INFORMATION NOTICE

Information notice pursuant to Articles 49 and 51 of Legislative Decree No. 206/2005 and Article 12 of Legislative Decree No. 70/2003 (for Italy)

IDENTITY OF THE TRADER AND PURPOSE OF THIS NOTICE

This information notice is drawn up by Ridemovi S.p.A., with registered office at Via Carducci 31, 20123 Milan, VAT number 02838590343, tax code and Companies Register number 02838590343, certified e-mail address ridemovi@legalmail.it ("RIDEMOVI"), pursuant to Articles 49 and 51 of Legislative Decree No. 206/2005 ("Consumer Code") and Article 12 of Legislative Decree No. 70/2003. This notice sets out the main contents of the framework agreement ("Agreement") governing the application, the website, the content and the services provided in Italy under the RIDEMOVI brand that allow users to locate, book, unlock and rent bicycles, e-bikes, e-scooters and electric mopeds ("Ridemovi Vehicles").

SUBJECT MATTER

The subject matter of the Agreement is the sale by RIDEMOVI of services for locating, booking, unlocking and renting the Ridemovi Vehicles available when the user accesses the application ("Services").

CONCLUSION AND STORAGE OF THE AGREEMENT

The Agreement is concluded by the user through the guided procedure provided in the application made available to the user to access the Services ("Application"). The Agreement is deemed concluded when the user accepts the terms and conditions available at the following link: https://www.ridemovi.com/terms ("Terms and Conditions"). A copy of the Terms and Conditions and of this notice will be stored in the reserved area of the Application, where the user may freely consult them. The user may download these documents at the following link https://www.ridemovi.com/terms.

PRICE AND PAYMENT METHODS

In accordance with the price lists in force from time to time, the user may purchase the Services on a pay-per-use basis, with a season ticket or, on a flat-rate basis, through passes ("Passes"). In addition, before the Ridemovi Vehicles can be unlocked, RIDEMOVI may ask the user to pay, in accordance with the price lists in force from time to time, a security deposit, which will be charged to the preferred payment method indicated by the user in their personal account accessible through the Application ("Account"). The rental period starts when the Ridemovi Vehicle is unlocked and ends when it is locked, in accordance with the Terms and Conditions. The start and end of the rental period constitute a ride. Payments may be made by credit or debit card or other electronic means. The user will be charged for each ride on a Ridemovi Vehicle and for any penalties, costs or fines according to the price list and conditions in force at the time of the ride. Details of prices, penalties, costs, fines, fares and the security deposit are available in the Application by logging in with the Account credentials. The user shall not use the Services if they do not intend to accept the prices, penalties, costs, fines, fares and security deposit in force.

WITHDRAWAL, SUSPENSION AND CLOSURE OF THE ACCOUNT

The user may withdraw from the contractual relationship and consequently close the Account at any time by contacting RIDEMOVI at support.it@ridemovi.com. If the user fails to comply with the Terms and Conditions and/or any applicable law or regulation while using the Services, RIDEMOVI may suspend use of the Services, including the rental of Ridemovi Vehicles, terminate the contractual relationship and consequently close the user's Account. If the Account is closed at the user's initiative, RIDEMOVI will refund any security deposit and any remaining credit on the Account, after deducting all amounts owed to RIDEMOVI for any reason; as regards amounts spent on the purchase of Passes, the refund will be granted to the user only if the Account is closed in accordance with the contractual conditions. If the Account is closed at RIDEMOVI's initiative for reasons other than contractual breaches by the user, RIDEMOVI will also re-

fund to the user the amounts spent on the purchase of Passes, less a deduction proportional to the days of use of the Pass and/or to any other unit fractions provided for. In any case, the remaining amounts will be refunded no later than 14 (fourteen) days.

RIGHT OF WITHDRAWAL FROM THE PURCHASE OF PASSES

Withdrawal from the purchase of Passes is permitted only to users who are consumers (the so-called "cooling-off" right) and, in any case, no later than 14 (fourteen) days from the conclusion of the purchase order pursuant to Article 52 of the Consumer Code; without prejudice to the foregoing, the consumer may, through the Application, start using the Services immediately before the end of the "cooling-off" period. The consumer user may exercise the "cooling-off" right within 14 (fourteen) days starting (i) from the signing of the contract or (ii) in the case of purchase of a Pass, from such purchase. The "cooling-off" right may be exercised by e-mail to support.it@ridemovi.com, stating the user's personal details, the Pass (if purchased) from which the user intends to withdraw and its date of purchase, using the form set out in Article XII, paragraph 6, of the Terms and Conditions. RIDEMOVI will refund the payment received from the user within 14 (fourteen) days from the day on which the user exercised the right of withdrawal. RIDEMOVI will make the refund using the same means of payment used by the user for the initial transaction. If the user started using the Services before the end of the "cooling-off" period, the user will pay RIDEMOVI an amount proportional to the days of use of the Services and/or of the Pass and/or to any other unit fraction provided for; RIDEMOVI will be entitled to offset this amount against what is owed to the user as a result of the withdrawal.

GOVERNING LAW

The Terms and Conditions and the use of the Services are governed by Italian law.

PRESUMPTION OF PURCHASE IN THE COURSE OF A PROFESSIONAL ACTIVITY

The user acknowledges that, unless the user proves otherwise, Services for which the user has requested an invoice will be deemed purchased in the course of a professional, craft, commercial or business activity; with regard to such Services, the user may not exercise the rights reserved to consumers by the Consumer Code.

COMPETENT COURT

If the user qualifies as a consumer under the Consumer Code, any disputes shall fall under the exclusive jurisdiction of the Court of the place of residence or domicile chosen by the user within Italian territory. In all other cases, the Court of Milan shall have exclusive jurisdiction.

TERMS AND CONDITIONS FOR USERS OF RIDEMOVI SERVICES

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I. GENERAL PROVISIONS. CONCLUSION OF THE AGREEMENT. UNILATERAL AMENDMENTS. PRESUMPTION OF PURCHASE IN THE COURSE OF A PROFESSIONAL ACTIVITY.

1. These Terms and Conditions ("Terms and Conditions") govern access to, or use of, applications, content, products and services operated and marketed in Italy by Ridemovi S.p.A. ("RIDEMOVI") under the "RIDEMOVI" brand. The Terms and Conditions may be supplemented by regulations governing the use of specific categories of vehicles.
2. The user must read these Terms and Conditions carefully before registering on the application made available for accessing the services ("Application") and in any case before accessing or using the services. Accessing or using the services constitutes and implies acceptance of these Terms and Conditions. Companies affiliated with or controlled by RIDEMOVI and its officers, directors, employees, agents, suppliers or contractors ("RIDEMOVI Parties") are not authorised to make individual exceptions to, or amendments of, these Terms and Conditions.
3. The agreement is concluded through the guided procedure provided in the Application. The agreement is deemed concluded when the user accepts these Terms and Conditions, also in accordance with paragraph 2 above. A copy of these Terms and Conditions will be stored in the reserved area of the Application, where the user may freely consult it. The user may download these Terms and Conditions at the following link https://www.ridemovi.com/terms.
4. RIDEMOVI may amend these Terms and Conditions from time to time where justified in order to comply with new legislative requirements, implement organisational changes aimed at improving the service, or prevent the recurrence of improper conduct by users where such conduct is not already governed by these Terms and Conditions or where the existing rules have proved ineffective as a preventive measure.

5. The user acknowledges that, unless the user proves otherwise, services for which the user has requested an invoice will be deemed purchased in the course of a professional, commercial, craft or business activity; with regard to such services, the user may not exercise the rights reserved to consumers by Legislative Decree No. 206/2005.

II. SERVICES.

1. The services comprise the Application, the website, the content and the services made available in Italy under the RIDEMOVI brand that allow the user to locate, book, unlock and rent the bicycles, e-bikes, e-scooters and electric mopeds ("Ridemovi Vehicles") available when the user accesses the Application ("Services"). With specific reference to electric mopeds, the Terms and Conditions are supplemented by the Moped Usage Regulations available at https://www.ridemovi.com/it/moped/ and in the Application ("Moped Regulations"), as further specified in Article XIX below.
2. Unless otherwise expressly agreed in writing, the Services are made available to the user solely for personal, non-commercial use within the designated operating area. Details of the operating area can be found in the Application or on the website.
3. Provided that these Terms and Conditions are complied with, the user is granted a limited, non-exclusive, non-sublicensable, revocable, non-transferable licence to (i) access and use the Application on the user's personal device solely in connection with the use of the Services and (ii) access and use any related content, information and material that may be made available through the Services solely for the user's personal use. All rights not expressly granted are reserved to RIDEMOVI.
4. The Services and all rights relating to them are and will remain the property of RIDEMOVI or of the respective owners. Neither these Terms and Conditions nor the use of the Services transfer or grant the user any rights in or in relation to the Services, except as provided in these Terms and Conditions, nor do they authorise the user to use or refer in any way to the names, logos and products of RIDEMOVI or of the respective owners.

III. USER ACCOUNT. USER AGE.

1. In order to use the Services, the user must register a personal account ("Account") accessible through the Application.
2. In order to register an Account or use the Services, the user must be at least 18 (eighteen) years old, without prejudice to the additional requirements set out in the Moped Regulations. If the minimum age requirements set by Ridemovi for the country where the Minor is located are not met, it will not be possible to open a Ridemovi account or use the relevant service for which the respective requirements are not met. For Norway only, in order to verify the user's age and identity, uploading an identity document and taking a self-portrait (selfie) will be required when registering the Account.

   Users who have reached 16 years of age (except for the city of Cesena in Italy, 14 years; France, 14 years; Greece and Norway, 15 years) may use the service only if their parent or legal guardian has followed the required procedure and sent to support@ridemovi.com the documentation containing the following declarations, namely that the parent or legal guardian:

   a) has registered the Account on behalf of the Minor, providing a copy of the identity document of the Minor and of the parent or legal guardian;
   b) has declared and warrants that they and the Minor have accepted these Terms and Conditions;
   c) warrants that they are fully responsible for any injury, damage, cost and expense resulting from the Minor's use of the Services in accordance with these Terms and Conditions and as provided by law.

   In any case, persons under 18 may not use electric mopeds.
3. Registering an Account entails the user's express acceptance of these Terms and Conditions and requires the submission of certain personal information, such as personal details, e-mail address and mobile phone number, which will be stored and processed in accordance with the privacy policy available at www.ridemovi.com/privacy. Furthermore, registering an Account entails the user's acceptance that Ridemovi Vehicles must be used in compliance with the road traffic rules applicable in the country of use.

4. By accepting these Terms and Conditions, the user is required to keep accurate, complete and up-to-date information in their personal Account. Failure to do so may prevent the user from accessing and using the Services, or the user's access to the Services may be suspended.
5. The user is responsible for all activities that take place on their Account and for the security and confidentiality of the Account username and password.
6. Unless otherwise permitted in writing, the user may register only one Account.
7. RIDEMOVI reserves the right to refuse the registration of an Account or to suspend or close an Account pursuant to Article XII below.
8. The user may not authorise third parties to use their Account, nor assign or otherwise transfer their Account to any other person or entity in order to access or use the Services.
9. Where deemed necessary, the user may be asked to provide proof of identity in order to access or use the Services, and access to or use of the Services may be denied to a user who refuses or is unable to provide proof of identity.
10. By creating an Account, the user agrees to receive information from RIDEMOVI via messaging tools (including, by way of example and without limitation, SMS (short message service) text messages, RCS (Rich Communication Services) and WhatsApp) to facilitate the use of the Services. The user is free to opt out of receiving messages, acknowledging, however, that this may affect the use of the Services and that no liability whatsoever may arise for RIDEMOVI as a result.
11. The user acknowledges that, through the Account, they may access these Terms and Conditions and their own data at any time and correct any inaccuracies or errors entered during the registration procedure. Any updates and/or amendments to these Terms and Conditions and/or to the price list will be communicated to the user through the Application and/or a message sent to the mobile phone number provided by the user at registration via one or more messaging tools. If the user does not agree with the additions or amendments to the Terms and Conditions, they may terminate the contractual relationship and thereby close the Account pursuant to Article XII below.

IV. ACCESS TO RIDEMOVI VEHICLES.

1. Ridemovi Vehicles can be located, booked, unlocked and used after logging in to the Account. Ridemovi Vehicles are unlocked by scanning the QR code on the Ridemovi Vehicle. For Ridemovi Vehicles that are electric mopeds, the access conditions set out in the Moped Regulations also apply.
2. The user is responsible for obtaining the data network access needed to access and use the Services. The messaging and mobile data rates provided for in the user's telephone contract may apply, and the user will be solely responsible for paying them. The user is responsible for purchasing and updating the compatible hardware or devices needed to access and use the Services and the Application and any updates thereof. RIDEMOVI does not guarantee that the Services, the Application or any part thereof will work on any specific hardware or device. Furthermore, the Services may be subject to malfunctions and delays caused by:
   a) telephone or Internet networks;
   b) the adoption of new technical and maintenance measures needed to maintain an adequate level of service performance;
   c) fortuitous events or force majeure.
3. Ridemovi Vehicles must be locked within the operating area, manually and/or remotely through the Application. When locking, the user may be asked to upload a photo of the Ridemovi Vehicle, also to allow the user to prove that they parked correctly in the event of disputes/fines. Where uploading a photo is required, failure to upload the photo or uploading a photo that is unsuitable for proving correct parking will result in a penalty, the amount of which is indicated on the website. The App may use artificial intelligence tools to give the user guidance on whether the uploaded photo is suitable for proving correct parking. The image must show only the parked vehicle

and the surrounding area. In particular, the user must make sure not to photograph people's faces or vehicle number plates that may be present in the surrounding area.

4. In countries where the "Group Ride" feature is active, which allows several Ridemovi Vehicles to be unlocked on the same ride through a single Account, the terms and conditions of the "Group Ride" feature, and the related responsibilities, set out in Article XVIII below will also apply to the user.

5. The user may book one Ridemovi Vehicle at a time using the dedicated feature of the Application. Before the booking is confirmed, the App shows the user the duration, any cost and the cancellation and expiry rules. The conditions accepted at the time of confirmation remain valid for that booking. The user may cancel the booking at no additional cost within 60 (sixty) seconds of confirming the booking. In cities where booking is subject to a charge, if the user does not unlock the Ridemovi Vehicle by the end of the booking period for reasons other than technical problems not attributable to the user, the user may be charged a penalty, the amount of which is indicated on the website. The rules set out in Article V, paragraph 5 below apply to such charges.

V. CHARGES AND PAYMENTS. PAY-PER-USE, PASSES, PROMO CREDITS AND PROMO CODES.

1. The user may purchase the Services on a pay-per-use basis, with season tickets or, on a flat-rate basis, through the passes referred to in paragraph 6 below. In addition, RIDEMOVI may ask the user to pay, in accordance with the price lists in force from time to time, a security deposit, which will be charged before the Ridemovi Vehicle is unlocked to the preferred payment method indicated by the user in the Account. Payments may be made by credit or debit card or other electronic means of payment.

2. The charging period starts when the Ridemovi Vehicle is unlocked. The charging period ends when the Ridemovi Vehicle is locked (by the user, pursuant to Article IV, paragraph 3 above, or automatically by the system two hours after the last movement). The start and end of the charging period constitute a ride.

3. The user will be charged for each ride on a Ridemovi Vehicle according to the fares and price list in force at the time of the ride. Details of prices, fares and the security deposit are available in the Application by logging in with the Account credentials. If the user does not intend to accept the prices or the security deposit, the user must not use the Services. The user is entitled to request that RIDEMOVI issue an invoice no later than 30 (thirty) days from the date of payment.

4. The charging period and any applicable fare or charge, including administrative fines, penalties and compensation for damages for stolen and/or damaged Ridemovi Vehicles, for use of Ridemovi Vehicles outside the operating area, for parking on private property, for parking outside a designated parking area, for parking without using the Ridemovi Vehicle lock, for breaches of Legislative Decree No. 285 of 30 April 1992 or of other road traffic regulations applicable in the country of use ("Highway Code") and for any other breach of these Terms and Conditions and of the Moped Regulations, will be determined using the data recorded on the systems, and such data will constitute proof of the relevant use. If the user wishes to dispute the amount charged, they must contact RIDEMOVI within 90 (ninety) days of the charge being made, failing which the right will lapse. The user agrees that RIDEMOVI may charge directly to the electronic means of payment provided by the user the price of the Services and any other charge (administrative fines, penalties or other) provided for in these Terms and Conditions and in the Moped Regulations.

5. Before accessing a Ridemovi Vehicle, the user must top up their Account with sufficient funds for the ride. Charges will be made to the user's Account at the end of each ride. If sufficient funds are not available, the remaining balance will be charged to the security deposit or, if this proves insufficient, as soon as funds are subsequently added to the Account or directly to the electronic means of payment provided by the user. The user may not start a new ride on a Ridemovi Vehicle until sufficient funds are available in the Account.

6. In accordance with the fares and price list in force from time to time, the user may also purchase subscriptions which, depending on their duration, may be divided into daily, weekly, monthly, quarterly, annual or two-year passes (the "Passes"). Passes are for exclusive personal use and may not be duplicated, sold or transferred in any way, or made available to the public, unless expressly permitted in writing by RIDEMOVI. Passes may be subject to any additional terms or regulations that RIDEMOVI establishes for each Pass in compliance with all applicable laws; Passes may not be converted into cash or credit for the use of the Services outside the specific terms provided for

therein and/or beyond the set duration, and may not be redeemed or used after expiry. Purchasing a Pass will not prevent the user from continuing to purchase the Services at standard rates. Passes (other than daily or weekly ones) will renew automatically unless the user gives notice of cancellation by writing to support.it@ridemovi.com at least 7 (seven) days before expiry for monthly Passes, or at least 30 (thirty) days before expiry for other Passes, or by clicking the activate/cancel button in the Application. Only in the event of changes to the fares, RIDEMOVI will promptly notify such changes to Pass holders, who may withdraw from the automatically renewed Passes (to which the new fares apply) within 14 (fourteen) days of the automatic renewal.

7. RIDEMOVI may, at its sole discretion, create and offer promotional codes ("Promo Codes") that may be used as credit for the Account or other benefits relating to the Services ("Promo Credits"), subject to any additional terms or regulations that RIDEMOVI establishes for each Promo Code/Credit in compliance with all applicable laws. The user acknowledges that the Promo Credit/Code is for exclusive personal use and may not be duplicated, sold or transferred in any way, or made available to the public, unless expressly permitted in writing. The Promo Code/Credit may be used only in accordance with the specific terms and/or regulations that RIDEMOVI establishes for each Promo Code/Credit. Promo Codes/Credits may not be converted into cash or credit for the use of the Services outside the specific terms of the relevant promotional initiative and/or beyond its set duration, and may not be redeemed or used after the initiative expires. RIDEMOVI reserves the right to withdraw or disable any Promo Credit/Code in accordance with the relevant specific terms and/or regulations. RIDEMOVI reserves the right to withdraw or disable other features or benefits of the Promo Credit/Code if the Promo Code/Credit was used or redeemed in an erroneous, fraudulent or illegal manner or in breach of the applicable rules or of these Terms and Conditions.

8. In the event of loss or theft of a Ridemovi Vehicle during the ride, the user must immediately report the incident to the police and send RIDEMOVI the relevant police report. RIDEMOVI will be entitled to charge the user, as a penalty, an amount of EUR 1,500.00 (one thousand five hundred euros), without prejudice to the user's right to prove that the incident occurred through no fault of their own. With reference to Ridemovi Vehicles that are electric mopeds, the provisions of the Moped Regulations, which provide for a penalty of EUR 500.00, continue to apply.

9. In the event of damage to a Ridemovi Vehicle during the ride, the user must report the damage to RIDEMOVI as soon as it is safe to do so, using the Application or writing to support.it@ridemovi.com. Depending on the extent of the damage caused to the Ridemovi Vehicle, RIDEMOVI will be entitled to compensation for damages up to a maximum of EUR 1,500.00 (one thousand five hundred euros), without prejudice to the user's right to prove that the incident occurred through no fault of their own. With reference to Ridemovi Vehicles that are electric mopeds, the provisions of the Moped Regulations, which provide for a maximum amount of EUR 500.00, continue to apply.

10. If a Ridemovi Vehicle is stolen or damaged at the end of a ride, RIDEMOVI will be entitled to charge, as a penalty, an amount of EUR 1,500.00 (one thousand five hundred euros) if (i) the user left the Ridemovi Vehicle unlocked and the Ridemovi Vehicle is not found or recovered within 14 (fourteen) days of being stolen, or (ii) the Ridemovi Vehicle was parked outside the operating area and is stolen/damaged from that location. If the Ridemovi Vehicle is subsequently recovered, RIDEMOVI will refund all charges made after deducting the cost of any repairs and recovery costs. With reference to Ridemovi Vehicles that are electric mopeds, in the cases described above the penalty is EUR 500.00.

11. Without prejudice to the Moped Regulations, if RIDEMOVI is issued with administrative fines for breaches of the Highway Code committed by the user, RIDEMOVI will charge that user the relevant fine and all related and/or ancillary costs (including any removal and storage costs for the Ridemovi Vehicle), plus administrative handling costs of EUR 20.00 (twenty euros). The charge may also be made using any remaining balance on the Account. If a Ridemovi Vehicle is parked outside the operating area, RIDEMOVI may charge a penalty for relocating the Ridemovi Vehicle, the amount of which is indicated on the website and, in the case of rental of electric mopeds, in the Moped Regulations.

12. RIDEMOVI may take legal action to collect unpaid charges or payments arising from registration for the Services and from the use of Ridemovi Vehicles. The user is entitled to withdraw from the contract with RIDEMOVI at any time in accordance with the termination provisions set out in Article XII below.

13. When the Account is deleted, the user must in any case pay any amounts owed for any reason and not paid when sufficient funds were not available in their Account. The security deposit will be refunded, but RIDEMOVI reserves

the right to withhold from the security deposit any amount owed by the user for any reason. The deposit, or any remainder thereof, will be refunded no later than 14 (fourteen) days from the deletion of the Account.

14. When the Account is created and registration takes place in a Country or Territory where a currency other than that of the Country or Territory where the Services are to be used is in circulation, the cost of each rental will be equivalent to the cost of a rental in the Country or Territory where the Services are used, and the fare will be applied in the currency of the Country where the Service is used.

VI. AVAILABILITY OF RIDEMOVI VEHICLES.

1. RIDEMOVI will perform the Services with the professional diligence required by law (Article 1176, paragraph 2, of the Italian Civil Code).
2. The user acknowledges that, during certain periods of the year, high demand for Ridemovi Vehicles may limit their availability within a reasonable distance of the user's location.

VII. USER OBLIGATIONS.

1. The user is personally responsible for the Ridemovi Vehicle unlocked and used for the duration of each ride (from when the user unlocks the Ridemovi Vehicle until the user locks it).
2. When using a Ridemovi Vehicle, the user must be able to ride and manoeuvre competently and diligently on the roads and take all reasonable precautions to protect themselves (for example by wearing a helmet). The user must also:
   a) comply with these Terms and Conditions, the Moped Regulations and all applicable laws and regulations;
   b) become familiar with how the Ridemovi Vehicle works before starting the ride and check that there is no visible damage on the Ridemovi Vehicle, reporting any problems through the Application;
   c) check that the Ridemovi Vehicle (including, for example, the wheels, brakes, lights, handlebars and bell) is roadworthy and safe before starting the ride;
   d) immediately stop the ride and the use of the Ridemovi Vehicle if it has technical defects or is damaged at the start of, or at any time during, the ride. All such defects and damage must be reported through the Application as soon as possible;
   e) comply with all Highway Code rules. For the use of Ridemovi Vehicles in Norway only, comply with the speed limit of 20 km/h;
   f) comply with all road signs and signals;
   g) use the Ridemovi Vehicle conscientiously, carefully and responsibly;
   h) take reasonable care of the Ridemovi Vehicle;
   i) ensure that all goods and items carried are effectively tied and/or secured at all times;
   l) lock the Ridemovi Vehicle when it is not in use.
3. When using a Ridemovi Vehicle, the following rules must be observed. It is prohibited to:
   a) lock or secure the Ridemovi Vehicle to any object during the ride;
   b) leave the Ridemovi Vehicle unattended, even for a short time;
   c) use the Ridemovi Vehicle to provide courier services or other commercial activities;
   d) give, lend or sell the Ridemovi Vehicle to any other person or allow any other person to use the Ridemovi Vehicle;
   e) damage, deface, vandalise or tamper with the Ridemovi Vehicle;
   f) paint or make any kind of aesthetic or technical modification to the Ridemovi Vehicle (including logos or trademarks);
   g) use the Ridemovi Vehicle with more than one person at a time, except as provided in the Moped Regulations;
   h) add or install accessories or trailers to the Ridemovi Vehicle;

i) carry: a weight in the basket exceeding 5 (five) kilograms; an object protruding from the basket; any animal, child or person, except as provided in the Moped Regulations; hazardous or flammable substances or any other object that may cause injury or damage to any property or person;

l) use the Ridemovi Vehicle in a way that may cause injury, nuisance or disturbance to others;

m) use the Ridemovi Vehicle in strong winds or bad weather;

n) use the Ridemovi Vehicle under the influence of drugs or alcohol;

o) transfer or move the Ridemovi Vehicle (or any part of it) from one place to another using methods other than pedalling or pushing it by hand;

p) use the Ridemovi Vehicle outside the operating area;

q) leave the Ridemovi Vehicle in a private area or non-public place that prevents free access by RIDEMOVI or other users, including private car parks, houses, flats or other private areas;

r) in the case of a Ridemovi Vehicle fitted with a child seat, a cargo bike and/or electric mopeds, use the Ridemovi Vehicle beyond the following weight limits: 22 kg maximum weight that can be carried by the child seat, 180 kg maximum weight that can be carried by the cargo bike including the rider, 150 kg maximum weight that can be carried by the electric moped including the user and no more than one passenger;

s) carry a child without a helmet on the child seat of the Ridemovi Vehicle (where present);

t) carry on the cargo bike materials/objects whose bulk exceeds the dimensions of the cargo bike.

Breach of the above rules of conduct may result in penalties and/or fines for the user.

4. When parking a Ridemovi Vehicle, the user must comply with all applicable laws and regulations. The user must leave the Ridemovi Vehicle in a visible position where it can be seen by passers-by and does not cause an obstruction or danger to other road users. Where possible, the user must use bike racks or other public parking areas specifically designated for parking vehicles, and secure the Ridemovi Vehicle so that it does not fall over and become a danger or obstruction. In particular, the Ridemovi Vehicle may not be parked:

a) in a dangerous position on or near a road;

b) right next to traffic lights or road signs;

c) right next to parking ticket machines or parking meters;

d) on pavements in a way that causes an obstruction;

e) in front of, in or near emergency exits or fire exits;

f) in a private area or non-public place that prevents free access by RIDEMOVI or other users, including private car parks, houses, flats and other private areas;

g) in any other place where stopping or parking is prohibited under the Highway Code;

h) inside or immediately outside the parking areas of other bike sharing companies.

Failure by the user to comply with the applicable laws and regulations may result in criminal and/or administrative penalties.

5. When using a Ridemovi Vehicle, the following rules must be observed. It is prohibited to:

a) remove logos, trademarks or other distinctive signs from the Ridemovi Vehicle;

b) reproduce, modify, prepare derivative works based on, distribute, license, lease, sell, resell, transfer, publicly display or otherwise exploit the Services and/or the content of the Application, except as expressly permitted by RIDEMOVI;

c) decompile, reverse engineer or disassemble the Services or the Application;

d) copy or rework any part of the Services or the Application;

e) create or use any program or script for the purpose of scraping, indexing or examining data, or use other data extraction methods on any part of the Services or the Application, or unduly hinder or obstruct the management and/or operation of any aspect of the Services or the Application;

f) attempt to gain unauthorised access to, or compromise any aspect of, the Services, the Application or the related systems or networks;

g) manipulate the Services or the Application for fraudulent purposes;

h) send, upload or publish any defamatory, slanderous, objectionable, violent, obscene, pornographic, illegal or otherwise offensive content on the Application;

i) publish any commercial or non-commercial advertising on the Application and/or on Ridemovi Vehicles without RIDEMOVI's prior written consent;

l) infringe any legitimate right of any third party, including, by way of example, intellectual property rights.

VIII. DISCLAIMER.

1. The Services may be made available or accessible through third-party applications and/or in connection with third-party services and content (including advertising) over which RIDEMOVI has no control. RIDEMOVI does not endorse such third-party services and content and, to the extent permitted by applicable law, RIDEMOVI cannot be held liable for any application, product or service of such third parties. Access to such third-party services and content is subject to the terms set out in the applicable terms and conditions of those third parties.
2. RIDEMOVI and the RIDEMOVI Parties have taken all reasonable precautions in offering the Services but make no representation or warranty regarding the content of the Application and the underlying software, including, by way of example but without limitation, its accuracy, reliability, completeness or timeliness. RIDEMOVI will not be liable for the accuracy or completeness of the content or other information notified to the user, nor for delays or interruptions in data or in the flow of information, and does not guarantee that the Application and other Services will be available at all times. The user uses the Application and other Services at their own risk.

IX. LIABILITY.

1. Except in the case of fortuitous events or acts of third parties, from the unlocking of the Ridemovi Vehicle until it is locked again at the end of the ride, the user is responsible for the use of the Ridemovi Vehicle and for any injury, damage or loss caused to third parties and/or to RIDEMOVI that occurs during the use of the Ridemovi Vehicle (including its loss, destruction or damage).
2. RIDEMOVI is liable for injury to or death of the user resulting from acts attributable to RIDEMOVI itself.
3. Unless the event results from wilful misconduct or gross negligence, RIDEMOVI will not be held liable for any damage, loss or loss of profit arising from the use of, or reliance on, the Services or from the inability to access or use the Services.

X. INDEMNITY.

1. The user agrees to indemnify and hold harmless RIDEMOVI and the RIDEMOVI Parties from and against any and all claims, demands, losses, liabilities and expenses (including reasonable legal fees) arising from or connected with:

   a) negligent or wilful acts committed by the user while using the Services or the Application;

   b) non-performance or breach of these Terms and Conditions and of the Moped Regulations by the user;

   c) infringement by the user of the rights of any third party, including third parties injured in accidents.

XI. CIVIL LIABILITY INSURANCE.

1. RIDEMOVI has taken out civil liability insurance which covers the user against liability for injury or damage to third parties or to third-party property arising from the user's use of a Ridemovi Vehicle ("Insurance").
2. The cost of the Insurance is included in the fare for using the Ridemovi Vehicle and the user may not waive the Insurance.
3. The Insurance does not provide cover for any injury or damage suffered by the user in the event of an accident, and the user is advised to take out their own insurance before using a Ridemovi Vehicle.

4. If the user is involved in an accident or suffers damage or injury while using a Ridemovi Vehicle, they must stop when it is safe to do so and inform the police. They must also inform RIDEMOVI of the accident and of any injury or damage through the Application or by e-mail to support.it@ridemovi.com. The user must also send RIDEMOVI the references of the police reports provided to them.
5. If the insurance cover is activated, the user will bear the damages within the limits of the applicable deductibles up to a maximum of EUR 5,000.00 (five thousand euros).
6. The user may take out additional insurance cover at their own expense. In certain countries, the Application may contain links to third-party pages for taking out additional insurance policies, it being understood that Ridemovi is not a party to such insurance relationship and expressly excludes any liability in this regard.
7. In the case of use of Ridemovi Vehicles that are electric mopeds, in addition to the above, the special conditions on accidents and insurance cover set out in the Moped Regulations also apply.

XII. WITHDRAWAL, SUSPENSION AND CLOSURE OF THE ACCOUNT. WITHDRAWAL FROM THE PURCHASE OF PASSES.

1. The user may withdraw from the contractual relationship and consequently close the Account at any time.
2. The user may close their Account by contacting RIDEMOVI at support.it@ridemovi.com.
3. If at any time the user fails to comply with these Terms and Conditions and/or the Moped Regulations and/or any applicable law or regulation while using the Services, RIDEMOVI reserves the right to suspend use of the Services, including the rental of Ridemovi Vehicles, or to terminate the contractual relationship and consequently close the Account. Furthermore, if the user does not use Ridemovi Vehicles for 12 (twelve) consecutive months, starting from the thirteenth month RIDEMOVI will be entitled to charge the user a monthly fee of EUR 0.50 (fifty euro cents) as reimbursement of the costs of managing the Account until the user starts using Ridemovi Vehicles again; this fee will be offset against the deposit and/or any credit still available. Once the user's credit and/or deposit has been used up, RIDEMOVI will be entitled to terminate the contractual relationship and close the user's Account, without prejudice to the right to claim compensation for costs not reimbursed under this paragraph.
4. Information obtained from the police regarding the user's failure to comply with these Terms and Conditions and with any applicable law or regulation while using a Ridemovi Vehicle may be used by RIDEMOVI to terminate the contractual relationship and close the user's Account or to suspend use of the Services, including the rental of Ridemovi Vehicles.
5. If the Account is closed at the user's initiative, RIDEMOVI will refund the security deposit and any remaining credit on the Account, after deducting all amounts owed to RIDEMOVI for any reason; as regards amounts spent on the purchase of Passes, the refund will be granted to the user only if the Account is closed in accordance with the conditions set out in paragraph 6 below. If the Account is closed at RIDEMOVI's initiative for reasons other than the user's breach of these Terms and Conditions, RIDEMOVI will also refund to the user the amounts spent on the purchase of Passes, less a deduction proportional to the days of use of the Pass and/or to any other unit fractions provided for. In any case, the remaining amounts will be refunded no later than 14 (fourteen) days.
6. Without prejudice to Article I, paragraph 5 above, the consumer user may exercise the right of withdrawal (the so-called "cooling-off" right) within 14 (fourteen) days starting (i) from the signing of the contract pursuant to Article I, paragraph 3 above; (ii) in the case of purchase of a Pass, from such purchase. The right of withdrawal may be exercised by e-mail to support.it@ridemovi.com, stating the user's personal details, the Pass (if purchased) from which the user intends to withdraw and its date of purchase, using the following form:

> To: RIDEMOVI S.p.A., Via Carducci n. 31, 20123 Milan (certified e-mail: ridemovi@legalmail.it)
>
> I, the undersigned (*), hereby give notice of withdrawal from my contract for the sale of RIDEMOVI services activated on (*)
>
> User's name (*)
>
> User's address [enter address, telephone number and, if available, fax number and e-mail address]
>
> User's signature (only if the form is sent on paper)
>
> Date

RIDEMOVI will refund the payment received from the user within 14 (fourteen) days from the day on which the user exercised the right of withdrawal. RIDEMOVI will make the refund using the same means of payment used by the user for the initial transaction. If the user started using the Services before the end of the "cooling-off" period, the user will pay RIDEMOVI an amount proportional to the days of use of the Services and/or of the Pass and/or to any other unit fraction provided for; RIDEMOVI will be entitled to offset this amount against what is owed to the user as a result of the withdrawal.

7. If the user has fraudulently used or attempted to use a means of payment, RIDEMOVI may close the user's Account without paying any refund.
8. RIDEMOVI may refuse the registration of an Account if a user has previously been suspended from using the Services or their Account has been closed for failure to comply with these Terms and Conditions and/or the Moped Regulations or any applicable law or regulation, or if amounts are owed by the user to RIDEMOVI for any reason, or if RIDEMOVI is informed by the police that the user has committed a breach of the Highway Code or of any other applicable law or regulation, or if RIDEMOVI has reason to believe that the user is attempting or has attempted to use a fraudulent payment method to defraud RIDEMOVI.

XIII. INTELLECTUAL PROPERTY.

1. The user's use of the Services, the website or the Application does not confer on the user any industrial or intellectual property rights, and the user is obliged to respect all industrial and intellectual property rights, including trademarks, logos, domain names or any other industrial or intellectual property rights owned by RIDEMOVI or by third parties.
2. The user is prohibited from carrying out any act of reproduction, distribution, public communication or other forms of making available, transformation and, in general, any other form of exploitation, in whole or in part, of any content, information or material that the user accesses through the Services or the Application, unless expressly authorised in writing by the owner of such elements.

XIV. PERSONAL DATA PROTECTION AND COOKIE POLICY.

1. The policy on the protection of personal data and on cookies is set out in the privacy and cookie notice (www.ridemovi.com/privacy).

XV. COMPLAINTS AND DISPUTES.

1. For requests or complaints, or if the user has encountered a problem using the Services, the user must contact RIDEMOVI through the Application or by writing to support.it@ridemovi.com.
2. These Terms and Conditions and the Moped Regulations constitute the entire contract and agreement between the user and RIDEMOVI concerning their subject matter and cancel and replace all previous terms and conditions and agreements that may have been made between the parties in relation to the use of the Services and the Application.
3. These Terms and Conditions, the Moped Regulations and the user's use of the Services are governed by Italian law.

4. If the user qualifies as a consumer under Legislative Decree No. 206/2005, any disputes in any way arising from or connected with these Terms and Conditions shall fall under the exclusive jurisdiction of the Court of the place of residence or domicile chosen by the user within Italian territory. In all other cases, the Court of Milan shall have exclusive jurisdiction.

XVI. OTHER PROVISIONS.

1. The user may not assign or transfer, in whole or in part, to third parties any of their rights under these Terms and Conditions without RIDEMOVI's prior written consent.
2. RIDEMOVI may assign or transfer these Terms and Conditions in whole or in part, or the rights and obligations arising therefrom, to:
   a) a subsidiary or affiliated company;
   b) a purchaser of the share capital, of the business or of individual business units or, where applicable, of RIDEMOVI's business or assets;
   c) a successor following a merger.
3. In the event of conflict between the Italian-language version and any translation of these Terms and Conditions and of the Moped Regulations, the Italian-language version shall prevail.
4. The legal ineffectiveness of any part of these Terms and Conditions and of the Moped Regulations does not affect the validity of the remaining Terms and Conditions and of the remaining provisions of the Moped Regulations. If a provision of these Terms and Conditions and/or of the Moped Regulations is or becomes ineffective or unenforceable, the validity of the remaining Terms and Conditions and/or of the Moped Regulations will not be affected. If a provision of these Terms and Conditions and/or of the Moped Regulations is illegal, invalid or unenforceable for any reason, the parties shall replace such provision, or part thereof, with a provision that is legal, valid and enforceable and that has, as far as possible, an effect similar to that of the illegal, invalid and unenforceable provision, or part thereof.

XVII. CONTACTS.

1. For any doubts or questions regarding these Terms and Conditions or for technical support, the user may contact RIDEMOVI through the Application or at: support.it@ridemovi.com.
2. RIDEMOVI's contact details are as follows: RIDEMOVI S.p.A. VAT number: 02838590343 Address: Via Carducci 31, 20123 Milan, certified e-mail: ridemovi@legalmail.it.

XVIII. T&C OF THE "GROUP RIDE" FEATURE

1. Definition and Purpose of the Service

"Group Ride" allows the Account holder to unlock several Ridemovi Vehicles on the same ride through a single Account. This feature is designed to facilitate group rides, allowing the user to unlock and manage up to the maximum number of vehicles allowed by the city where the Service is used, as further set out in paragraph 3 below.

2. Type of Vehicles

A "Group Ride" can only be made with a single type of Ridemovi Vehicle (for example, only e-bikes or only e-scooters).

3. Number of Participants

The maximum number of Ridemovi Vehicles that can be unlocked during a "Group Ride" is determined by the local rules of the city where the ride takes place. These rules will be visible in the Application.

4. Usage Limitations and Access to Group Ride

The user is responsible for their guests, including checking that they meet the minimum age required to use the service, in accordance with Ridemovi's Terms and Conditions. The user must have a verified Account and a valid payment

method. The service will be available only in certain cities and will be indicated by the presence of the button for activating "Group Ride" in the Application.

5. Responsibility of the Main User

The Account holder using the "Group Ride" feature assumes full responsibility for all Ridemovi Vehicles and their respective riders (guests) unlocked during the "Group Ride". All ride costs (including those of guests), any penalties or fines will be charged directly to the main user's account. The Account holder using the "Group Ride" feature assumes responsibility, also on behalf of their guests, for full compliance with Ridemovi's Terms and Conditions.

6. Insurance and Civil Liability

In the event of claims or accidents, the Account holder using the "Group Ride" feature is responsible for their own ride and for that of their guests. If the Account holder using the "Group Ride" feature has activated insurance, it will cover only the Account holder and not the other participants in the "Group Ride".

7. Prohibition of Improper Use

The Account holder using the "Group Ride" feature and their guests may not use Ridemovi Vehicles for illegal activities or in breach of road rules. Irresponsible behaviour causing damage to vehicles, third parties or property will be subject to penalties in accordance with Ridemovi's Terms and Conditions.

8. Unlocking Procedure

Once the Ridemovi Vehicle of the Account holder using the "Group Ride" feature has been unlocked, additional Ridemovi Vehicles can be added to the "Group Ride" by scanning the Ridemovi Vehicle's QR code or entering the code manually. If an attempt is made to unlock a Ridemovi Vehicle that is not allowed for the "Group Ride", the system will generate an error and prevent it from being unlocked.

9. Proximity and Route of the Ride

All Ridemovi Vehicles in the "Group Ride" must travel close to one another. The Account holder using the "Group Ride" feature and the guests must follow the same route, and it is not permitted to split off separately with different vehicles.

10. Temporary Parking and End of the Ride

The Account holder using the "Group Ride" feature may temporarily park each Ridemovi Vehicle and end the ride of each vehicle individually according to the standard flow and the local rules set out in the Ridemovi Terms and Conditions. The "Group Ride" will be officially closed and the related costs calculated only when the rides of all Ridemovi Vehicles have ended.

11. Costs and Charges

The costs of the "Group Ride" will be charged to the Account holder using the "Group Ride" feature and will include the individual costs of each Ridemovi Vehicle unlocked and used. When all rides have ended, the total cost will be calculated and shown in the "My rides" section of the Application. Ride costs will follow the rules shown in the Application, in addition to the rules of the Terms and Conditions of the standard RideMovi service.

12. Service Interruptions or Malfunctions

RideMovi is not liable for any damage arising from malfunctions, such as the inability to unlock a Ridemovi Vehicle or an interruption of the service. Users may nevertheless report problems through the dedicated section or by contacting customer service.

13. Changes to the Group Ride Service

Ridemovi reserves the right to modify, suspend or discontinue the "Group Ride" feature at any time, subject to notice to users.

14. Compliance with Local Regulations

The use of "Group Ride" must comply with all road and local regulations in force, including any parking restrictions, traffic bans in certain areas or specific safety rules for the Ridemovi Vehicles used.

15. Usage Times and Time Limits

The maximum duration of multiple rentals follows the limits set out in the RideMovi Terms and Conditions. Extra charges will apply if the permitted time limits are exceeded.

16. Use of Passes and Promotions

Promotions valid for "Group Ride" include: Time Pass (deduction of available minutes) and Coupons (deduction of the coupon value from a ride). "Monthly pass" or Movi Prime promotions will not be valid. Furthermore, rewards such as the Parking Reward, which are subject to the specific rules of the city where the ride takes place, will not be activated.

17. Complaints and Reports

The Account holder using the "Group Ride" feature will be able to view the "Group Ride" summary in the "My rides" section, where they will be able to submit complaints or report faults. Any penalties or fines associated with the ride will be visible in the same section.

XIX. USE OF ELECTRIC MOPEDS.

1. A user who intends to use an electric moped as a Ridemovi Vehicle undertakes to comply with the Moped Regulations, which must be accepted by the user in the Application as a necessary condition for first use.
2. The Moped Regulations supplement the Terms and Conditions and prevail in the event of conflict.

By completing the registration process in the Application, the user declares that they expressly and specifically approve and accept, pursuant to Article 1341 of the Italian Civil Code, the following clauses: I, paragraphs 4 and 5 (General provisions. Conclusion of the agreement. Unilateral amendments. Presumption of purchase in the course of a professional activity); IV, paragraph 5 (Penalty charged for bookings); V, paragraphs 4, 5 and 6 (Charges and payments. Pay-per-use, Passes, Promo credits and Promo codes. Penalties and fines); VIII (Disclaimer); XII, paragraph 3 (Withdrawal, suspension and closure of the Account. Withdrawal from the purchase of Passes); XV (Complaints and disputes); XVIII (T&C of the "Group Ride" feature); XIX (Use of electric mopeds).