

# Longo Poland sp. z o. o

## Reservation terms and conditions

Longo offers the possibility to book a car online at [www.longo.pl](http://www.longo.pl). Online reservation on the Longo website is made in accordance with the following conditions:

1. Longo cars can be reserved for a reservation and transportation fee starting from 199 PLN depending on related costs.

If under the promotional action, the reservation price of the car is changed, the reduced promotional price can be used by the customer only once, during the designated period of the action. For each subsequent reservation, the price will return to the original level of 199 PLN.

2. To provide sufficient time to decide, the car reservation made by the customer is valid for 7 calendar days (or for a period agreed with the sales manager) from the moment the car is available in the branch.

3. One customer may reserve one car at a time.

4. A Longo sales specialist will contact the customer within 1-2 hours after the reservation is made. If the reservation is made outside business hours, Longo will contact the customer the next business day.

5. The reservation is automatically canceled if Longo cannot contact the customer within 3 calendar days of the reservation date. In this case, the reservation fee is considered a penalty and cannot be refunded or transferred to another Longo car.

6. A customer may cancel a reservation at any time by calling Longo or via e-mail. In such a case, the reservation fee will not be refunded, but may be transferred to another Longo car available at the Polish branch.

Contact number: (85) 87 65 100

E-mail address: [info@longo.pl](mailto:info@longo.pl)

7. Longo may cancel a reservation at any time in case of unforeseen circumstances. In such case, the reservation fee shall be refunded to the Customer.

8. The Customer may apply for a refund in case of Force Majeure by writing an e-mail to [info@longo.pl](mailto:info@longo.pl).