

ANAC

General terms and conditions

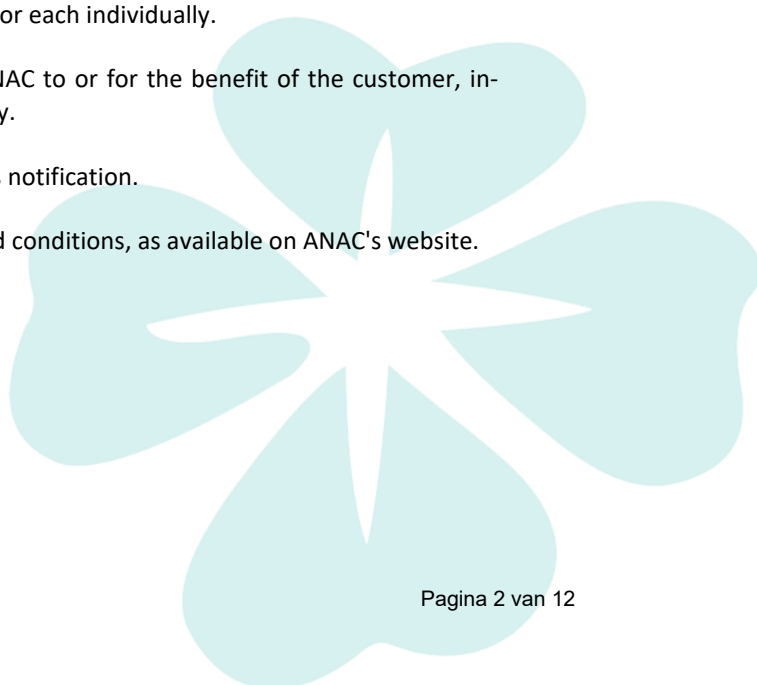
January 2026



General terms and conditions
ANAC Carwash B.V., ANAC Carwash N.V. and ANAC Tanken B.V.

1. Definitions

Offer / Proposal	Any offer made by ANAC to enter into an agreement and to purchase products offered by ANAC.
Trailer	A trailer rented out by ANAC to a customer under an agreement.
Subscription	A subscription for using ANAC's car washes, including a monthly subscription and an annual subscription.
ANAC	ANAC Carwash B.V. (Chamber of Commerce number: 09139879), ANAC Carwash N.V. and ANAC Tanken B.V. (Chamber of Commerce number: 10006983), i.e. the users of the terms and conditions.
ANAC Card	Any card intended for processing payments for specific services or products offered by ANAC, such as the ANAC Fuel Card, the ANAC Wash Card, and the ANAC Card for the Netherlands or Belgium.
Services	All (supplementary) services and/or activities, of any kind, carried out or offered by ANAC in the broadest sense, including the use of car wash facilities and trailer rentals.
Annual subscription	A subscription agreed upon for the duration of one year.
Customer	The natural person(s) and/or legal person(s) to whom ANAC makes an offer to supply products and/or perform services and/or with whom ANAC enters into an agreement.
Charging point	A facility provided by ANAC for charging an electric vehicle.
Monthly subscription	A subscription agreed upon for the duration of one month.
Agreement	Any sale, purchase and delivery of products by ANAC to a customer and/or the provision of services by ANAC to a customer, which is also understood to mean a subscription.
Private individual	A customer who purchases services from ANAC outside the scope of a business or professional activity.
Party(ies)	ANAC and the Customer, or each individually.
Products	Products delivered by ANAC to or for the benefit of the customer, including fuel and electricity.
In writing	By letter, email or bailiff's notification.
Terms and conditions	ANAC's general terms and conditions, as available on ANAC's website.



PART A – GENERAL PROVISIONS

2. Applicability

- 2.1 These terms and conditions apply to all offers and agreements, including any use of a refuelling or charging point offered by ANAC, as well as to all obligations arising from and building upon them.
- 2.2 These terms and conditions consist of three parts, i.e. part A, B and C. Part A contains the general provisions applicable to all offers and agreements, while part B applies to trailer rentals, and part C applies to annual subscriptions and monthly subscriptions. In the event of contradictions between part A on the one hand and part B or part C on the other hand, the specific provisions in part B or part C take precedence.
- 2.3 If these terms and conditions have applied to any agreement, they shall automatically – without requiring a separate written agreement between the relevant parties – apply to any subsequent agreement entered into between the parties, unless expressly agreed otherwise in writing between the parties.
- 2.4 In the event that one or more provisions of these terms and conditions are declared null and void or are annulled by the customer, the remaining provisions shall continue to apply in full to the agreement. The parties shall consult with each other to replace any null and void or annulled provision with a valid or non-annullable provision that aligns as closely as possible with the purpose and spirit of the original provision and the agreement.
- 2.5 ANAC is entitled to unilaterally amend these terms and conditions. Any amendments shall take effect from the moment the updated terms and conditions are published on ANAC's website. Customers with a valid email address that ANAC is authorised to use shall receive notifications via email.

3. Establishment of agreements

- 3.1 With due observance of the provisions in the terms and conditions, an agreement is only established:
 - a. upon written recording and acceptance of the agreement by ANAC, including orders for a product or service made electronically;
 - b. when the customer uses a service of ANAC or when ANAC provides a service to the customer or delivers a product to the customer;
- 3.2 The agreement as stored in ANAC's systems shall serve as evidence of the arrangements made between the customer and ANAC.

4. Services

- 4.1 Washing a vehicle in the car wash means that dirt soluble in water shall be removed from the exterior of the vehicle in all reasonableness. Certain dirt, such as tar and grease stains, may remain. The customer must be aware that damage that is not (entirely) visible on the vehicle before washing may become apparent afterwards
- 4.2 Cleaning the interior of a vehicle in the interior car wash means that visible dirt, without removing objects such as child seats, will be removed from the interior of the vehicle in all reasonableness. To avoid misunderstandings, ANAC employees do not remove luggage, waste, or other items from the customer's vehicle.
- 4.3 The customer may use the vacuum cleaners provided by ANAC.
- 4.4 The customer may use the car wash bays provided by ANAC.
- 4.5 For all the services specified in this article 4, ANAC shall exercise the care reasonably expected in terms of selecting and maintaining its equipment and in performing any related tasks. It is the customer's responsibility to verify whether the vehicle for which services are purchased is suitable for the services which are used explicitly at the customer's own risk.

5. Internal rules and regulations

- 5.1 The customer must take note of all internal rules and regulations and actively inform ANAC (employees) about any specific details of the vehicle prior to the performance of the services by ANAC.
- 5.2 The Customer shall act in accordance with the instructions and guidelines of ANAC and its employees, including, but not limited to, the instructions shown on signs and markings at ANAC's site. The customer

is personally responsible for ensuring that the vehicle is suitably prepared for the performance of ANAC's services, including dismantling or folding antennas, mirrors, and other protruding objects on the vehicle. The customer has not independently modified the vehicle, nor had it modified, in a manner that changes its standard dimensions.

- 5.3 The customer ensures the safety on ANAC's site and shall in any case:
- a. not leave the vehicle during the performance of services in the car wash unless explicitly requested by ANAC,
 - b. park the vehicle in the designated location during washing;
 - c. drive only at walking pace on ANAC's site;
 - d. always take into account other people's safety.
- 5.4 smoking is prohibited on an ANAC site, except in designated smoking areas.
- 5.5 The Customer shall respect all ANAC's written conditions and instructions regarding refuelling or charging an electric vehicle, as specified at the refuelling and charging points, at ANAC's business locations, and in these terms and conditions.
- 5.6 When using a charging point, the customer shall ensure that the electric vehicle to be charged and the charging cable used comply with the technical specifications of the charging point and the electric vehicle itself and shall follow all the manufacturer's regulations and instructions for charging the electric vehicle.

6. ANAC Card

- 6.1 Every ANAC Card can be requested online.
- 6.2 In addition, the ANAC Wash card can be requested at an ANAC car wash
- 6.3 ANAC is entitled at any time to refuse an ANAC Card to a customer. ANAC is entitled to terminate the use of an ANAC Card if the customer does not respect the agreement or these terms and conditions, including but not limited to an annual subscription or a monthly subscription.
- 6.4 At the start of the agreement for the provision of an ANAC Fuel Card or ANAC Card (payment on account), the customer is required to pay a security deposit of at least €250.00. ANAC shall refund the security deposit to the customer six (6) months after its payment, provided that the customer has duly fulfilled its obligations under the agreement and these terms and conditions during that period. If any obligation is not duly fulfilled, ANAC shall retain the deposit until the end of the agreement, unless otherwise agreed in writing. ANAC is entitled to offset the customer's financial obligations against this aforementioned security deposit.
- 6.5 Private customers must top up the ANAC Wash card before purchasing a product or service from ANAC. The customer does this by making a payment to ANAC. This payment is added to the balance of the ANAC Wash card. The balance can also be topped up online by logging into the website. ANAC may apply a discount as a result of which the topped up credit exceeds the actual amount paid in euros.
- 6.6 In the event of loss, theft, or misplacement, the customer can apply for a new ANAC Card. The customer pays ANAC an administration fee for each new ANAC Card. In case of loss, the ANAC Card can be blocked online, with the exception of the ANAC Fuel Card, which must be blocked by sending a request by email to info@ANACcarwash.com. The customer shall also owe an administration fee for transferring or merging balances across multiple ANAC Cards. Any use of the ANAC Card after its loss but before it was blocked by the customer shall be payable by the customer.
- 6.7 Each ANAC Card remains ANAC's property at all times. Upon termination of the agreement, the customer shall return or send the ANAC Card to ANAC immediately upon request. The customer must request any credit balance reimbursement on an ANAC Card online via the ANAC website. The customer shall only receive a refund for the remaining credit balance that they actually paid, excluding any top-up bonuses or similar promotional credits.

7. Prices

- 7.1 The prices for ANAC's services are displayed on boards at the entrances to the car wash and car wash bays. Discounted rates may apply for customers who use an ANAC Card. ANAC is able to modify or withdraw these discounted rates at any time.
- 7.2 When using a charging point, the current price shall be shown to the customer prior to or at the start of the charging session.
- 7.3 If an agreement is reached without an explicit price being agreed, it shall be performed at the price applicable at the time of the agreement's performance, regardless of any prior offers or previously used prices.

8. Payment for services and/or products

- 8.1 Payment for vehicle cleaning can be made using:
- e. cash at ANAC locations where this payment option is (still) available;
 - f. debit cards and credit cards accepted by ANAC;
 - g. fuel cards approved by ANAC other than an ANAC Card;
 - h. vouchers, discount cards or coupons approved by ANAC, prior to the performance of the service; or
 - i. any ANAC Card, with the exception of the ANAC Fuel Card.
- 8.2 Payment for refuelling can be made using:
- j. cash, but only when a designated physical shop on the same site as the service station is open; on the understanding that ANAC does not accept €100, €200, or €500 banknotes;
 - k. debit cards and credit cards accepted by ANAC;
 - l. the ANAC Card, the ANAC Fuel card and other fuel cards approved by ANAC;
 - m. vouchers, discount cards or coupons approved by ANAC, prior to the performance of the service; or
- 8.3 Payment for using a Charging Point can be made using:
- n. the ANAC Card;
 - o. fuel or charge cards approved by ANAC other than the ANAC Card;
 - p. Debit cards and credit cards accepted by ANAC;
- 8.4 Payment for products or services is made prior to or at the time of purchase, unless otherwise indicated by ANAC.
- 8.5 All costs charged by ANAC for the use of an ANAC Card at a charging point or other fuel or charging stations, such as costs of the customer's card provider, fixed and/or variable rates for charging, electricity costs, and any transaction fees, are all passed on by ANAC, as well as any additional fees owed to ANAC itself.
- 8.6 Upon payment with the ANAC Card by a private individual, the price for the service to be provided is deducted from the balance on the ANAC Card. If the balance on the ANAC Card is insufficient, the customer must pay by bank card before being able to use the services. For the sake of clarity, discounts linked to the ANAC Card no longer apply to payments made using methods other than the ANAC Card.
- 8.7 For payments made with the ANAC Card or Fuel Card, an invoice is sent to the customer every fourteen (14) days for the services and/or products provided during that period. The invoice contains a specification of the purchased services and/or products. The invoice must be paid within 14 days after it was sent and is generally collected by direct debit unless otherwise agreed.
- 8.8 Customers have the option to view their invoices online.
- 8.9 An invoice is considered to have been received three days after it was sent by ANAC to the provided contact details, via email or post. It is the customer's responsibility to inform ANAC of any changes to the email address used by ANAC.

- 8.10 Payment must be made to the bank accounts provided by ANAC. The moment of payment is determined by when the amount is credited to ANAC's account.
- 8.11 If payment of an invoice has not been made in full within the specified term (including cases where a debit has not been (fully) executed for any reason), the customer is immediately in default without further notice of default being required and from the day after the invoice's due date, the customer shall owe interest of 1% per month (unless the statutory commercial interest rate is higher, in which case that rate applies), with part of a month being calculated as a full month. Moreover, all extrajudicial collection charges shall be borne by the customer, with a minimum of €150, without prejudice to ANAC's right to claim the actual extrajudicial costs if they are higher.
- 8.12 If the customer is in default with the payment of any invoice, (i) all other outstanding invoices shall also become immediately due and payable without further notice of default being required, (ii) ANAC has the right to block the ANAC Card, rendering it unusable, and (iii) ANAC has the right to refuse services and/or products to the customer connected to the ANAC Card.
- 8.13 Payments made by the customer shall first be applied to settle owed costs, interest, and subsequently the oldest due and payable invoices, even if the customer specifies that the payment relates to a (different) invoice.
- 8.14 Without prejudice to provisions of compulsory law, the customer does not have the right to suspend their payment obligations vis-à-vis ANAC and/or offset these against any payment obligations of ANAC vis-à-vis the customer.
- 8.15 ANAC is entitled to offset all claims against the customer with any debts that ANAC, or (legal) entities affiliated with the customer, may owe to the customer.
- 8.16 All claims by ANAC against the customer are immediately due and payable, and ANAC may at any time request advance payment, security, or an increase in the security deposit referred to in Article 6.4 in the following cases:
- q. if, after reaching the agreement, circumstances come to ANAC's attention that give it reasonable grounds to fear that the customer shall not fulfil its obligations, or if ANAC otherwise has reasons to doubt the customer's creditworthiness, entirely at ANAC's discretion;
 - r. the customer is in default with any payment obligation;
 - s. if on conclusion of the agreement ANAC asked the customer to provide security to ensure compliance as referred to in Article 8.15 and this security has not been provided or is insufficient;
 - t. in the event of a bankruptcy or suspension of payments being filed by the customer, the liquidation or bankruptcy of the customer, or – in the case of a natural person – the application of the Act on Debt Consolidation for Natural Persons (WSNP).

9. Complaints and expiry periods

- 9.1 The customer must inspect their vehicle immediately after the services have been performed and report any complaints regarding the services provided or any damage caused as a result of the services provided by ANAC immediately to ANAC (or an ANAC staff member). Immediately within the meaning of this article means that the inspection and reporting must occur before the customer leaves the ANAC site after the service has been performed. If the customer does not report to ANAC on the same day, the Services shall be deemed to have been accepted and to comply with the requirements and performances specified in the agreement. If and to the extent that the damage is not immediately visible after the service has been performed, the customer must report the damage as soon as possible, and in any case within seven days after the customer could, in all reasonableness, have discovered the damage, with a detailed written explanation to ANAC, in the absence of which any claim of the Customer shall expire.
- 9.2 In the event that the customer submits a written report to ANAC within the period specified in article 9.1 in relation to products delivered and/or services performed by ANAC and damage suffered, any legal claim by the customer shall also expire if ANAC has not been brought to the competent court under Article 9.1 of the terms and conditions within a period of four (4) months, or for consumers, within twelve (12) months, after receiving the relevant written report as referred to in article 14.

10. Liability and insurance

- 10.1 The customer is liable to ANAC for any damage caused by improper or careless use of a fuel or charging point and indemnifies ANAC against any resulting third-party damage.
- 10.2 Improper or careless use includes, but is not limited to:
- u. use in violation of the instructions or for a purpose other than intended;
 - v. use of modified, non-CE approved, or otherwise unsuitable or defective charging cables or plugs;
 - w. charging a defective electric vehicle
- 10.3 The following components in this article 10 govern the limitation of ANAC's liability in nature and amount in cases where it is liable vis-à-vis the customer under the agreement and these terms and conditions. ANAC is only liable for direct damage suffered by the customer as a result of an attributable shortcoming by ANAC to fulfil the agreement, with a maximum liability of €50,000 per claim.
- 10.4 ANAC is not liable for indirect damage, including but not limited to:
- x. loss consequential on business interruption, consequential damages, losses due to delay and lost profit;
 - y. damage arising from actions or negligence by the customer or third parties in violation of instructions, guidelines, signals, and internal rules and regulations provided by ANAC or in breach of the agreement and the terms and conditions;
 - z. damage directly caused by incorrect, incomplete, and/or faulty information provided to ANAC by or on behalf of the customer.
 - aa. damage to mirrors, antennas, windscreen wipers, fog lights, spoilers, accessories, and other modifications to the vehicle.
- 10.5 In the event of damage, the customer must first give ANAC the opportunity to rectify the damage. If the customer does not allow ANAC to do this, ANAC is not liable, and any (potential) obligation of ANAC to compensate the customer's damage expires.
- 10.6 Without prejudice to the provisions of paragraphs 1 to 3 of this article, the obligation to compensate damages is limited to the damage that ANAC is insured against, or should in all reasonableness be insured against, given the nature of ANAC's business and the market in which it operates, and only up to the amount paid out by the insurer in the specific case.
- 10.7 If:
- bb. at the time of entering into the agreement, it is not possible for ANAC to take out insurance as referred to in paragraph 6, or to renew it under reasonable conditions;
 - cc. the insurer does not compensate the damage in question;
 - dd. the relevant damage is not covered by the insurance;
- the compensation for the damage is limited to the amount agreed upon between ANAC and the customer for the present agreement (excluding VAT).
- 10.8 The customer indemnifies ANAC against all third-party claims for damage arising from or in connection with the services provided and/or products delivered by ANAC, insofar as ANAC would not be liable vis-à-vis the customer for such damage either.
- 10.9 ANAC is not liable for any damage resulting from the customer's use of the vacuum cleaner and car wash bays.
- 10.10 ANAC is not liable for misuse or improper use of the ANAC Card or the ANAC Fuel Card.

11. Dissolution and termination

- 11.1 In the following cases the customer is automatically in default, and ANAC is entitled, without further notice of default and without recourse to the courts, to terminate, cancel, and/or suspend its obligations under the agreement wholly or partly, at its own discretion:

- ee. the customer fails to fulfil one or more obligations relating to the agreement or the terms and conditions, be it fully or partially;
- ff. the customer is declared bankrupt;
- gg. the customer has decided to liquidate the business;
- hh. the customer ceases business operations;
- ii. the customer's business operations are suspended;
- jj. there is a change in the controlling interest of the customer's company or a comparable situation related to the customer's business;
- kk. if on conclusion of the agreement ANAC asked the customer to provide security to ensure compliance as referred to in article 8.15 and this security has not been provided or is insufficient;
- ll. an attachment is placed on the customer's assets, which has not been lifted within thirty (30) days; or
- mm. the customer is deemed unable to fulfil the obligations arising from this agreement, at ANAC's discretion.

11.2 Dissolution or termination is performed by means of written notification to the customer.

11.3 In case of dissolution or termination based on this article, ANAC is not obliged to pay any damages. In this case, ANAC does reserve its rights, including the right to full damages.

11.4 If one of the events described in Article 11.1 occurs, all claims ANAC has or may have against the customer become immediately due and payable.

12. Transfer

12.1 The customer is not allowed to wholly or partly transfer rights and/or obligations arising from the agreement to a third party, including the establishment of pledges. The transfer of rights as defined in Article 3:83 paragraph 2 of the Dutch Civil Code is excluded. This provision has property law effect.

12.2 ANAC has the right to contract third parties for the performance of an agreement.

13. Privacy

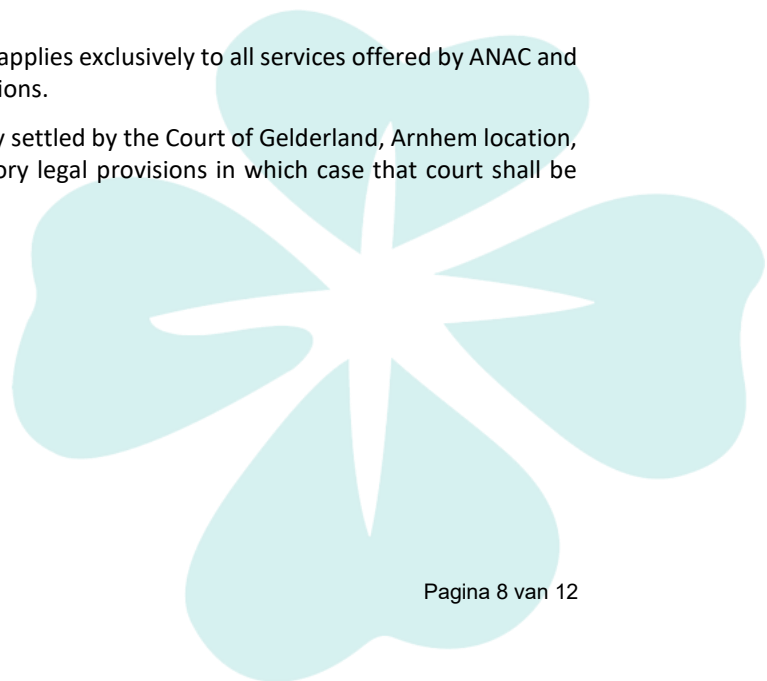
13.1 Personal data within the meaning of the General Data Protection Regulation ("Personal data") obtained by ANAC from the customer are processed by ANAC in accordance with its privacy statement. The privacy policy applies to all agreements and is published on ANAC's website.

13.2 With regard to the personal data used by the customer or provided to ANAC during the conclusion and performance of the agreement, the customer guarantees that they, as an individual, data controller, or (sub-)processor for a third party, are authorised to process these data and to make them available to ANAC.

14. Applicable law and competent court

14.1 Dutch law, excluding the Vienna Sales Convention, applies exclusively to all services offered by ANAC and agreements reached under these terms and conditions.

14.2 All disputes between the parties shall be exclusively settled by the Court of Gelderland, Arnhem location, unless another court is competent under mandatory legal provisions in which case that court shall be competent.



PART B – RENTAL OF TRAILER RENTALS

Part B, supplementary to part A, applies exclusively in the context of an agreement where trailers are rented out by ANAC to the customer.

15. Establishment of the agreement and cancellation

- 15.1 An agreement is established by the signature of the rental agreement by the customer. An agreement may also be established online when the customer reserves a trailer on ANAC's website.
- 15.2 The agreement is entered into at the agreed price, or - if no price has been agreed - at the customary rates that ANAC charges for the rental goods at the time the agreement is reached. All prices are exclusive of VAT and any delivery costs, provided that private individuals who rent a trailer are informed of the price including VAT.
- 15.3 The customer can cancel free of charge up to 48 hours before the start date of the agreement by sending a written cancellation to ANAC. If the customer cancels within 48 hours before the start date, 50% of the agreed rental price shall be charged to the customer

16. Payment

- 16.1 Payment must be made in accordance with Article 8.4 before the start of the rental period.
- 16.2 If the agreement is reached via ANAC's website, the rental price for the initial rental period must be paid in full immediately by means of an online payment.
- 16.3 If and insofar as the rental period exceeds the agreed rental period, the customer is immediately liable for the penalty stipulated in the rental agreement. This must be paid no later than the return of the trailer by the customer.
- 16.4 ANAC always reserves the right to charge advances or require security for amounts owed or which will be owed by the customer pursuant to the agreement.

17. Duration of the agreement and early termination

- 17.1 The rental period begins on the date specified in the agreement. If the trailer is not handed over and cleared by the customer on the end date specified in the agreement, the agreement is deemed to have been extended under the same terms and conditions. During the extension article 16.4 applies in full. If ANAC does not agree to the extension, the customer must immediately return the trailer in accordance with article 21.
- 17.2 If the customer fails to fulfil their contractual obligations, fails to do so on time, or fails to do so properly, ANAC has the right to suspend its obligations and to immediately terminate the agreement.

18. Availability of the trailer

- 18.1 The trailer can be collected on the start date of the rental period at ANAC's rental location.
- 18.2 A delivery period specified by ANAC is not a strict deadline. The Customer must first give ANAC notice of default if the trailer is not available at the agreed time and allow ANAC a reasonable period of time to make the trailer available.
- 18.3 The trailer is considered to have been made available to the customer – and the risk is transferred to them – upon actual possession at ANAC's rental location.

19. Obligations of the customer as a renter

- 19.1 By entering into the agreement, the customer declares that they possess a valid driving licence for operating a vehicle with a trailer. In addition, the customer declares that they generally have sufficient knowledge, understanding and experience to operate a vehicle with a trailer.
- 19.2 The customer must inspect the trailer for visible defects prior to or at the time of delivery, or during delivery. If the customer fails to do so, or accepts the trailer without remarks or complaints following the inspection, the trailer is deemed to be in accordance with the agreement and free of visible defects upon delivery.

- 19.3 The customer must handle the trailer with due care as a responsible renter, ensure proper safety, and use it in accordance with the operating instructions and applicable laws and regulations.
- 19.4 The customer is prohibited from sub-renting, lending, or otherwise making the trailer available to a third party, dismantling, repairing, or maintaining it, or allowing the trailer to be used by unqualified persons.
- 19.5 In the event of loss, theft, damage, or destruction of the trailer during the rental period, the customer is required to notify ANAC immediately (within two hours). The customer is obliged to fully indemnify ANAC.
- 19.6 If the trailer temporarily malfunctions or functions inadequately due to improper use by the customer, the customer is liable for all resulting damages and remains responsible for paying the rental price during the repair period.

20. ANAC's liability and complaint period

- 20.1 The customer is responsible for the proper use of the trailer in accordance with article 19 and is personally liable for any damage to themselves, ANAC, or third parties arising from the use of the trailer. If and to the extent that ANAC incurs any liability, the following provisions, in addition to those in article 10, shall apply.
- 20.2 ANAC's liability is expressly limited to direct material damage and personal injury to the customer's property or persons, unless the damage was caused by wilful intent or gross negligence on the part of ANAC.
- 20.3 ANAC's liability is at all times limited to the amount paid out by ANAC's liability insurance in the specific case. If no compensation is paid in pursuance of the insurance or if ANAC cannot invoke a limitation of liability as aforementioned, any liability is limited to an amount equal to the rental price for the rental period of the trailer during which the damage occurred.
- 20.4 The liability for indirect damage and other (consequential) damages or financial loss, which shall also include loss of revenue and profits, damage to property in the care, custody or control of, but not owned by the insured, losses due to delay, losses due to downtime, and damage resulting from incorrect, incomplete, or defective information provided by or on behalf of the customer, is expressly excluded.
- 20.5 ANAC shall never be liable for damage suffered by the customer due to the (temporary) malfunctioning of the trailer.
- 20.6 Legal claims arising from an attributable shortcoming by ANAC expire if the customer does not file a written, reasoned complaint with ANAC within two (2) weeks after the customer discovered or should have discovered the shortcoming in all reasonableness.
- 20.7 If the trailer does not function properly, the customer is required to report this without delay (within two hours) to ANAC. ANAC shall make every endeavour to repair the trailer as quickly as possible or provide a replacement trailer. ANAC is not liable for damage caused by or following a late reporting of a defect by the customer.
- 20.8 In the event of defects with the trailer, ANAC has the right to replace it during the rental period with an equivalent trailer, without this giving the customer any right to terminate the agreement or claim damages. The customer is required to cooperate fully in this matter.
- 20.9 The customer indemnifies ANAC for any damage caused to third parties through the use of or with the trailer by the customer.

21. End of the agreement

- 21.1 The customer must deliver the trailer to a location designated by ANAC no later than the end date specified in the agreement or an end date based on Article 17. The customer is obliged to provide ANAC with the necessary cooperation in advance. If the customer does not fulfil their obligations on time and ANAC has to retrieve the trailer, all related costs shall be charged to the customer.
- 21.2 The customer shall hand over the trailer to ANAC in the same condition as at the start of the agreement, subject to normal wear and tear during such a rental period. The customer remains responsible for the trailer at all times until it has been delivered to ANAC.
- 21.3 The Customer is liable for all repair and cleaning costs incurred by ANAC if the trailer is returned to ANAC in a damaged state, without prejudice to ANAC's right to claim other damage, such as loss of rent.

PART C – SUBSCRIPTION

Part C, supplementary to part A, applies exclusively in the context of a subscription.

22. Establishment of the agreement and termination

- 22.1 A subscription can be requested online or at the car wash by completing the registration form. ANAC may approve or reject the request.
- 22.2 The customer chooses an annual subscription or a monthly subscription.
- 22.3 The subscription begins on the day ANAC approves the request.
- 22.4 If a customer requests a subscription online, they have the right to cancel the subscription within fourteen (14) days of ANAC's approval. The customer can no longer cancel the subscription based on the previous sentence after the first time they used the subscription.
- 22.5 A monthly subscription is automatically renewed for one month unless the monthly subscription is terminated in accordance with these terms and conditions. A monthly subscription may be terminated at any time by ANAC or by the customer at the end of a month with a period of notice of fourteen (14) days.
- 22.6 An annual subscription is automatically renewed for one year, after which a consumer has the right to terminate it on a monthly basis, unless the annual subscription has been terminated in accordance with these terms and conditions. An annual subscription may be terminated at any time by the end of the current year by ANAC and by the customer at least fourteen (14) days prior to the end of the contract year.
- 22.7 If the customer, in ANAC's opinion, misuses or unreasonably frequently uses the subscription, ANAC has the right to terminate the subscription immediately, without issuing a notice of default and without refunding any prepaid fees. Using the subscription multiple times a day is considered misuse.

23. Subscription

- 23.1 When the customer agrees a subscription with ANAC, the customer may use one car to access one car wash programme in the car washes operated by ANAC without limitation. The customer selects the car wash programme for the subscription when entering into the agreement.
- 23.2 The customer may change the car wash programme for the monthly or annual subscription online during the term. Such change takes effect at the start of a new subscription period following the day on which the customer made the request.
- 23.3 The customer's subscription is linked to the licence plate of the customer's vehicle. ANAC's car washes recognise the licence plate. The customer is able to use the car washes in this way.
- 23.4 The customer shall use the subscription in accordance with what ANAC considers a normal standard of behaviour for private individuals.

24. Price and payment

- 24.1 The price of the subscription depends on the chosen car wash programme as applicable at the time of entering into or renewing the subscription. If the vehicle for which the subscription is taken out is used for commercial purposes, including but not limited to taxis, the price published on ANAC's website will be doubled.
- 24.2 ANAC has the right to adjust the subscription price during the term. If ANAC increases the subscription price by more than 10%, the customer has the right to terminate the subscription as of the commencing date of the new price for the subscription.
- 24.3 For a monthly subscription, the customer pays a monthly fee in advance for the upcoming month.
- 24.4 For an annual subscription, the customer pays a monthly fee in advance for the upcoming year.
- 24.5 Payment is by direct debit. The customer shall provide ANAC with the necessary authorisation(s) for this purpose.
- 24.6 If a customer chooses a different car wash programme during a visit to an ANAC car wash than the one included in their subscription, the customer shall pay a supplement in addition to the subscription price. The supplement shall be communicated to the customer on ANAC's website or at the car wash.

25. Licence plate change

- 25.1 Changes to the licence plate must be reported to ANAC as soon as possible. This can be done online or by sending an email to info@anaccarwash.com attn. Subscriptions department. Only complete change requests shall be processed. If the request is approved, the customer shall receive confirmation of the change by email.
- 25.2 The customer may change the licence plate free of charge once per calendar month, with a maximum of two (2) changes per calendar year.
- 25.3 For additional changes other than those specified in Article 25.2, the customer must pay ANAC €25 per extra change.
- 25.4 The customer has no right to a refund of subscription fees paid for the period during which the subscription cannot be used due to a licence plate change.

26. Customer details

- 26.1 The customer must notify ANAC without delay of any changes to their details, including but not limited to changes in name, address, email address, phone number, or account number.

