TERMS AND CONDITIONS

TERRAFAST – TAILORED ASSISTANCE
(Personalised Assistance and Concierge Service)

Art. 1 – Definitions

For the purposes of these Terms and Conditions, the following terms shall have the meanings set out below:

“Service” means the personalised assistance and organisational coordination service named “TerraFast – Tailored Assistance”, consisting of assistance activities, organisational accompaniment, informational support and concierge services governed by these Terms and Conditions.

“User” means any adult individual purchasing or using the Service.

“Terravision Travel Ticket” means the valid ticket relating to Terravision airport shuttle transport services, governed by the General Conditions of Carriage published on the official Terravision website, possession of which constitutes a prerequisite for access to the Service, without giving rise to any contractual integration between the two contractual relationships.

“Booking” means confirmation of the purchase of the Service, completed through acceptance of these Terms and Conditions and receipt via email of the relevant identification code.

“Operational Area” means the geographical area within which the Service may be provided, subject to the organisational and time limitations set out herein.

“Ancillary Activities” means activities instrumental and functional to the provision of personalised assistance, including, by way of example and without limitation, accompaniment within the operational area, collection or delivery of nearby goods and management of organisational arrangements requested by the User within the booked timeframe.

“Personal Assistant” means operational personnel assigned to carry out assistance and concierge activities within the scope of the Service, selected and trained according to qualitative standards and acting on behalf of the Service organisation, without assuming any personal obligations towards the User.

“Terravision London Finance Ltd” means the company responsible for marketing and promoting the Service, which is conceived and organised by third-party entities, and with which the User enters into the relevant contractual relationship.

Art. 2 – Subject Matter

2.1 These Terms and Conditions govern the Service named “TerraFast – Tailored Assistance”, consisting of premium personalised assistance and organisational coordination activities provided for the benefit of the User.

2.2 The Service constitutes the provision of organisational and personalised assistance services governed by these Terms and Conditions pursuant to the principle of contractual autonomy under Article 1322 of the Italian Civil Code.

2.3 The Service is autonomous and independent from any transport services and shall not constitute a contract of carriage pursuant to Articles 1678 et seq. of the Italian Civil Code, nor a non-scheduled public transport service, taxi service or chauffeur-driven hire service.

Art. 3 – Scope of Application

3.1 The Service is not independently accessible to the general public but is reserved exclusively for Users identified in accordance with the criteria set out herein.

3.2 The Service is reserved for customers holding a valid travel ticket relating to Terravision transport services operating on the routes to/from Ciampino/Fiumicino–Rome Termini and/or Rome Fiumicino–Rome Vatican (Via Crescenzio).

3.3 Possession of the travel ticket constitutes a prerequisite for access to the Service and shall not entail any integration or consolidation between the transport contract and this agreement.

Art. 4 – Connection with the Transport Service

4.1 The Service is provided in connection with a Terravision transport service, the latter being governed by the General Conditions of Carriage published on the official Terravision website.

4.2 The transport service and the Service governed by this agreement constitute separate and autonomous services and remain subject to distinct contractual arrangements. Accordingly, no liability shall be assumed in relation to the performance of the transport service governed by the relevant terms and conditions.

Art. 5 – Content of the Service

5.1 The Service consists of premium personalised assistance and organisational coordination activities provided for the benefit of the User, with particular attention to the quality of the travel experience and enhancement of the brand, delivered by dedicated personnel (the "Personal Assistant") with the purpose of facilitating and improving the Customer's experience during arrival, departure and stay at the destination.

5.2 The Service constitutes a complementary service to the transport (transfer) service and introduces elements of personalised assistance, priority access and additional value-added services.

5.3 As part of the Service, the Customer shall also benefit from priority access and ancillary value-added services connected to the transfer relationship, including, by way of example and without limitation:

a) reserved seating in the front rows of transfers for TerraFast Priority customers;

b) checked baggage labelling, baggage insurance coverage (including loss, theft or damage), and handling of customer baggage in order for such baggage to be delivered directly to the Customer's temporary accommodation within the city;

c) management of the collection and delivery of apartment or BCB keys relating to the Customer's accommodation;

d) provision of tourist materials such as city maps, guides to eco-sustainable attractions and public transport, recommendations regarding "must-see" places within the city and advice concerning typical restaurants and local specialities;

e) security assistance at Central Stations (Rome and Milan) provided by Italpol Vigilanza S.p.A., a company forming part of the corporate network, acting upon request of the Personal Assistant;

f) arranging, on behalf of the Customer, personal experiences and, more generally, satisfying personal, logistical or informational requirements of the Customer;

g) taking photographs of the Customer in front of historical landmarks during the journey between the Terravision bus arrival/departure point and the Customer's temporary accommodation within the city;

h) offering the Customer the opportunity to test the electric microcar used by the butler and receive a basic introduction to its use and the benefits it offers, while also receiving—thanks to Priority Terrafast—a discount on any purchase of electric micromobility products, including the microcar, given that Terravision Electric SpA operates retail stores and maintenance centers specializing in electric micromobility (insert attachment).

5.6 The principal purpose of the contract is the provision of assistance/concierge services; any accompaniment activities carried out by vehicle shall remain ancillary in nature and shall not constitute an autonomous transport service. The use of company electric microcars constitutes an ancillary and instrumental means of performance in relation to the principal activity.

5.7 Within the scope of personalised assistance activities, the Personal Assistant may carry out, upon the User's prior request and within the timeframe of the booked Service, further ancillary activities such as:

• brief stops at points of interest or assistance with photographs at iconic locations;

• collection or delivery of small personal items;

• assistance at commercial establishments (e.g. tailoring, laundry or similar services);

• further organisational tasks consistent with the concierge function.

5.8 Activities may vary depending on the point of arrival or departure and must be selected in advance by the User within the deadline specified prior to provision of the Service, provided always that a minimum level of standard assistance shall remain guaranteed.

5.9 Any intermediate stops, where available, shall be permitted for a maximum cumulative duration of 10 minutes and may under no circumstances exceed such limit. Such stops are not guaranteed in all cases.

Art. 6 – Purchase Procedure and Organisation of the Service

6.1 The User must purchase the "TerraFast – Tailored Assistance" Service no later than 24 (twenty-four) hours prior to the scheduled commencement time of the assistance service.

6.2 At the time of booking, the User shall provide all information necessary for the proper organisation of the Service, including:

• place of residence or hotel accommodation, as the meeting point and/or final destination of the assistance service;

• number of persons belonging to the same group;

• number of luggage items;

• personal details of participants (name, surname and date of birth);

• a valid email address for operational communications.

6.3 The information referred to in the preceding paragraph is essential for the logistical planning and organisation of the Service. The User shall be responsible for the accuracy and completeness of the information provided.

6.4 Following purchase, Customer Service shall send the User a confirmation communication containing:

• booking confirmation;

• date and time of the assistance service;

• operational instructions regarding the meeting with the Personal Assistant;

• any further instructions useful for the provision of the Service.

6.5 The User may request ancillary services or personalised assistance, within the limits set out in this agreement. Such requests shall be subject to operational availability and the technical time required for the provision of the Service and are in no event guaranteed.

6.6 Any personalisation requests must be submitted no later than 8 (eight) hours prior to the commencement of the Service. Such deadline shall be deemed essential for the proper organisation of the assistance service.

6.7 The Provider reserves the right to assess the feasibility of the User's requests on the basis of available time, distance and operational conditions. In the event that such requests cannot be accommodated, the User shall be promptly informed by email communication.

6.8 The Provider reserves the right, acting reasonably and in good faith, to refuse or limit requests that are incompatible with the organisation of the Service, the available time or the operational conditions.

6.9 The User shall be identified by means of the booking code communicated at the time of purchase and through priority recognition systems applied to luggage.

6.10 Each passenger must carry a valid identity document, required for identification purposes and for compliance with any obligations connected with the Service.

Art. 7 – Performance of the Service, Operational Area and Fees

7.1 The Service shall be organised on a time-based basis, with a minimum duration of 30 minutes.

7.2 The fee shall be determined according to:

• the duration of the requested assistance activity;

• the number of persons assisted.

7.3 The fee shall be:

• €10 for 1 person;

• €12 for 2 or 3 persons belonging to the same household/group.

7.4 The minimum duration of 30 minutes is normally suitable for covering an operational area within a radius of 5 km. The operational area may extend up to a maximum of 10 km, consistently with any extension of the service duration.

7.5 In the event of the joint purchase of the transfer service together with the Service on a return-trip basis, the total fee shall be reduced by applying a discount of €1 per route compared to the purchase of individual routes separately.

7.6 Where the User authorises payment by credit card, the fee may be adjusted according to the actual duration of the Service. In the event that the booked duration is exceeded, an additional charge shall apply for each additional 5 minutes as follows:

• €2 for 1 person;

• €2.5 for 2 or 3 persons.

7.7 Any additional amounts shall constitute an adjustment to the compensation for the assistance activities provided and shall not constitute transport-related pricing calculated by reference to a transport route.

7.8 Any references to kilometre distances are provided exclusively for logistical planning and prior fee determination purposes, it being understood that the principal parameter of the Service is the duration of the assistance activity.

7.9 All costs shall be calculated in advance and communicated during the booking process through the available channels. Upon expiry of the purchased timeframe, the Service shall be deemed completed unless an extension has been agreed.

Art. 8 – Post-Service Communications

8.1 At the conclusion of the experience, the User may receive follow-up communications aimed at collecting feedback or customer satisfaction surveys relating to the TerraFast Service.

8.2 Such communications may be sent, subject to prior authorisation by Terravision London Finance Ltd, by third-party companies cooperating in the training and positioning of personnel employed in the provision of assistance services. Within the context of such communications, proposals relating to services directly offered by such third parties may also be presented.

Art. 8-bis – Promotional Voucher following the Service

8-bis.1 Upon completing the Service, the user will receive, at the email address provided during the booking process, a notification offering the option to redeem the amount paid for the TerraFast personalized assistance service through the issuance of a promotional voucher.

8-bis.2 The voucher may be used at Terravision Electric S.p.A. stores located in Milan, Rome, Genoa, Desio and Cremona to purchase products or services related to electric micromobility, in accordance with the terms and conditions specified in the notification sent to the user.

8-bis.3 Vouchers may be combined with one another and transferred to third parties, unless otherwise expressly limited in the issuance notice or in the terms and conditions applicable to the individual voucher.

Art. 9 – Minor Users and Infants

9.1 The Service may only be requested by adult individuals.

9.2 Minors may use the Service only if accompanied by an adult passenger making the booking.

9.3 The Service shall not entail any custody or qualified supervisory obligations.

Art. 10 – Animals

10.1 Domestic animals may be transported within the microcar used for the Service exclusively if kept inside an appropriate closed carrier and if compatible with the available space, under conditions equivalent to those applicable to the Terravision bus transport service.

10.2 The transport of animals not properly contained or capable of causing disturbance or safety risks shall remain excluded.

Art. 11 – Cancellation, Amendments and Failure to Attend

11.1 The provisions of this Article apply exclusively to the personalised assistance service "TerraFast" and not to the transport (transfer) service, which shall remain governed by separate terms and conditions.

11.2 Cancellation of the Service shall be free of charge up to 24 (twenty-four) hours prior to the scheduled commencement time. In the event of cancellation after such deadline, the amount paid may be retained.

11.3 In the event that the Customer fails to attend at the agreed place and time, the Service shall be deemed duly performed.

11.4 Operational personnel shall wait for the Customer for a maximum of 15 (fifteen) minutes after the agreed time. Equally, the Customer shall be required to wait for operational personnel for the same period.

11.5 Where the delay is attributable to circumstances beyond the Customer's control (including, by way of example, delays affecting the means of transport used to reach the

meeting point), operational personnel shall, where possible, take such circumstances into account and may extend the waiting time subject to operational requirements.

Art. 12 – Transfer Amendments and Fare Conditions for TerraFast Customers

12.1 Purchase of the Service entitles the Customer, solely in relation to the associated transport (transfer) service, to amend the booking without time limitations, in accordance with the available operational procedures.

12.2 It is expressly understood that the personalised assistance service (Personal Assistant) shall be guaranteed exclusively where the booking or amendment of the transport service is made with at least 24 (twenty-four) hours' prior notice.

12.3 In the event of the purchase of travel tickets relating to transport services subject to discounted or "low fare" conditions, the unlimited booking amendment option referred to in Article 13.1 above shall not apply.

12.4 In such circumstances, the Customer shall nevertheless retain the right to request reimbursement of the TerraFast assistance service without time limitations, in accordance with the applicable operational procedures, without prejudice to the conditions applicable to the purchased transport ticket.

Art. 13 – User Obligations and Liability

13.1 Without prejudice to any further obligations set out in these Terms and Conditions, the User shall:

a) conduct themselves with propriety, respect and courtesy towards operational personnel;

b) refrain from any conduct that may endanger their own safety or the safety of others, or interfere with the proper provision of the Service;

c) cooperate with operational personnel by providing accurate and complete information necessary for the execution of the Service;

d) refrain from damaging, tampering with or improperly using company vehicles, equipment or resources made available within the scope of the Service;

e) refrain from carrying out commercial, promotional or advertising activities, interviews or professional video/photo recordings without prior authorisation;

f) refrain from consuming alcohol or narcotic substances to an extent that may impair behavioural capacity or cause disturbance;

g) refrain from transporting dangerous objects, prohibited substances or goods whose possession is contrary to applicable law;

h) refrain from fraudulently using the Service through deceptive practices aimed at avoiding payment of the applicable fees;

i) comply with the limits relating to the number of passengers, luggage items and permitted dimensions set out in these Terms and Conditions.

4-Seater Microcar	**Passengers**	**Personal Assistant**	**Small Luggage** *(e.g. 55 × 40 × 20 cm)* **40-55 cm height**	**Medium Luggage** *(e.g. C5 × 45 × 25 cm)* **60-70 cm height**	**Large Luggage** *(e.g. 75 × 50 × 30 cm)* **75-85 cm height**
Config. 1	3	1	1 *(in trunk)*	0	0
Config. 2	2	1	1 *(in trunk)*	1	1
Config. 3	2	1	2 *(1 in trunk + 1 in cabin)*	1	1

13.2 The Company shall not be liable for the loss, theft or damage of the User's personal belongings during the provision of the Service, except in cases of wilful misconduct or gross negligence. The User shall remain responsible for supervising their personal belongings throughout the duration of the Service.

13.3 The Company shall not be held liable for delays, amendments or failure to perform the Service arising from force majeure events or circumstances beyond its reasonable control, including, by way of example and without limitation, traffic restrictions, road closures, adverse weather conditions, acts of public authorities or other unforeseeable circumstances.

13.4 In the event of a breach of the obligations set out above, Terravision may:

• refuse provision of the Service;

• suspend a Service already commenced;

• retain the sums paid;

• seek compensation for any damages incurred.

13.5 The User shall be responsible for:

a) attending at the agreed place and time;

b) promptly communicating any delays or impediments;

c) ensuring that their health conditions do not expose third parties to risks or contagion.

Art. 14 – Processing of Personal Data

14.1 Terravision, acting as data controller, shall collect and process Customers' personal data, including, by way of example, first name, surname, date of birth and information relating to accommodation arrangements (e.g. hospitality facilities), for the purpose of ensuring the proper provision of the Service and fulfilment of the related contractual obligations.

14.2 Personal data shall be processed in compliance with the principles of lawfulness, fairness, transparency and data minimisation and, where applicable, on the basis of performance of the contract to which the data subject is party.

14.3 Personal data may be disclosed to third parties involved in the provision of the Service, including, by way of example, transport operators, accommodation facilities, logistics service providers and operational partners, acting, as applicable, either as data processors or independent data controllers.

14.4 Disclosure of personal data to the entities referred to above shall be limited to what is strictly necessary for the performance of the Service.

14.5 Personal data processing shall be carried out in accordance with Regulation (EU) 2016/679 (GDPR) and the applicable legislation concerning personal data protection.

14.6 Further information relating to the methods of processing, data retention periods and the rights granted to data subjects is available in the privacy notice provided pursuant to Articles 13 and 14 of the GDPR.

Art. 15 – Complaints

Any complaints relating to the Service must be submitted by the User within 7 days from the date on which the Service was provided, by written communication sent to the contact details indicated by the Company (email or other official channels). The complaint must contain a detailed description of the relevant facts together with any information useful for assessment purposes. The Company undertakes to provide a response within 3–5 days from receipt of the complaint.