

## 24Rent Service fees

*This is an unofficial translation of the Service fees.*

*This translation is intended for reference purposes only without any warranty as to its accuracy or the completeness of the information.*

*The Finnish original version of service fees is the sole official version.*

*In the event of any discrepancy between the Finnish original and this English translation, the Finnish original shall prevail.*

*24 Rental Network Oy assumes no responsibility for this translation or for direct, indirect, or any other form of damage arising from this translation.*

This document shows the service fees that will be charged from customers whose actions have caused 24 Rental Network Oy additional costs.

These service fees are part of our [Rental Terms](#) and came into effect on May 11, 2023

These service fees replace all previous service fees

The up-to-date service fees are always available at <https://www.24rent.fi/en/service-fees/>

### Fixed remunerations for missing accessories

The object of compensation	Price
Charging cable	<b>400€</b>
Document (instructions etc.)	<b>25€</b>
Hand truck	<b>150€</b>
Vehicle brush (passenger compartment)	<b>20€</b>
Access card to a parking facility:	<b>100€</b>
Vehicle brush (cargo)	<b>20€</b>

Other missing items: according to the prices listed by the original manufacturer or its representative

### Fixed remunerations for violations of the contract

Failing to fill up the vehicle: **50 € + fuel**

Failing to notify of damage, investigation fees: **100 €/t, min. 2 h**

Failing to return an electric vehicle to the instructed charging station: **400 €/towing**

Failing to return the vehicle as instructed: **100 €**

Failing to return the vehicle in time: **100 € + 50 € / hour** (or part of an hour)

Fraud-related investigations: **100 €/h**

Handing the vehicle over to a third party without permission: **400 €**

Leaving the vehicle lights on: **100 €**

Leaving the vehicle unlocked upon return: **100 €**

Parking violation (towing done by 24Rent): **100 €**

Parking violation (towing done by City authorities): towing charge + **50 €** (processing fee)

Parking violation / failing to park as instructed (vehicle moved during inspection): **30 €**

Processing fee for a traffic violation: **30 €**

Processing of congestion charges: **10 €**

Processing of parking violations: **50 €**

Returning an electric vehicle without plugging it into a charger: **150 €**

Road service for an electric car with an empty battery: **200 € + 400 € towing**

Smoking in the vehicle: **200 €**

Taking the vehicle abroad without permission: **500 € + 60 €/day**

Using additional services without permission: **three times the original price**

Using road service due to user fault: **250 €**

Using the keys to lock the doors when returning the vehicle: **100 € + idle time (max. 7 days)**

## Fixed remunerations for damages

According to the Damage Price Guide [\(https://www.24rent.fi/vauriohinnasto/\)](https://www.24rent.fi/vauriohinnasto/)

## Other fixed remunerations

Fixed remuneration for bonus losses or other pressure to increase premiums, in case of a traffic accident: **500 € / accident**

Activating a MiniLease contract during the termination period: **50 €**

Changing vehicle to a started reservation on customer request: **100 € + possible price difference**

Cleaning: **50 € / hour** (or part of an hour)

Empty starter battery (battery damaged): **200 €**

Empty starter battery (battery not damaged): **100 €**

Exceeding the mileage cap: **0,20 €/km**

Failure to provide, when requested, photographs taken when the vehicle was picked up / returned:

Cars: **1 200 €**

Vans: **1 800 €**

Handling and storage of lost items (max. 14 days): **25 €**

Having to involve governmental authorities because of a breach of contract by the renter: **500 €**

Idle time for cars: **40 €/starting day**

Idle time for vans: **60 €/starting day**

Investigations by public officials in violations and offences of various nature: **250 € / hour** (or part of an hour)

Labour-intensive cleaning: **100 € + 50 € / part of an hour** (clean-up operations requiring extra work and care)

Making changes to the reservation on customer request: **20 €**

Processing fee for additional services purchased: **10 €**

Processing fee for MiniLease cancellation: **a month's rental fee**

Processing fee for other extra work caused by the Renter: **50 €**