

A/S STOREBÆLT

TERMS AND CONDITIONS FOR CLUB STOREBÆLT

1. General terms and conditions

- 1.1 These terms and conditions (the "Agreement") apply to your (the "Customer") use of the discounts product Club Storebælt and the associated loyalty programme (the "Product").
- 1.2 The Agreement remains in force until terminated. Cessation of use of the Product will not in itself constitute termination. The Customer may terminate the Agreement at any time, whereas A/S Storebælt may terminate the Agreement at one (1) month's notice.
- 1.3 A/S Storebælt is entitled to amend the terms of the Agreement at one (1) month's notice. Notification of new terms may be communicated by regular mail, e-mail or text message.
- 1.4 The Customer is not entitled to assign the Agreement. A/S Storebælt is entitled to assign the Agreement in full or in part to other companies in the Sund & Bælt Group without the Customer's consent.
- 1.5 It is a prerequisite for the achievement of discounts and the utilisation of certain promotional offers that the Customer has an operational OBE, i.e. a transponder capable of communicating with A/S Storebælt's toll booths and recording the Customer's crossings, e.g. the BroBizz transponder or the AutoPASS tag. The OBE must be from an issuer which has entered into an agreement with A/S Storebælt on the use of the OBE on Storebælt. At the website of A/S Storebælt, the Customer may find an updated list of issuers which have entered into an agreement with A/S Storebælt on the use of their OBE for Storebælt crossings. It is further a prerequisite for using the Product that the Customer ensures that the OBE is used in accordance with the terms agreed with the issuer when the OBE is used for Storebælt crossings.

2. Discounts and benefits

- 2.1 The Product grants the Customer a discount of 5% on the current price from time to time on all Storebælt crossings. For information about prices, see www.storebaelt.dk. The Product also grants automatic access to Storebælt's time-triggered discounts, currently Aftenbillet (Evening Ticket), Dagsbillet (Day Ticket) and Weekendbillet (Weekend Ticket). For additional information about the current time-triggered discounts, see www.storebaelt.dk/priserprodukter/rabatprodukter. A 5% discount is also granted in connection with the use of time-triggered discounts.
- 2.2 The Product also grants the Customer access to A/S Storebælt's loyalty programme with promotional offers and travel inspiration. A description of the loyalty programme is available at www.storebaelt.dk. The programme comprises promotional offers from A/S Storebælt's partners, including occasional promotional offers granting the Customer discounts on Storebælt crossings. Please note, that the programme is only available in Danish.

3. Management of payment, discounts and complaints

- 3.1 Invoicing of and payment for Storebælt crossings made using the Product will be effected through the entity which has issued the OBE linked to the Product and in accordance with the issuer's terms.
- 3.2 Complaints of failure to calculate a discount on a Storebælt crossing must be made to A/S Storebælt as soon as possible after the earliest of the date on which the Customer has received an invoice specification etc. from his or her issuer, the date on which the payment is shown in the Customer's online bank and the date on which the payment is shown in the Customer's bank statement for the debit/credit card used. Complaints made within 60 days will be deemed to have been made in due time.

4. A/S Storebælt's collection and use of customer data

- 4.1 When ordering the Product, the Customer must provide a number of data, including name, address, telephone number and e-mail address. If the Customer already has an OBE which is to be linked to the Product, the Customer must specify the OBE number, his or her customer number with the issuer and the name of the entity issuing the OBE.
- 4.2 A/S Storebælt receives information about the Customer, including name, address, e-mail address, vehicle registration number and OBE number, from the issuer specified by the Customer. A/S Storebælt will exchange updated information with

the issuer for the full term of the Agreement. A/S Storebælt may disclose data about the Customer to the issuer for purposes of the issuer's collection of correct payment from the correct debtor for Storebælt crossings. When signing this Agreement, the Customer **consents** to the described exchange of data.

- 4.3 Any withdrawal by the Customer of the consent given under clause 4.2 will cause this Agreement to terminate with effect immediately.
- 4.4 The data provided by the Customer and the data transferred to A/S Storebælt by the issuer will be used for purposes of managing the Product. The data may also be used for direct marketing to the Customer and for targeting information, promotional offers and campaigns, see clause 4.5.
- 4.5 If the Customer has agreed thereto, A/S Storebælt will send electronic newsletters and promotional offers to the Customer by e-mail. Electronic newsletters and promotional e-mails may contain marketing of A/S Storebælt's own products/services as well as products/services of A/S Storebælt's partners, including promotional offers from partners in connection with discounted return tickets. A list of A/S Storebælt's loyalty programme partners is available at www.storebaelt.dk/oplevelsdanmark/partnere. The list is updated on a regular basis, and information about updates will be communicated through our newsletters.
- 4.6 A/S Storebælt reserves the right to send general information to the Customer by regular mail, e-mail or text message, including traffic updates for Storebælt.
- 4.7 The Customer is entitled to insight into any personal data about the Customer processed by A/S Storebælt. The Customer is also entitled to object to such processing and to request that erroneous or misleading information is deleted or corrected. Contact information for enquiries in this respect is provided below.

5. Breach of contract

- 5.1 In the event of material breach of the Agreement, A/S Storebælt may terminate the Agreement with effect immediately. For example, submission of erroneous or misleading information will be deemed to constitute material breach.

6. Governing law and venue

- 6.1 This Agreement is subject to Danish law, and any disputes are to be settled before the Customer's local court.

The Customer is welcome to contact our Customer Service at any time in the event of complaints.

Our Customer Service may be contacted by telephone on +45 7015 1015, by e-mail to info@storebaelt.dk or by letter to A/S Storebælt, Storebæltvej 70, 4220 Korsør, Denmark.

The Customer may also file a complaint over a product or service purchased from us with the Danish Competition and Consumer Authority (Centre for Complaints Resolution) at the following address: Konkurrence- og Forbrugerstyrelsen, Center for Klageløsning, Carl Jacobsens Vej 35, 2500 Valby, Denmark. Complaints may also be filed with the Centre for Complaints Resolution via www.forbrug.dk.

The EU Commission's online complaints portal may also be used to file a complaint. This is particularly relevant if the Customer is a consumer residing in an EU member state other than Denmark. The Customer may file the complaint using this link: <http://ec.europa.eu/odr>. Our e-mail address for purposes of complaints filing is: info@storebaelt.dk.

If an amicable solution cannot be reached through the agency of the Centre for Complaints Resolution, the Customer may file a complaint with the Danish Consumer Complaints Board. Follow this link to file an online complaint with the Danish Consumer Complaints Board: <https://minsag.forbrug.dk/FKVWeb/CheckComplaintStart.aspx>.