operating systems and can be downloaded free of charge by the Client on Smartphones and tablets. It allows the Client of the Application to be put in contact with the Drivers for the purpose of booking a private passenger transport service;

The "Order" means the purchase and reservation of the Race by the Client via the Application and/or the Website and/or by Email and/or by Telephone;

The "Course" refers to the transport service requested by the Client and carried out by MOVEO GROUP and/or its Driver, through the use of the Application or the Website. The Race is always carried out by a Driver;

The "Service" and/or "Course", which may consist of chauffeur-driven vehicle rentals ("Chauffeur") for the Client's road transport, as well as vehicle rentals without drivers or driver-only services, is subject to the Flemish decrees of April 20, 2001, and March 29, 2019 ("Service").

The "Driver" means the drivers of MOVEO GROUP and/or service providers with whom MOVEO GROUP has concluded – directly or indirectly or through its subsidiaries – partnership agreements. The Drivers hold a driving license, a certificate of professional competence as a Taxi driver, a valid professional card

and driver of a vehicle equipped in accordance with the regulations in force, carrying out passenger transport services, for their own account and under his own responsibility, during his working hours; "the Parties" means the Client and MOVEO GROUP together;

By ordering and/or using the Service, whereby a service contract is necessarily concluded with Moveo Group, the Client explicitly acknowledges having received these T&Cs or been informed of their existence, having read them, and approved them.

1.2. These General Terms and Conditions govern all relations between MOVEO GROUP and the Client. They are an integral part of the contract between the Parties and are applicable to all legal acts relating thereto.

1.3. Derogation from these General Conditions may only be made by special agreement signed by an authorized representative of MOVEO GROUP. The fact that a particular agreement derogates from one of the provisions of these General Conditions does not exclude the Application of the other clauses. The fact that MOVEO GROUP does not implement one or the other clause established in its favor in these General Conditions, cannot be interpreted as a waiver on its part to avail itself of it.

1.4. Any order placed with MOVEO GROUP by the Client implies full and unconditional acceptance of the latter to these General Conditions, without any restriction or reservation. The Client may not, under any circumstances, rely on its own general conditions that it has signed with third parties, to which MOVEO GROUP will not have been a party and on which it will not have expressly given its agreement.

1.5. If the Client places an order with MOVEO GROUP by providing incorrect information, MOVEO GROUP remains free to choose whether or not it agrees to change the order with a new order, in which case it may claim payment from the Client of the additional sum of €80,00 as administrative costs.

1.6. Should any provision of these T&Cs be declared null and void, such nullity shall not affect the validity of the other provisions, and the T&Cs shall continue to be effective without such provision, provided, however, that a valid provision whose economic effect corresponds to or is as close as possible to the effect of the invalid or unenforceable provision shall be negotiated in good faith between the parties.

1.7. In the event of the Client's bankruptcy or liquidation, any agreement with it will be automatically terminated. This clause is a resolutory condition within the meaning of Article 1183 of the Civil Code.

2. DESCRIPTION SERVICES

MOVEO GROUP provides its Clients with a wide range of chauffeur-driven car rental services for national and international transfers.

MOVEO GROUP notably offers its Clients Services such as:

the provision of a reservation platform via its Website, its Application , its Email address and its Telephone number(s);

support and rapid transfers from and to more than a hundred cities and airports in Belgium (Brussels, Antwerp, Charleroi and Liège airports), the Netherlands, Germany, France, United Kingdom, Luxembourg, ETC.

24/24 & 7/7 door-to-door services;

dispatching;

VIP transfers;

group transfers;

the provision of shuttles with driver for tourist and professional purposes.

All the services of MOVEO GROUP is available and accessible on the Website and the Application.

Use of the Services requires compatible hardware and Internet access.

3. CONCLUSION OF CONTRACT

3.1. The contract is validly formed between the Parties when the Order is validated by the Client.

3.2. The Parties expressly acknowledge that Orders confirmed via telephone calls and/or electronic messages have the same legal value as an Order placed via the Website and/or the Application.

3.3. The Client certifies that all information it provides to MOVEO GROUP are sincere, truthful, accurate and complete and that the communication of this information will not be likely to infringe the privacy of any other person.

3.4. It is the Client's sole responsibility to protect the confidentiality of any user name and password that it will be required to use to access the Services.

3.5. When using the Services, the Client agrees to comply with all applicable laws and regulations in force and

(i) undertakes, under penalty of criminal prosecution, not to use the Services for fraudulent purposes. or illegal,

(ii) refrain from any action that could damage the reputation of MOVEO GROUP.

3.6. MOVEO GROUP reserves the right not to provide the Services to the Client, in particular in the following cases:

a. non-compliance (verbal or non-verbal), by the Client, with his obligations;

b. inappropriate behavior of the Client and/or his companions on board and outside the vehicles of MOVEO GROUP ;

c. in the event of non-payment, partial payment (SumUp) or in the event of late payment of the Race by the Client.

MOVEO GROUP may, if necessary, request the services of the order if the Client does not respect his payment commitments to the Drivers.

4. RESERVATIONS – CANCELLATIONS

4.1. Reservations are possible 24 hours a day, 24 days a week via:

website ;

the App;

a phone call to the following numbers: 0032470364012 or other informed on the website

a telephone message to the following numbers: 0032470364012 or other informed on the website

4.2. Reservations must be made at least six hours before the required pickup time.

4.3. Order from an airport

When placing this Order, the Client must specify the exact name of the airport, the date of the Race, as well as the number of his flight. The scheduled landing time as well as the arrival terminal, which may be modified by flight conditions and the airport authority, must also be provided to MOVEO GROUP.

The responsibility of MOVEO GROUP cannot be engaged in the event of erroneous information indicated by the Client (incomplete flight number, date error, etc.), nor in the event of erroneous information relating to the reference flight for the Race, transmitted by the information service of the airport concerned. In such a case, the Client may not claim any reimbursement from MOVEO GROUP.

4.4. Order in advance

The Client can order a vehicle from MOVEO GROUP before the date and time of departure of the planned Race.

The Client will indicate, in this case, the date, time, place of departure, any intermediate stages, the final destination, as well as any other particularities of the Race (scheduled waiting time, additional indication for the place of appointments, the number of passengers who will accompany him, etc.).

Depending on the number of Orders already registered on the chosen date and time, MOVEO GROUP reserves the right to refuse additional orders placed in advance, which cannot, in any case, be considered validated unless:

confirmation of the Race by MOVEO GROUP ;

payment, by the Client, of the Race concerned.

4.5. Immediate/Instant/Rush Order

In the event of an Order for an immediate/instantaneous/urgent Race, the Client will indicate the date, time, place of departure, any intermediate stages, the final destination, as well as any other specifics of the Race (time scheduled waiting time, additional indication for the meeting place, the number of passengers who will accompany him, etc.).

Upon receipt of the Order, MOVEO GROUP will confirm the Order to the Client according to the availability of its Drivers by sending him an estimate:

the waiting time for the arrival of the vehicle at the indicated starting point;

the cost of the journey Ordered.

MOVEO GROUP cannot guarantee the Client either the availability of a Driver or that of a vehicle.

MOVEO GROUP also reserves the right to refuse immediate, instantaneous, urgent Orders, which cannot, in any case, be considered validated except in the event of:

confirmation of the Race by MOVEO GROUP ;

payment, by the Client,

of the Race concerned.

If an immediate/instant/urgent Race is confirmed by MOVEO GROUP, the cancellation of this by the Client will cost 100% of the price indicated for this Race.

The immediate/instantaneous/urgent Ride must be paid for in advance by the Client.

4.6. All bookings will be treated as "booking requests" until the Client receives, from MOVEO GROUP, a booking confirmation in good and due form. The Client is required to carefully check the confirmation of his reservation and to promptly inform MOVEO GROUP of any error.

4.7. Apart from urgent Orders, the Client may make changes to his reservation at any time, up to a maximum of twenty-four hours before the start time of the Race. The Client may send his requests for modifications to MOVEO GROUP is :

by email to the following address: info@moveogroup.be;

by telephone messages on the following numbers: 0032470364012;

by using the contact form on the Website;

via the personal space (user account) of its Application.

4.8. Any cancellation of reservation made: 24 hours before the Race is free of charge; less than 24 hours before the Race will be invoiced at 100% of the estimated price for the Race Ordered.

4.9. In the case where MOVEO GROUP cannot honor a planned and confirmed Order, the sums paid will be fully reimbursed to the Client, without recourse and without compensation for any damage suffered.

If a case of force majeure or an external event beyond the control of MOVEO GROUP, occurs during the execution of its mission, MOVEO GROUP cannot be held responsible in the event of non-execution or delay of this service. Is considered as such, any external, unpredictable event (complicated traffic conditions, strikes of all kinds, weather conditions, accidents, deviations, various events) as assessed by Belgian case law.

4.10. The Client must, within the framework of the reservations he intends to make, take into account any factor which would be likely to have an impact on the timing of the Race (for example, check-in / control time required by his airline) . MOVEO GROUP can in no way be held responsible for any delay caused by the fault / inattention / negligence of the Client, in particular in the event of bad timing operated by the latter to reach his destination or in the event of delay during his support by MOVEO GROUP.

4.11. It is up to the Client to specify, at the time of booking, and no later than 24 hours before the Race, if: he (or one of his companions) must be transported in a wheelchair; a child car seat is required for the Race. The child car seat will be invoiced to the Client for the sum of €5,00 and can only be available/requested for a Race in a "van" and not a "sedan" vehicle. The Client is nevertheless authorized, by MOVEO GROUP, to use his personal car seat (if he has one) free of charge, even in the event of a Race in a "sedan" vehicle.

4.12. The Client is required to book a **vehicle size suitable** for the number of passengers and luggage. MOVEO GROUP cannot guarantee the Client the transport of excessive quantities of passengers/baggage beyond the capacity of its vehicles. All luggage is transported entirely and exclusively at the Client's risk.

If it turns out that the luggage does not meet the standard sizes, so that it does not fit in the vehicle, the Driver cannot be forced to transport it. In this case, he will be entitled to refuse the Race, and this, without any request for reimbursement being claimed by the Client.

Any child, regardless of age, is considered a passenger.

It is strictly forbidden to take/put a child/baby on you. A car seat suitable for the age of the child/baby must be provided for the Race.

4.13. MOVEO GROUP is entitled to assume that anyone who provides the Client's correct account number and name has the authority to make a reservation on behalf of that Client.

4.14. VEHICLE SELECTION

4.14.1. Moveo Group reserves the right to appropriately select the vehicle for the mission ordered by the Client.

4.14.2. The bus selection will be decided internally by Moveo Group based on the size of the group to be transported.

4.14.3. Moveo Group reserves the right to use subcontracted rolling stock of equivalent quality. In this case, Moveo Group will only be liable for the gross negligence of its subcontractors.

5. PAYMENTS – PRICE

5.1. The Price of the **Services** are set according to the amounts listed on the Website and the Application.

5.1.1 All prices and tariffs are expressed in euros (€) and include, unless otherwise specified, value added tax (VAT).

5.2. Payment for the Services offered by MOVEO GROUP is made by secure electronic payment (using a bank card/electronic payment Application such as PAYCONIQ, APPLE PAY, PAYPAL, STRIPE, SUMUP, etc.) via the system developed by MOVEO GROUP on its Website and its Application , which allow secure transactions, with an encryption system, according to the banking security standards in force. The Client may also make cash payments directly to the Drivers of MOVEO GROUP, provided that this payment corresponds, to the nearest penny, to the amount of the Race.

5.3. The Client undertakes to make full payment of the Prices set for any Order/Course that has been confirmed/carried out by MOVEO GROUP.

5.4. MOVEO GROUP may modify its Prices in the event of significant modification(s), for example:

of the original route;

the number of passengers; the type/size of vehicle required;

waiting time;

overtime;

additional routes;

parking cost;

MOVEO GROUP nevertheless reserves the right to modify its prices at any time, even after confirmation of the Race, and this, in the event of subsequent and significant variations in fuel prices (petrol, diesel, LPG, etc.) and any other component influencing its cost price.

MOVEO GROUP also reserves the right to modify, at any time, the prices of its periodic Services when these Services relate to one or more contract(s) of indefinite duration.

5.5. If, at the request or with the agreement of the Client, MOVEO GROUP has performed the Races, escaping the content or the scope of the confirmed Order, the Client will pay the prices in accordance with the usual rates of MOVEO GROUP, unless a fixed price has been expressly agreed between the Parties.

5.6. By communicating his bank details, the Client irrevocably and unconditionally accepts that MOVEO GROUP performs the secure transaction. The Client authorizes, therefore, MOVEO GROUP to debit his account prior to the confirmed Race.

5.7. If the Client does not show up at the time and place indicated in his Order confirmed by MOVEO GROUP, and without having previously notified the latter according to the methods specified above,

MOVEO GROUP reserves the right to invoice the Client for the full Price of the confirmed Race. MOVEO GROUP also reserves the right to invoice the Client in full for the Price of the confirmed Race, and not to issue any refund, if it turns out, after the arrival of his Driver, that:

the reservation was made for the wrong date;

the reservation was made by entering incorrect and/or misleading information (such as, in particular, an incorrect location, an incorrect telephone number, an incorrect name, etc.;

the Client did not show up at the starting point and/or left it without warning MOVEO GROUP according to the terms specified above.

5.8. In the event of non-payment, partial payment or in the event of late payment of the MOVEO GROUP by the Client on its due date, fees will be charged, automatically, on all overdue balances up to an interest rate of 10% without prior notice, with a minimum of €50,00.

5.9. If an installment payment agreement or a payment installment has been granted to the Client by MOVEO GROUP, but the Client does not respect this payment plan, it becomes null and void, MOVEO GROUP reserving the right to demand immediate payment from the Client for the full outstanding balance, also increased by an interest rate of 10% without prior notice.

5.10. MOVEO GROUP may suspend its services on the part of the Client if the latter fails to honor its payment commitments. Such an interruption does not release the Client from compliance with his obligations.

5.11. ADDITIONAL FEES: WAITING TIME, OVERTIME, ADDITIONAL STOPS, AIRPORT AND STATION PARKING COSTS

5.11.1. All rates are subject to verification after the service provision, to include any additional fees requested or generated by the client, such as waiting time, overtime, additional stops, additional hours, etc. Tips are at the discretion of the client.

5.11.2. Moveo Group offers up to 40 minutes of free waiting time on arrival at the airport, 20 minutes at train stations and/or hotels, and 15 minutes for any pick-ups at addresses. Beyond this time, waiting time charges will apply in 30-minute increments, and any started 30-minute period will be charged in full.

5.11.3. If the Client cannot find the driver, they must call +32 470 36 40 12 or the Driver themselves if the office has provided their mobile number.

5.11.4. To avoid being charged for a no-show (total amount of the reservation), the Client must not leave their location without prior contact with Moveo Group by phone +32 470 36 40 12 or by sending an email to info@moveogroup.be, with written proof in any case.

5.11.5. The initial price confirmation does not include:

- overtime fees incurred when performing hourly trips;

- stops made during POINT TO POINT trips, which will be charged as follows:

- If the stop does not alter the original route and takes less than 15 minutes: €20/stop in car-van, €40/stop in bus;

- If the detour lasts more than 15 minutes, the price will be communicated by Moveo Group after the mission based on the time spent and distance traveled.

- waiting time incurred during a TRANSFER, unexpected additional stops, waiting time exceeding the free waiting time as described in section 5.11.2.

5.11.6. All parking fees for all vehicles will be charged at €4.50 for transfers and returns to the airport, while for the train station, only transfers will be charged €4.50 (not returns).

5.11.7. Unless otherwise indicated, Moveo Group is not responsible for the driver's accommodation. Therefore, the driver's parking, accommodation (in single room with bathroom and toilet), and meals are at the **Client's expense**. In case of multiple drivers, each driver must have a private room. If this accommodation is covered by Moveo Group, a flat rate of €200 excl. VAT per driver per day will be charged to the Client, without prejudice to Moveo Group's right to claim additional costs if the scope of the existence and amount of these additional costs can be justified.

5.12. BOOKING & PARTICULAR RESERVATION

5.12.1. All bookings are subject to guaranteed payment and must be fully paid before the service is provided, unless otherwise agreed in writing. A credit card number will be taken and may be charged at the time of booking.

5.12.2. Unless otherwise agreed in writing, all invoices from Moveo Group are due and payable upon receipt of the invoice and without deduction of discount.

5.12.3. Any invoice not paid by its due date will automatically and without notice produce a conventional moratorium of 12% per annum and will result in the payment of a penalty clause of 15% of the invoice amount with a minimum of €250.00 to cover administrative costs.

5.12.4. In case of non-payment of an invoice by the due date, all invoices whose payment has not yet expired lose the benefit of the granted period and become immediately due and payable without notice. Likewise, Moveo Group is entitled to suspend or postpone the Service until the payment of outstanding invoices is made.

5.12.5. Moveo Group accepts Visa, MasterCard, and American Express cards, cash payments, or bank transfers. Credit card payments are subject to a 5% fee.

- All orders are subject to validation checks with the Client's payment card issuer.

5.12.6. Moveo Group uses the personal information (e.g., name, address, email address, credit card details) provided by the Client solely for the purpose of fulfilling their order.

- The Client's credit card details are not processed by Moveo Group but are immediately transmitted to the external payment processor, Belgium Payment.

5.12.7. Moveo Group shall not be liable for any problems related to the Client's chosen method of payment, such as credit card abuse or theft of personal data related to payment.

6. SUPPORTED

6.1. The Client must report to the Driver as soon as the vehicle arrives at the starting point at the agree

d time and date.

6.2. MOVEO GROUP reserves the right to replace any vehicle or Driver if it becomes necessary, without obligation, to inform the Client in advance.

6.3. The Driver's waiting time is not charged during: the first hour following the scheduled airport pick-up time; the first 15 minutes after the scheduled pick-up time for all other locations. Beyond these waiting times offered, the additional wait will be invoiced at the amount of (40 EUR/30 min/van – 30 EUR/30 min/sedan) € VAT included per minute of delay, and this, from the first minute of waiting.

6.4. The Driver will drive the Client by the most suitable route during the day, unless otherwise specified by the Client, in which case additional charges may apply.

7. RACE TIME

7.1. The travel time estimates provided by MOVEO GROUP to the Client during the Order/reservation are transmitted for information purposes only.

These travel times are calculated from standard time estimates, and are not contractual, so that they could not found any claim and complaint of the Client against MOVEO GROUP and can not, in any case, engage the responsibility of the latter.

7.2. In the event of travel of particular importance to the Client and/or subject to time constraints, it is the Client's responsibility to take a precautionary margin in terms of sufficient time to overcome any difficulty related to traffic or other incident.

MOVEO GROUP **recommends**, in particular, that the Client provide an additional margin of 45 minutes in the event of a journey to stations and 1 hour in the event of a journey to airports under normal traffic conditions.

MOVEO GROUP can in no way be held responsible for any delay caused by the fault / inattention / negligence of the Client, in particular in the event of bad timing operated by the latter to reach his destination or in the event of delay during his support by MOVEO GROUP.

7.3 DRIVING TIME - REGULATION EU N° 561/2006 FOR **MINIBUSES** AND **COACHES**

7.3.1. Moveo Group and its drivers must comply with the driving times and rest periods imposed by law, which the Client accepts.

7.3.2. Weekly rest:

7.3.2.1. The weekly rest period is 45 hours after 6 days or 6 shifts, whichever occurs earlier if the drivers work 4 days and take 45 hours off the next workweek starts. The weekly rest period may be reduced to 24 hours from the base but must be compensated for in the next 3 workweeks, and this can be done as follows:

7.3.2.2. Weekly rest of 36 hours and then the following week, the drivers take 11 hours of daily rest plus 9 hours to compensate for the weekly rest, making a total break of 20 hours. We can also make up for the weekly rest by adding hours to the end of the daily rest, 11 hours of rest and no less than 3 hours as we cannot take two reduced weekly breaks next to each other.

7.3.3. 10-hour day: Drivers can drive for 10 hours in a day once a 6-day workweek. E.g., 4.5 hours + 45 minutes + 4.5 hours + 45 minutes + 1 hour = 10 hours.

7.3.4. Daily breaks: Drivers can drive for 4.5 hours, and after that, they must take a 45-minute break, which can be split (take 30 minutes first) E.g., 2 hours of driving, 30 minutes of break, 2 hours of driving, 15 minutes of break = 4.5 hours. Drivers must not exceed 4.5 hours; at the end of your service, you must take an 11-hour break that can be reduced to 9 hours three times a week.

7.3.5. Spread over:

7.3.5.1. Drivers can work 15 hours per day at the wheel for 9 hours in the format of 4.5 hours then a 45-minute break. Once a week, this can be extended to 10 hours of driving according to the above

information. Drivers can also perform a spread of 16 hours during the workweek but must take at least a 3-hour break of service.

7.3.5.2. It is important that drivers keep a log of all work, and this should be a 6-day workweek. Drivers cannot work more than 6 days without taking a weekly rest.

8. CLIENT / DRIVER RESPONSIBILITY & OBLIGATIONS

8.1. The Client undertakes, under penalty of legal proceedings, to treat the Drivers and the staff of MOVEO GROUP with respect and not to engage in illegal, threatening, harassing or abusive behavior or activity during the Race.

8.2. The Client undertakes not to damage the vehicles of MOVEO GROUP and/or its Drivers. In the event of damage to the equipment or the vehicle attributable to the Client, MOVEO GROUP will re-invoice him the costs of repairing the vehicle or changing equipment as well as the duration of the mobilization of the damaged vehicle.

8.3. Passengers (adults and children) are required to fasten their seat belts. If a fine is awarded to the Clients and/or their companions by the police in the absence of the wearing of the seat belt, the Client will bear the full payment, including the costs and increases that this fine would be likely to generate in the event of late payment.

8.4. For safety reasons, it is forbidden to smoke and to transport illegal, flammable, explosive, corrosive or toxic substances on board vehicles. MOVEO GROUP and/or its Drivers. Failure to comply with this stipulation engages the responsibility of the Client and his companions, MOVEO GROUP reserving the right to take any action against them before the competent courts.

8.5. The Client's luggage must be placed in the trunk of the vehicle. Baggage remains the sole responsibility of the Client. No luggage can be entrusted to the Driver. The Driver may refuse baggage whose weight or dimensions are excessive, as well as those which he considers detrimental to the safety of transport.

8.6. MOVEO GROUP reserves the right to refuse to take charge of the Client and/or his companions, suspected of being under the influence of alcohol or drugs and/or whose behavior constitutes a threat to the safety of the Driver, the vehicle, or other passengers inside the vehicle.

8.7. MOVEO GROUP also reserves the right to end any Race due to unreasonable or inappropriate behavior by the Client and/or one of his companions.

8.8. If the Client has damaged the vehicle MOVEO GROUP and/or its Driver, requiring special cleaning, MOVEO GROUP reserves the right to invoice the Client for the costs of this cleaning. (**see vehicle damages point**)

8.9. CLIENT'S OBLIGATIONS

8.9.1. The client is obliged to behave responsibly and respectfully with the driver and other passengers.

8.9.2. The client guarantees that no illegal drugs or alcoholic beverages will be consumed in the vehicle(s) without prior written authorization from Moveo Group.

8.9.3. The client agrees that the seating capacity of the provided vehicle shall not be exceeded.

8.9.4. The client shall comply with the driver's instructions, such as taking the assigned seat, no smoking or alcohol and drug consumption unless previously agreed upon in writing by Moveo Group.

8.9.5. The client must comply with legal rules and road regulations, such as the obligation to wear seat belts and the prohibition of standing up while the vehicle is in motion. Any fines due to a violation of legal rules by the Client will be at the **Client's expense** and recovered from them.

8.9.6. The driver has the right to immediately stop the service and request the client to leave the vehicle in case of inappropriate behavior such as client intoxication, excessive littering on the floor, dirt on the seats, vomiting, damages, and equipment breakage. In this case, the contract concluded between Moveo Group and the client will be terminated at the **Client's expense**, and the client will be required to pay the total amount of the reservation, as well as the necessary cleaning and repair costs to restore the vehicle to its previous condition.

8.10. DRIVER'S OBLIGATIONS

8.10.1. The driver is obligated to arrive at the scheduled time with the Client and to make their best efforts to ensure optimal transportation.

8.11. LUGGAGE AND PERSONAL ITEMS

8.11.1. The client is obligated to protect and package their goods for transportation. The Client will be responsible for their luggage and other belongings entrusted to the Driver.

8.11.2. Animals cannot be transported without prior written authorization from Moveo Group.

8.11.3. Moveo Group is not responsible for items left in the vehicles, lost, or damaged.

8.11.4. Moveo Group reserves the right to charge delivery fees for the return of lost items if found.

9. COMPLAINTS – LIABILITY – CANCELLATIONS

9.1. COMPLAINTS

9.1.1. Complaints: All complaints concerning the Services performed or invoices must be made in writing to MOVEO GROUP, immediately and at the latest within 3 days of the completed Race, of any claim whatsoever relating to the Driver's mission, the provision of Services, any delays caused by the Driver... Failing to respect this deadline, the Client will be barred from (i) claiming any breach on the part of MOVEO GROUP and consequently to (ii) suspend its obligation to pay or to claim reimbursement, failing which they will be forfeited.

9.1.2. Any cancellation automatically may entails on the part of the Client, the perception, by MOVEO GROUP, 5% of the Price of the Race.

9.1.3. The introduction of a complaint does not in any way release the Client from his payment obligations.

9.1.4. The Client must check the cleanliness and condition of the vehicle before the start of transportation and inform Moveo Group of any quantitative or qualitative defect within 24 hours, with photographs to support their claim.

9.1.5. The Client's complaint does not release them from their payment obligations.

9.2. LIABILITY

9.2.1. Moveo Group cannot in any case be held liable for indirect damages, such as loss of performance, loss of reputation, etc.

9.2.2. The client releases Moveo Group from all liability and is not responsible for personal or property damage resulting from their conduct.

9.2.3. In any case, Moveo Group will not be liable for delays or failures in performance resulting from causes beyond Moveo Group's control.

9.2.4. Moveo Group shall not be liable for failures due to force majeure or legal obligations. The Client shall not be entitled to any compensation for such failures.

9.2.5. In no event shall Moveo Group's total liability to the Client in connection with the Services for any damages, losses, and causes of action **exceed five hundred euros (€500)**.

9.3. CANCELLATION

9.3.1. Cancellations and modifications are accepted both by email at info@moveogroup.be (written proof) and by phone +32 470 36 40 12 followed by written proof in all cases. Other cancellation methods are not allowed. Moveo Group requires that all modifications be received by email (no modifications can be made with the drivers). The order is considered canceled/modified upon the Client's receipt of a cancellation/modification confirmation by email.

9.3.2. Cancellation for cars and vans, Van (MVP):

9.3.2.1. For general bookings, cancellations made more than 72 hours on business days (3 business days) before the scheduled service time will incur no charges. In the event of cancellation by the Client between 72 and 48 hours on business days (3-2 business days) before the scheduled service time, a flat and non-negotiable amount of 50% of the order will be charged to the Client. In the event of cancellation by the Client less than 48 hours (2 business days) before the scheduled service time, the total amount of 100% of the reservation will be charged to the Client.

9.3.2.2. For events or missions involving multiple vehicles or transfers on the same day, cancellations made more than 5 business days before the scheduled service time will incur no charges. Cancellations made before 5 business days before the scheduled service day, 100% of the invoice value will be charged.

9.3.3. Cancellation for minibuses and buses, coaches:

9.3.3.1. For general bookings, cancellations made more than 10 business days (14 days including the weekend) before the scheduled service time will incur no charges. In the event of cancellation by the Client less than these 7 business days before the scheduled service time, the total amount of the reservation will be charged to the Client.

9.3.3.2. For events involving multiple vehicles or transfers on the same day, the same cancellation policy applies.

9.3.4. Moveo Group will make every effort to modify an order at **no cost** but reserves the right to modify or not the mission depending on availability. Therefore, if a change cannot be made and results in a cancellation, the Client will be charged in full for the order.

10. PROCESSING OF PERSONAL DATA – CONFIDENTIALITY

10.1. As part of its activities, MOVEO GROUP processes the Client's personal data (such as identification data, data on the use that the Client makes of the Website, the Application and the Services of MOVEO GROUP, Client traffic data, billing and payment data, and technical data), in accordance with the law of 8 December 1992 relating to the protection of privacy and the General Data Protection Regulations (RGPD) 2016/679 of April 27, 2016. All personal data provided by the Client will be treated with the strictest confidentiality by MOVEO GROUP.

10.2. MOVEO GROUP only processes the personal data that the Client voluntarily entrusts to it within the framework of their contractual relations. The communication of confidential data by the Client which concerns him or which the Client considers as such, is carried out at his own risk. The Client gives his authorization to MOVEO GROUP to record their personal data during the term of the contract, in particular for:

a. the management and administrative follow-up of Clients (invoicing, communications, disputes, etc.);

b. execution of the Order;

c. carrying out information or promotional operations on the Services offered by MOVEO GROUP, by mail, SMS or email;

d. the establishment of user profiles for marketing purposes based on the Client's use of the Website, the Application and the Services of MOVEO GROUP ;

e. the fight against fraud and offenses against MOVEO GROUP, its employees, partners, Clients or suppliers;

f. quality control of services;

g. market studies;

h. carrying out information or promotional campaigns for the Services MOVEO GROUP.

10.3. In accordance with the requirements of the GDPR, MOVEO GROUP hereby informs that the Client has the right to access, erasure, rectification, limitation, opposition and portability of his data. If the Client decides to use this right, he can send an e-mail to the following contact address: info@moveogroup.be. The Client may also notify MOVEO GROUP, through this address, his wish not to receive commercial information about the Services of MOVEO GROUP.

10.4. The Client's data is kept for a maximum of ten (10) years from the termination of the contractual relationship between the Parties. Other storage periods apply for certain categories of data, such as traffic data, which are only kept for a period of twelve (12) months.

10.5. Credentials and user profiles may be shared with affiliates of MOVEO GROUP and are made accessible to third parties who work in the name and/or on behalf of MOVEO GROUP. In any case, their access is limited to the data they need for the performance of their contract with MOVEO GROUP. The Client's data may also be communicated to the competent authorities in the cases provided for by law.

10.6. The Client is informed that all telephone calls made (received or dialed) between the Parties may be recorded/listened to: a. in order to serve as proof in the event of a dispute/complaint by the Client; b.

for quality control purposes; c. for the purpose of training and supervising the personnel of MOVEO GROUP. The Client accepts these recordings and gives his consent to them while having the possibility of opposing these recordings and listening during each telephone conversation, by notifying beforehand MOVEO GROUP of this intention.

10.7. The Client undertakes not to use or reveal to a third party the confidential information, as well as the technical or commercial secrets relating to the activity and the Services of MOVEO GROUP and to take all possible measures to adequately protect said confidential information against any access not expressly authorized by MOVEO GROUP.

11. INTELLECTUAL PROPERTY

11.1. All elements of the Website and the Application (graphics, images, texts, logos, databases, programs) including their accessories, are the full property of MOVEO GROUP.

11.2. The Client undertakes not, except with the express and explicit authorization of MOVEO GROUP, copy, totally or partially, in any way or on any medium whatsoever, the properties of MOVEO GROUP, nor to adapt them, to translate them, to sell them, to rent them, to lend them, to disclose them to the public, nor to create works derived from the aforementioned elements and more generally to do any act in violation of copyright of MOVEO GROUP protected by the law of June 6, 1994 on copyright and related rights.

11.3. The Client is advised that any redistribution, reproduction or total or partial commercialization in any form whatsoever is strictly prohibited, under penalty of legal proceedings.

12. CHANGES TO TERMS AND CONDITIONS

12.1. MOVEO GROUP reserves the right to modify the General Conditions of Use of its Services by publishing a new version of these on its Website and/or its Application

12.2. The applicable General Conditions are those in force on the date of use of the service.

13. DISPUTES

13.1. MOVEO GROUP undertakes, as far as possible, to resolve the problems of which it is informed and which it can remedy. If the Client is not satisfied with the response or the solution proposed, he can contact the administrative department of MOVEO GROUP. Only written complaints sent to the contact address of MOVEO GROUP are taken into consideration. Failing this, it cannot be held responsible for not having acted on it.

13.2. These General Conditions are governed by Belgian law.

13.3. Any dispute relating to these General Conditions, including their existence, their conclusion, their validity, their interpretation or their execution, will be the exclusive competence of the French-speaking courts of Brussels, which will have sole jurisdiction to hear them.

14. VEHICLE DAMAGES

14.1. The Client shall be responsible for repair costs for damages or necessary cleaning of Moveo Group's vehicles resulting from their driving during the Service, whether intentional or accidental. The selection of the service provider for these repairs and cleaning will be at the sole discretion of Moveo Group. These repairs and cleaning will be charged at the market average price if performed by Moveo Group and at cost price if performed by a third party.

14.2. In case of inappropriate behavior (client intoxication, excessive littering on the floor, dirt on the seats, vomiting, damages, and equipment breakage), the Client shall be responsible for reimbursing the equipment/vehicle cleaning.

14.3. In case of damage to the vehicle's equipment, the repairs or equipment purchase will be at the Client's expense.

14.4. In case of stains, dirt on the seats, chewing gum, liquid on the floor, cigarettes, etc., vehicle cleaning will be performed by a professional at the cost of:

- €100.00 excl. VAT 21% for cars;

- €200.00 excl. VAT 21% for vans;

- €500.00 excl. VAT 21% for minibusses;

- €950.00 excl. VAT 21% for buses.

14.5. Any use of smoke bombs, firecrackers, and bengal lights by the client or by their guests or anyone related to the event for which we are commissioned is strictly prohibited. Clients are thus entirely and jointly responsible for their audience.

- Stains on the covering or bodywork/glass will be replaced by Moveo Group's suppliers or authorized dealers (based on invoice/estimate). The vehicle's immobilization days will also be calculated with a flat rate of €500 per day.

15. APPLICABLE LAW- JURISDICTION

15.1. The contractual relations between the parties to which the T&C apply are governed exclusively by Belgian law.

15.2. Any dispute, conflict, claim, or controversy arising out of or broadly related to the Services or these T&C, including those relating to its validity, construction, or enforceability, shall be submitted to the exclusive jurisdiction of the judicial courts. Brussels district.

16. CONTRACT'S ACCEPTANCE

16.1. The payment made by the Client constitutes a final and irrevocable acceptance of the terms of the online reservation. By completing the payment process, the Client acknowledges full understanding and agreement with these terms. Additionally, the Client has the option to print a copy of the terms & conditions for their records and to sign them if desired. There is ample space provided below for this purpose.

16.2. For private reservations or bookings made via email, telephone, or other means, a copy of the terms & conditions will be provided to the Client upon request. Clients are welcome to review, sign, and return the terms & conditions at their convenience. However, in the absence of a response to the terms & conditions and upon completion of payment, Moveo Group SRL will consider the sales conditions as accepted, as outlined in the terms & conditions.

In witness whereof, the Parties have executed this agreement as of the date and year first above written.

For Moveo Group SRL:

Signature: _____

Printed Name: _____

Position: _____

Date: _____

For the Client:

Signature: _____

Printed Name: _____

Position: _____

Date: _____

This document contains the entire agreement between the parties concerning the subject matter hereof and supersedes all prior agreements and understandings, whether written or oral, relating to the same subject matter. This document may be modified only by a writing signed by both parties.

This agreement is being executed in duplicate originals, each of which shall be deemed an original, and all of which together shall constitute one and the same agreement.

Moveo Group SRL

Chaussée de Neerstalle 109

1190 Brussels, Belgium

VAT BE0722672071

Tel: +32 470 36 40 12

Email: info@moveogroup.be

Website: www.moveogroup.be

Moveo Group SRL – T&Cs

Table of Contents

1. GENERAL - DEFINITIONS 1
2. DESCRIPTION SERVICES 3
3. CONCLUSION OF CONTRACT 4
4. RESERVATIONS – CANCELLATIONS 5
5. PAYMENTS – PRICE 8
6. SUPPORTED 11
7. RACE TIME 12
8. CLIENT / DRIVER RESPONSIBILITY & OBLIGATIONS 14
9. COMPLAINTS – LIABILITY – CANCELLATIONS 16
10. PROCESSING OF PERSONAL DATA – CONFIDENTIALITY 18
11. INTELLECTUAL PROPERTY 20
12. CHANGES TO TERMS AND CONDITIONS 20
13. DISPUTES 20
14. VEHICLE DAMAGES 21
15. APPLICABLE LAW - JURISDICTION 22
16. CONTRACT'S ACCEPTANCE 22